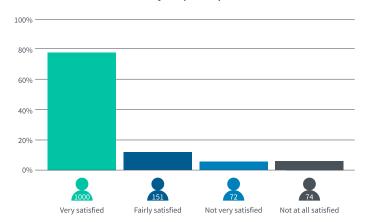
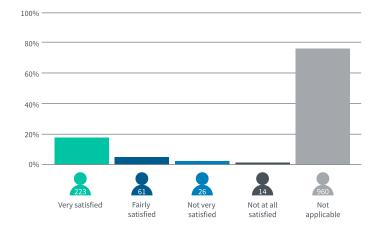
Did you use the service to obtain a prescription for

How satisfied were you with the time it took to receive your prescription?



If you used the pharmacy service for any other NHS service, how satisfied were you with this?



If you used the pharmacy service for any other NHS service, how satisfied were you with this?



If you have contacted one of our pharmacists, please rate them on the following factors, otherwise scroll to the next question.

92% of patients found the ease of contacting us good

83% of patients thought the ease of speaking to a pharmacist was good

88% felt they provided an efficient service

90% felt the overall service they received was good

Very Poor

Fairly Poor

Fairly Good

Very Good

If you have contacted our customer service team, please rate the staff on the following factors, otherwise scroll to the next question.

94% of patients who spoke to our customer service team felt they were polite and took the time to listen

89% found the customer service team good at answering any questions they had

86% felt they were provided an efficient service

87% found the ease of speaking with an advisor good

89% were happy with the overall service they received

Very Poor

Fairly Poor

Fairly Good

Very Good

Thinking about all the times you have used Pharmacy2U, how well do you think it provides each of the following services?

92% of patients think we provided a good advice on a current health problem or longer term health condition

91% of patients felt we provided a good advice on leading a more healthy lifestyle

91% of patients felt we did a good job of disposing of medicines you no longer need

 $94\%\ thought\ we\ did\ well\ at\ providing\ advice\ on\ health\ service\ or\ information\ available\ elsewhere$

Very Poor







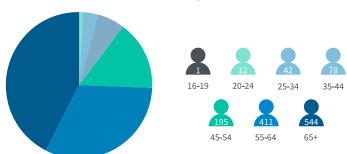
Have you ever been given advice about any of the following by Pharmacy2U?



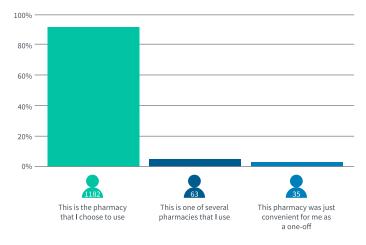




How old are you?



Which following best describes how you use Pharmacy2U?



Gender









Rather not say

Overall, how do you rate Pharmacy2U?

100% 80% 60% 40% 20% 0% Excellent Very Good Good Fair Poor

Which of the following apply to you

