



Community Pharmacy Patient Questionnaire
April 2017 to March 2018

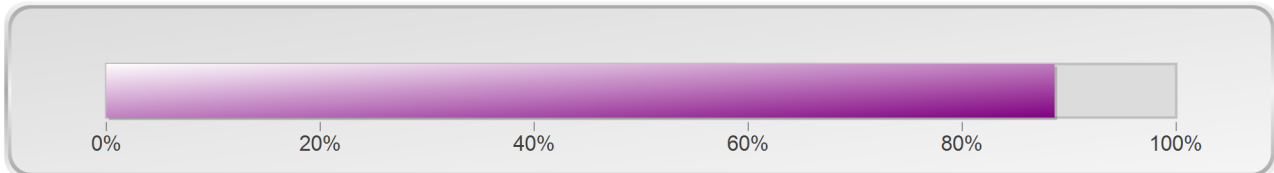


COHENS PHARMACY

199 Lynstock House , BL6 4SA

HOW YOU RATED US OVERALL ...

88.6%

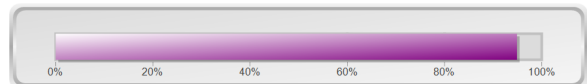


Based on 51 completed surveys

YOU RATED US HIGHEST IN THE FOLLOWING AREAS ...

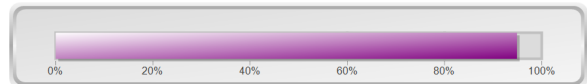
94.9%

Answering any queries you may have



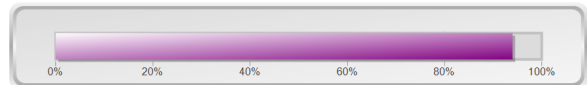
94.9%

Providing an efficient service



94.0%

The service you received from the pharmacist



Did you know that we have a FREE delivery service?



Yes
No

Would you recommend this pharmacy to your friends and family?



Yes
No

YOU TOLD US THAT WE NEEDED TO IMPROVE IN THE FOLLOWING AREA ...

An Area Requiring Improvement:

Providing general advice on leading a more healthy lifestyle.

Action:

We have trained Health Champions in every pharmacy who will use their skills to enhance the promotion of healthy lifestyles to our patients.