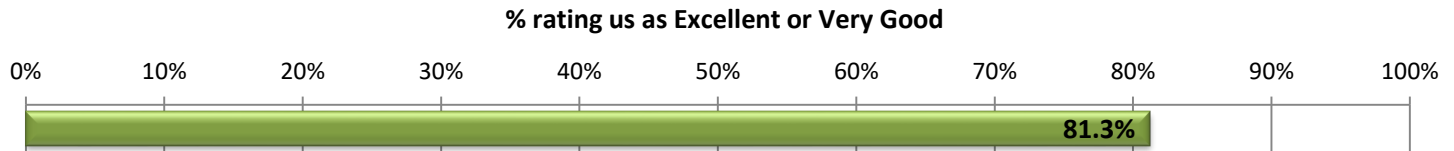


Community Pharmacy Patient Questionnaire

Harrogate Pharmacy Ltd, T/A Harrogate Pharmacy, 2 Haywra Crescent, Harrogate, HG1 5BG

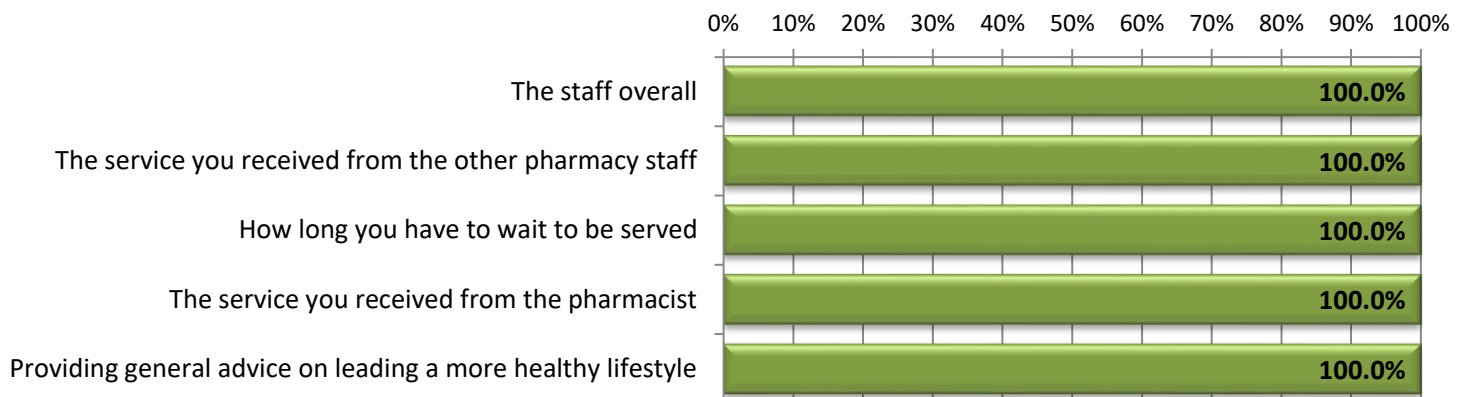
Results of total respondents surveys conducted between August 2018 and February 2019

How our customers rated this pharmacy overall



Our customers rated us the highest for...

% rating us as Very or Fairly Good



Areas we need to improve the most

% dissatisfied with the service

Action we will take (within 28 days)

Area of dissatisfaction	% dissatisfied	Action we will take (within 28 days)
Disposing of medicines you no longer need	100.0%	Take action such as providing additional staff training
Comfort and convenience of the waiting areas	14.7%	Review waiting areas and consider if changes can be made
Having in stock the medicines/appliances you need	6.4%	Take any necessary action to strive to improve stock availability

Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Take any necessary action to strive to improve stock availability	
Review waiting areas/seating	

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
4.0%	10.0%	14.0%	26.0%	14.0%	12.0%	20.0%

Profile of respondents

This is the pharmacy that the respondent chooses to visit if possible	This is one of several pharmacies that the respondent uses	This pharmacy was just convenient on the day for the respondent
66.7%	16.7%	16.7%