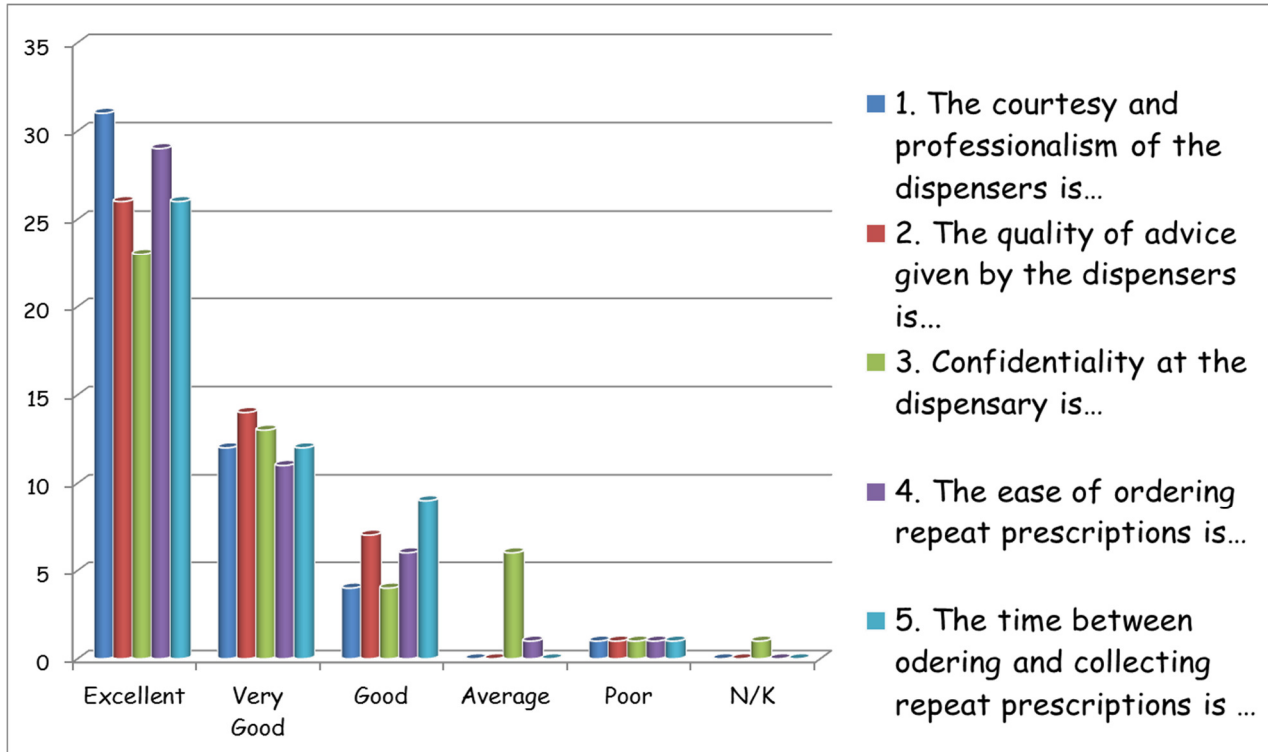


These are the results of the Dispensary Survey 2014/15.



Patients answered 5 questions and had the option to leave any comments at the end of the survey.

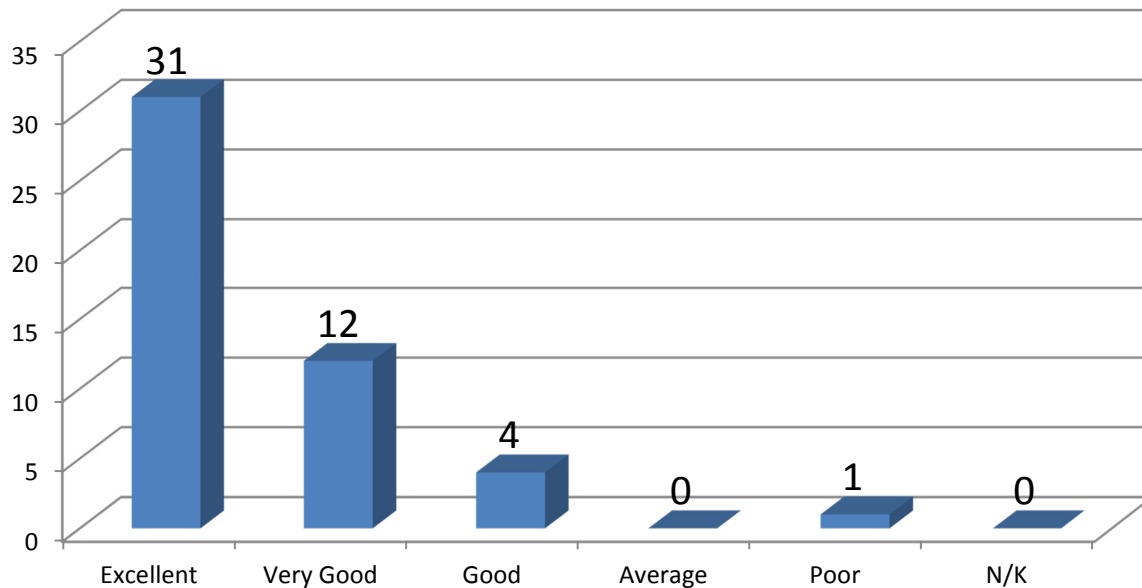
A total of 48 patients were surveyed and the responses are as follows

2 patients left a comment:

'Brill!!'

'Really Helpful Staff'

1. The courtesy and professionalism of the dispensers is...



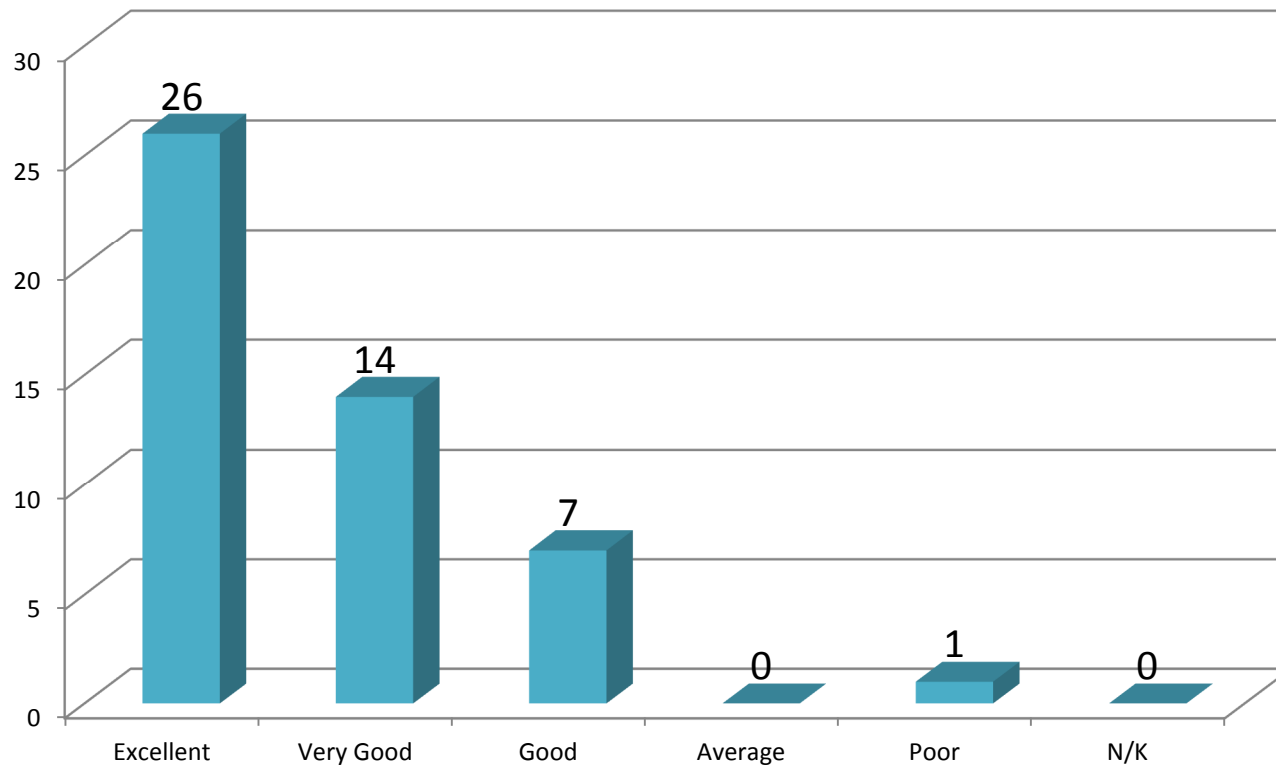
Question 1.

Nearly 65% of patients surveyed gave the dispensary an 'Excellent' score.

And nearly 90% gave a score of 'Excellent' or 'Very Good'.

These scores are brilliant. The patients that we surveyed we obviously pleased with the professionalism of the dispensary staff.

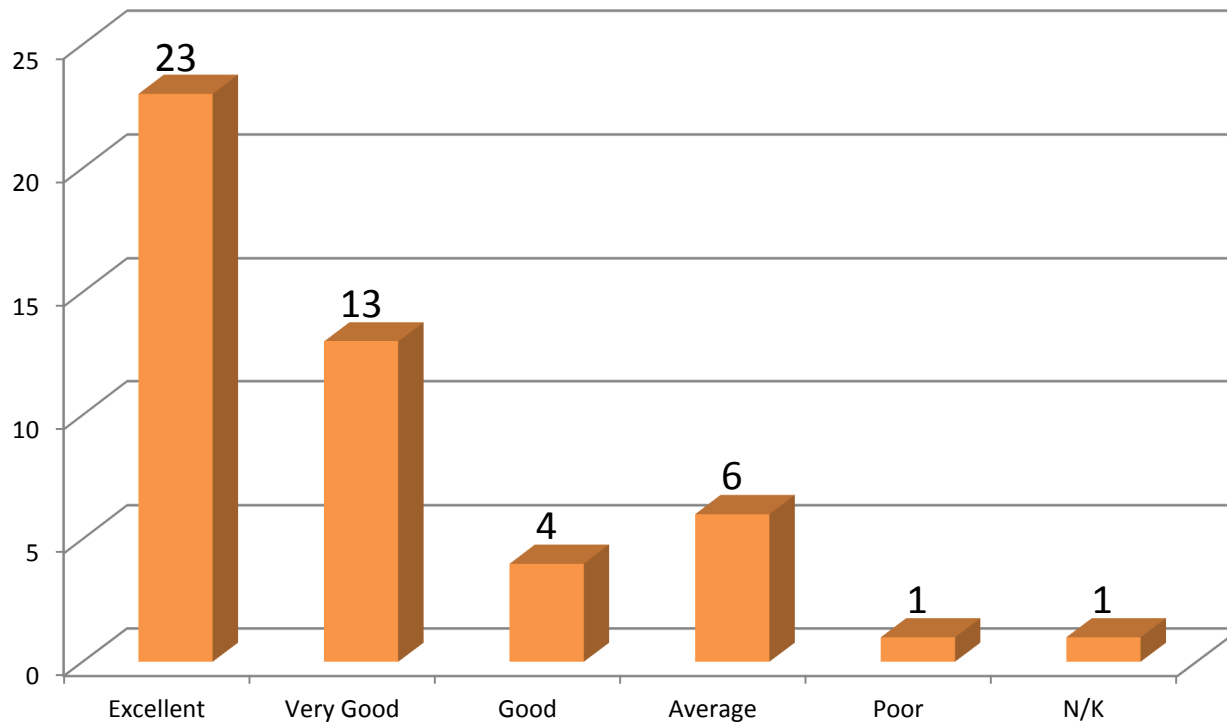
2. The quality of advice given by the dispensers is...



Question 2.

54% of patients surveyed said that the dispensers gave 'Excellent' advice. 43% said that they received 'very good' or 'good' advice.

3. Confidentiality at the dispensary is...



Question 3.

Nearly 48% of patients surveyed said that the confidentiality at the dispensary was 'Excellent'.

27% scored 'Very good'

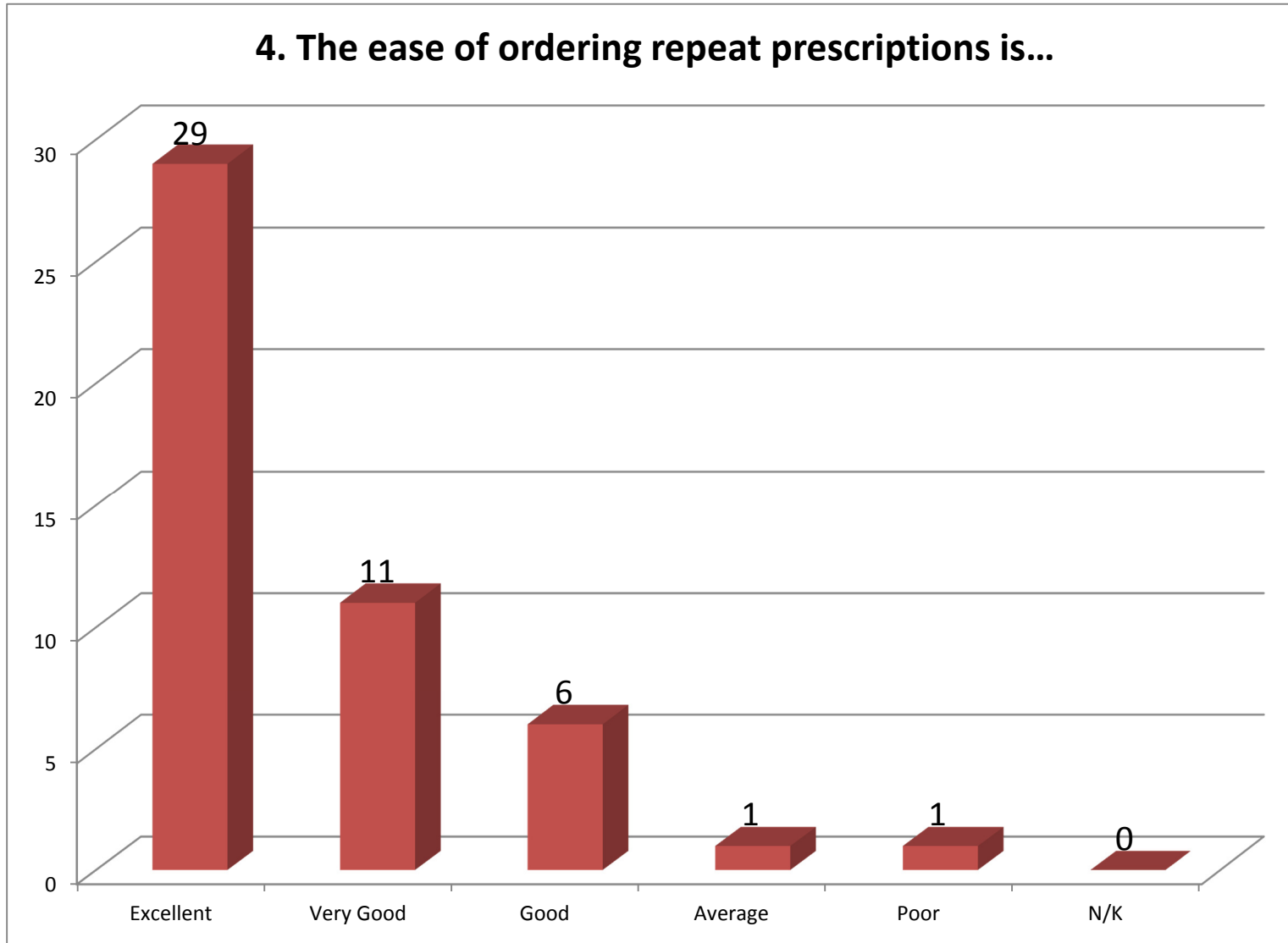
8% scored 'Good'

Nearly 15% scored the dispensary 'Average' or 'Poor'

This perhaps is an area we can work on.

4. The ease of ordering repeat prescriptions is...

Question 4.



5. The time between ordering and collecting repeat prescriptions is ...

Question 5.

