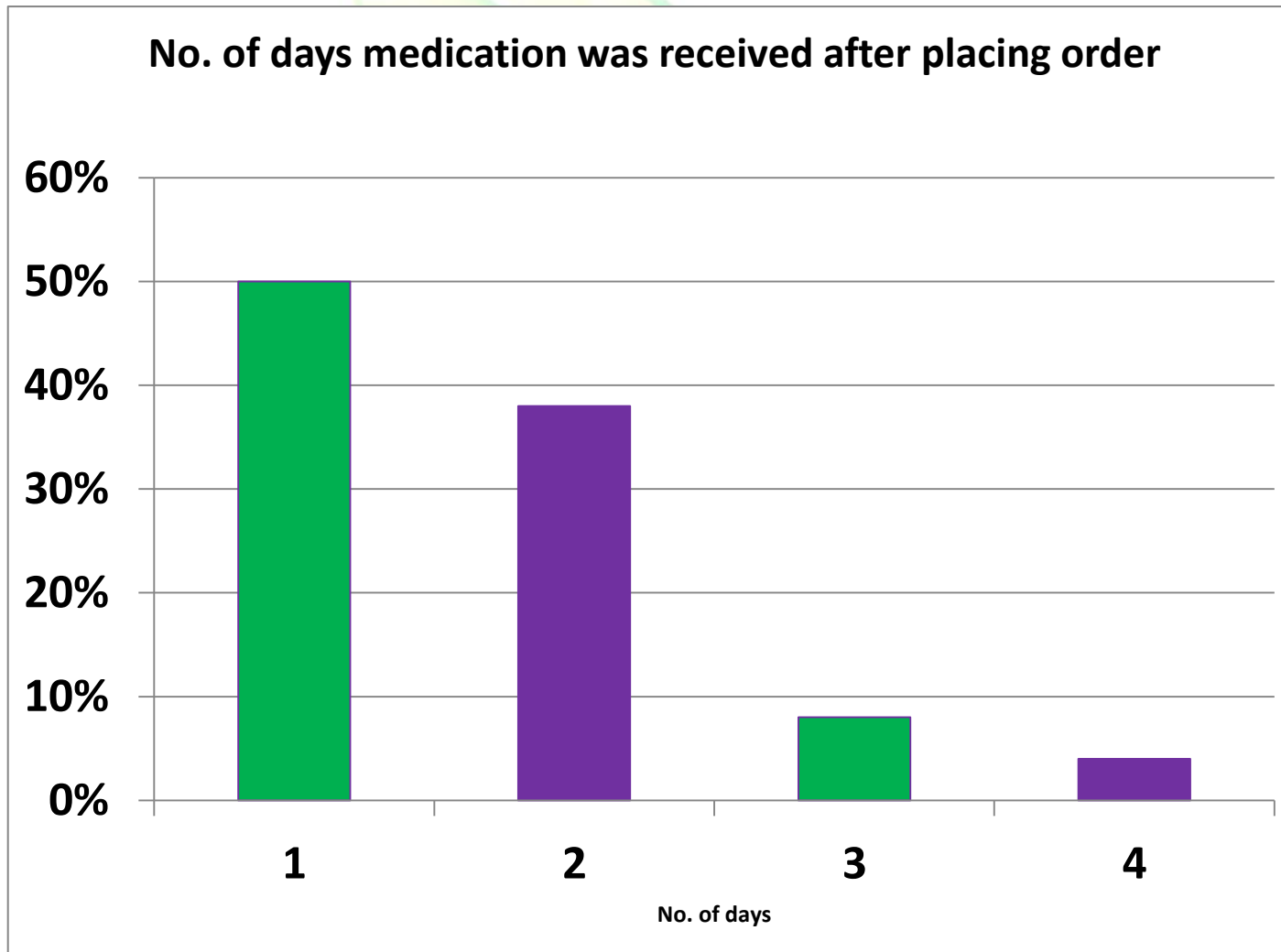


# Private Online Doctor Survey Results 2017

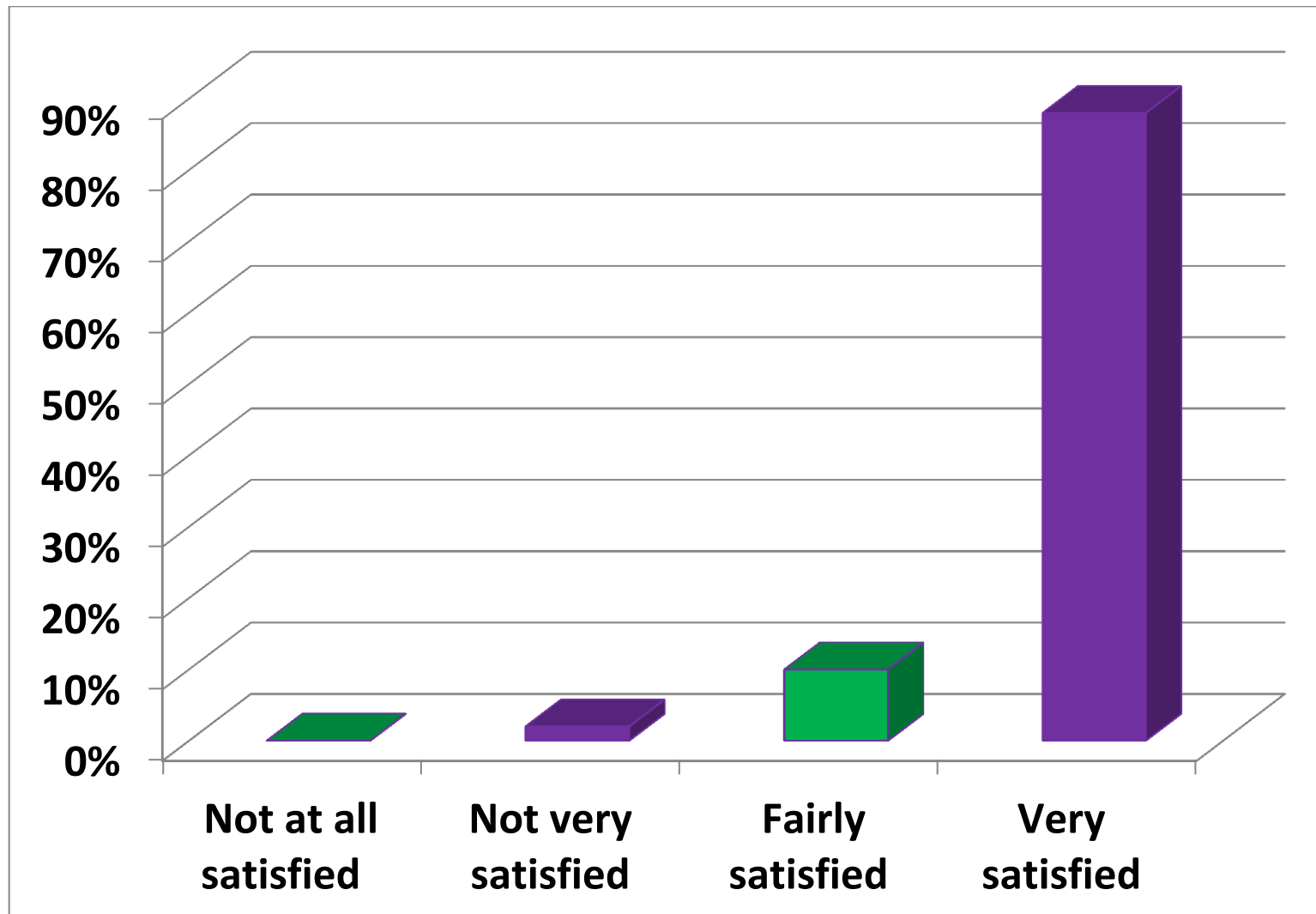




**Q2 When requesting the medicine, were you able to obtain it the next day? If not, how many days was it before you received your medication after submitting your order?**



### Q3 How satisfied were you with the time it took to issue your prescription?

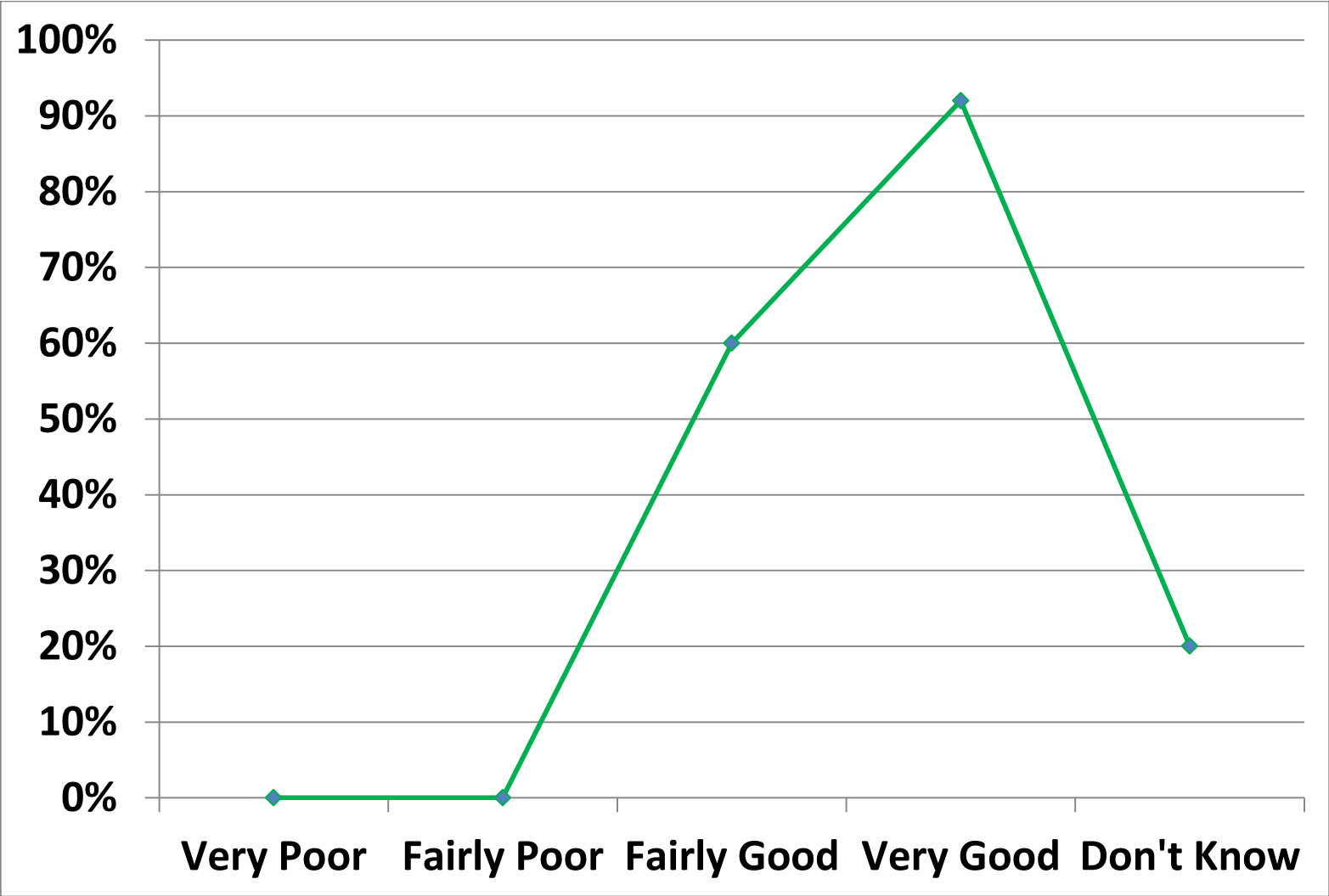


**Q4 Thinking about any previous requests from the pharmacy as well as today's, how would you rate the pharmacy on the following factors?**

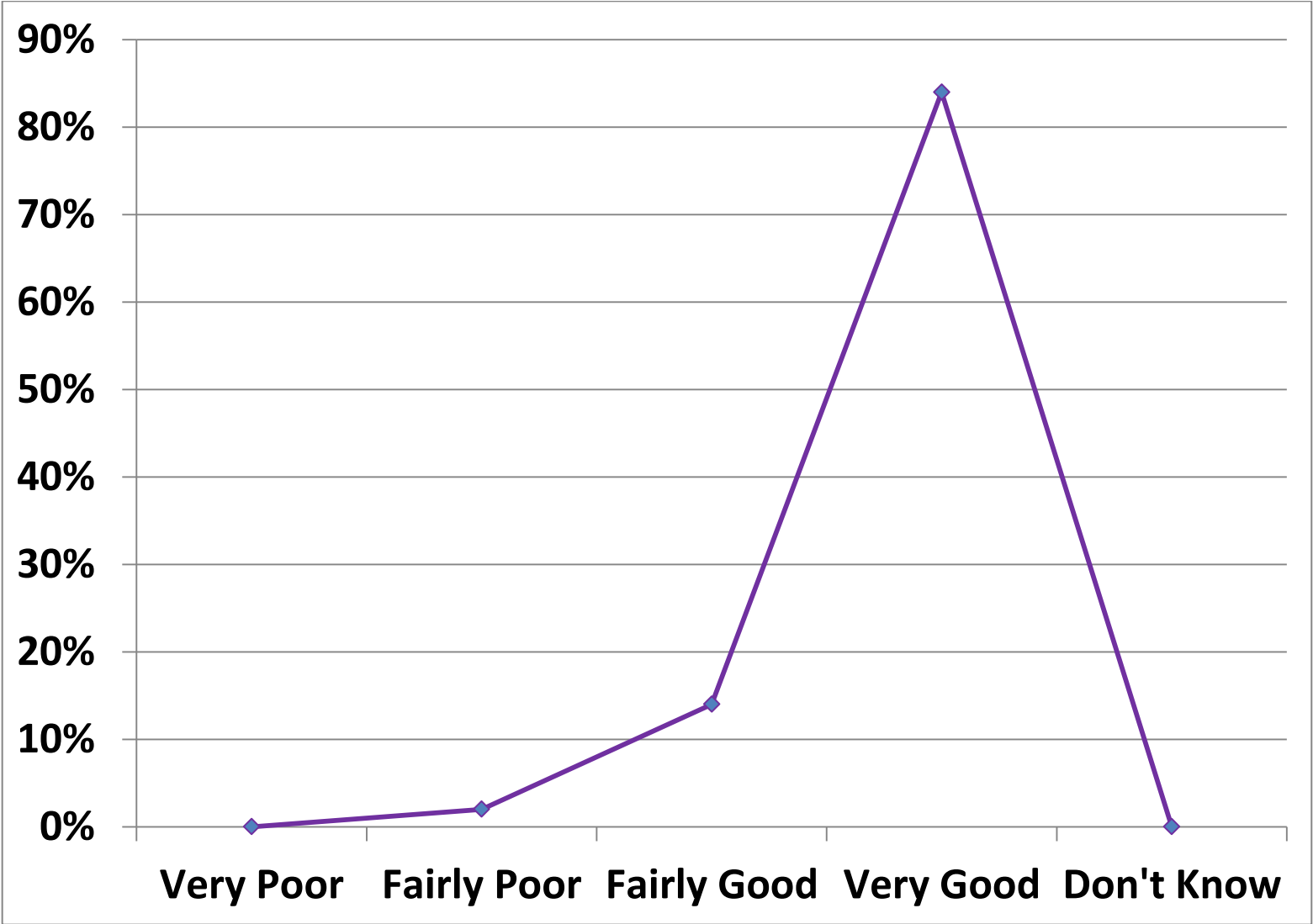
**a) The comfort and convenience of using the online pharmacy services**



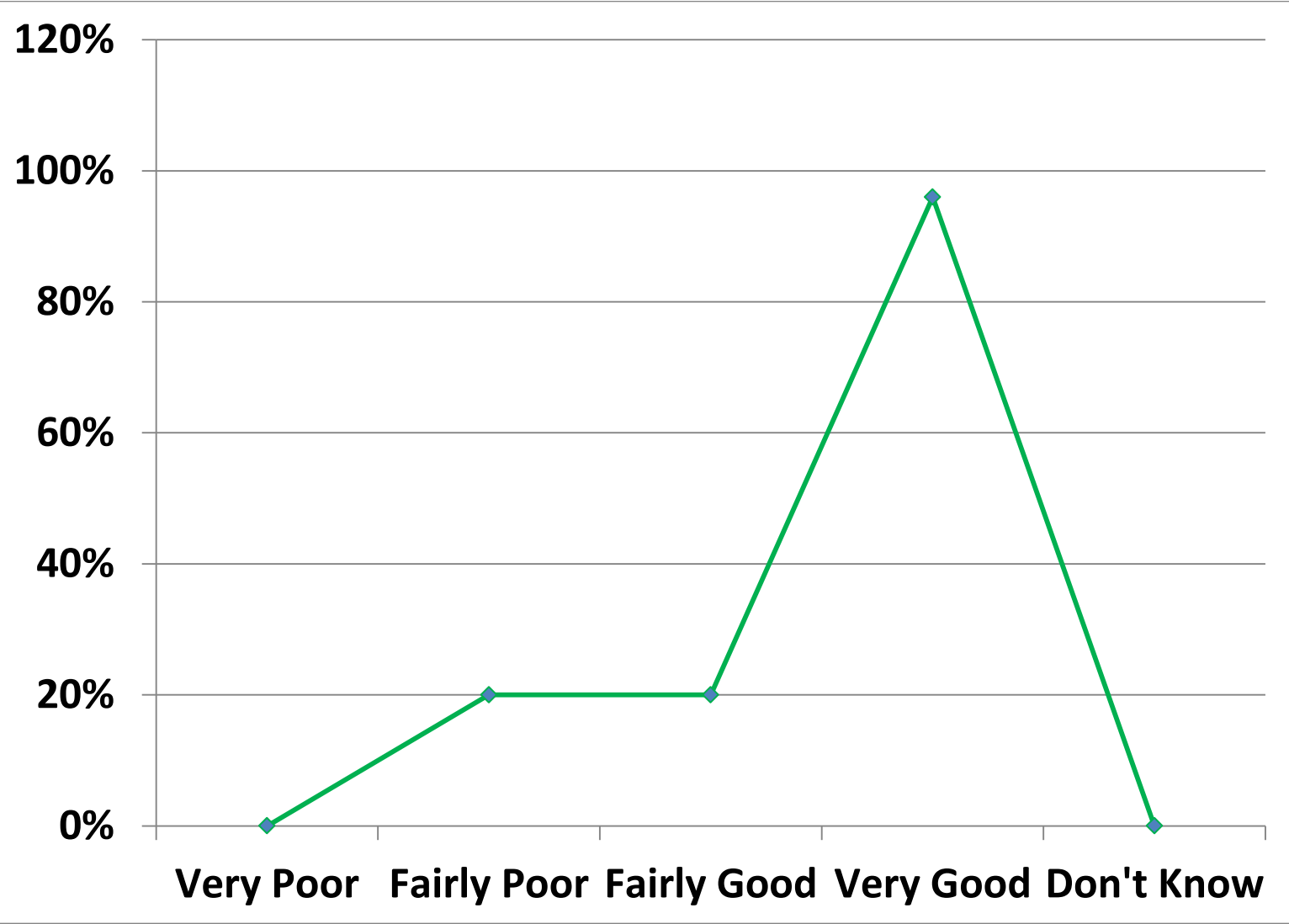
**b) Having the medicines you need in stock**



**c) Offering a clear and well organised website layout**



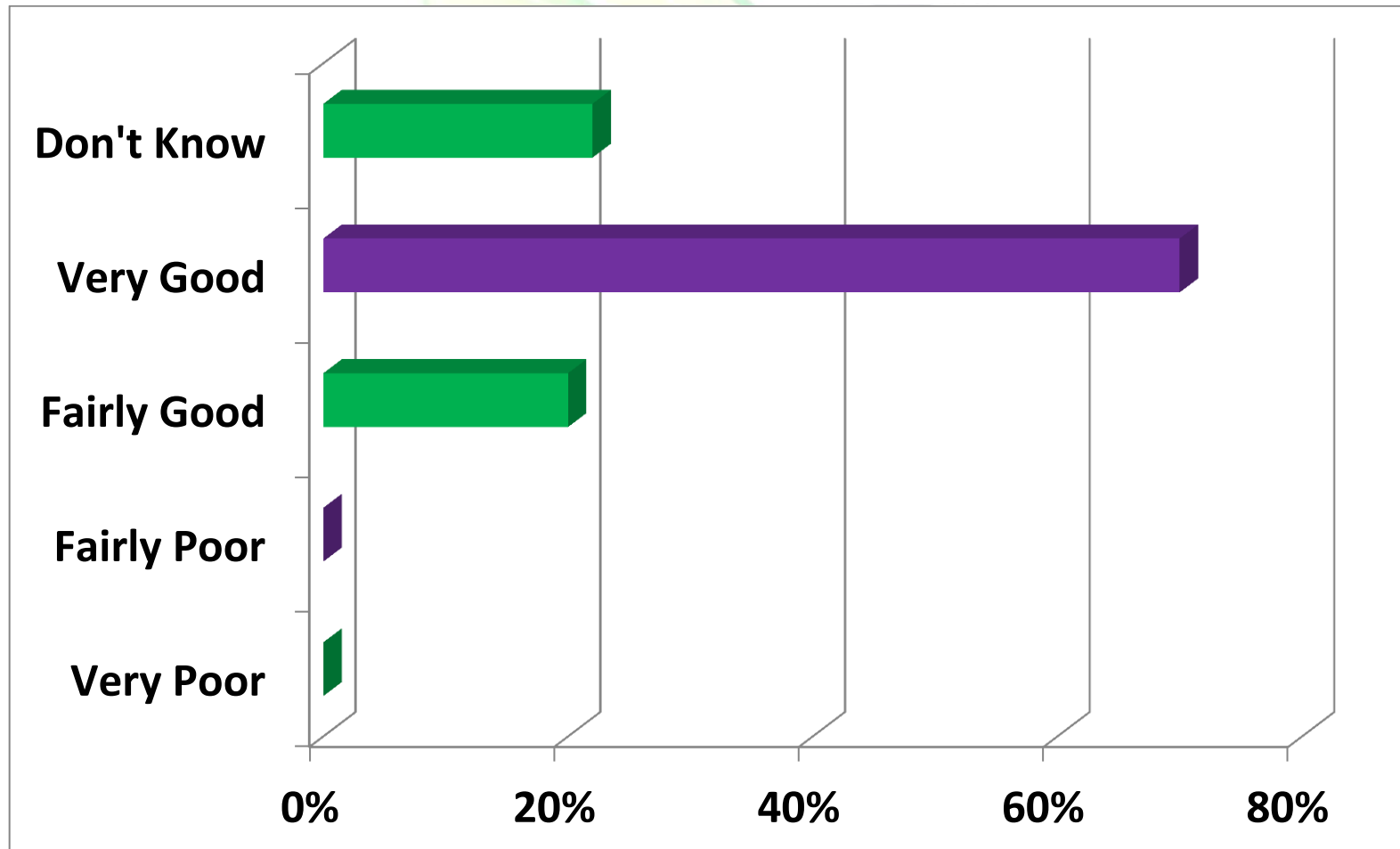
**d) How long you have to wait to receive your prescription**



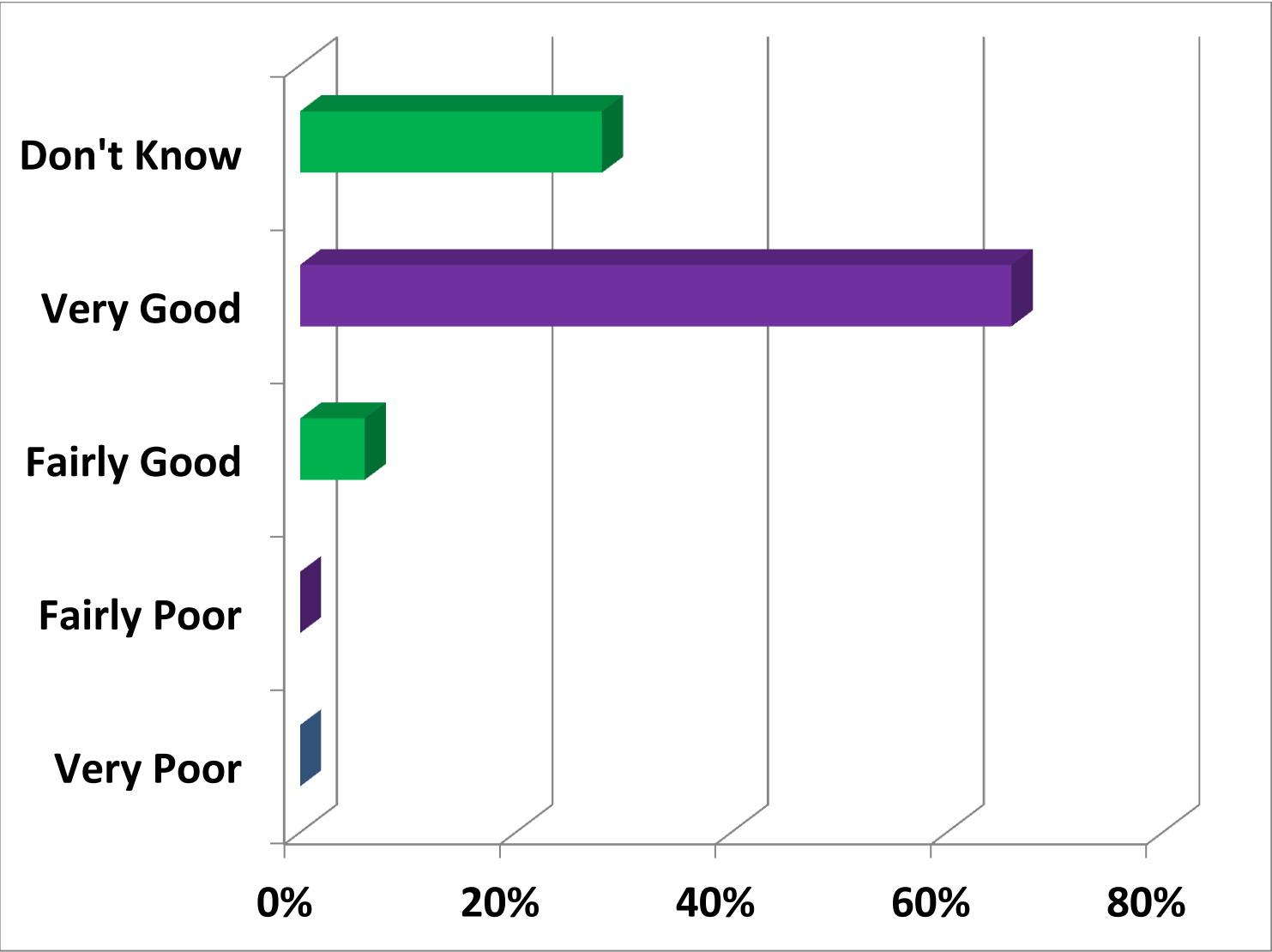


**Q5 Again, including any previous services obtained from this pharmacy, how would you rate the pharmacist and the other staff who work there?**

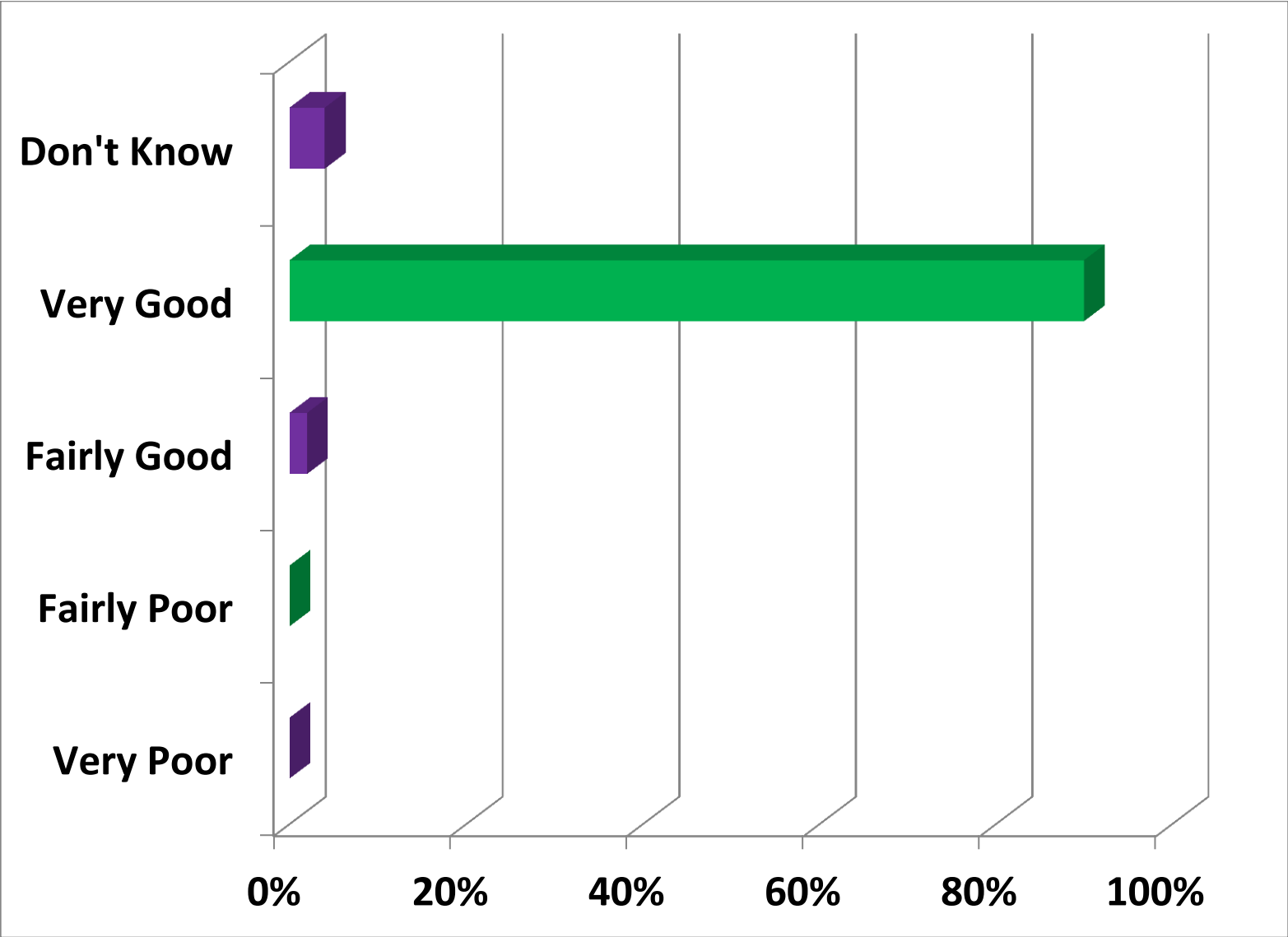
**a) Being polite and taking the time to listen to what you want**



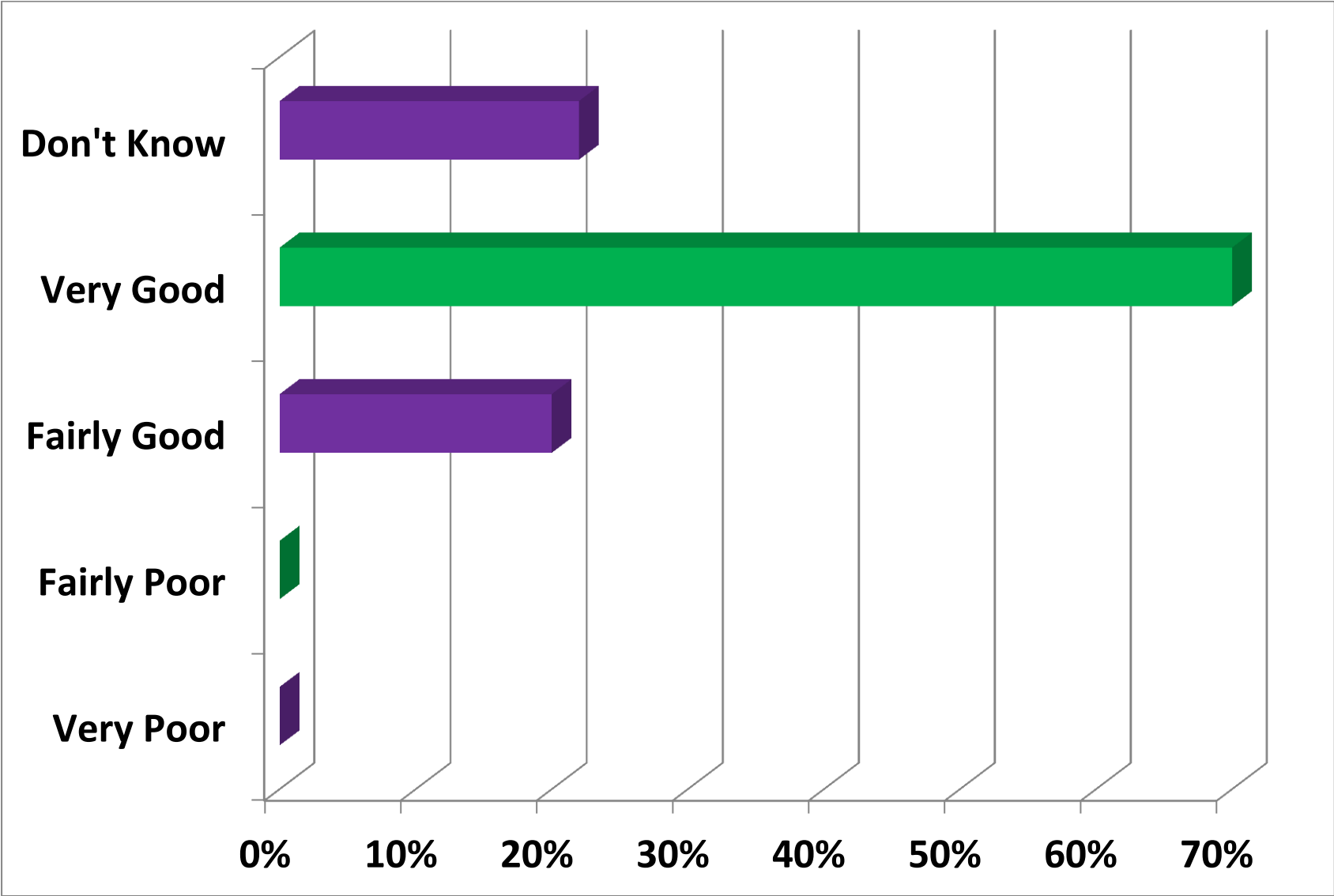
**b) Answering any queries you may have**



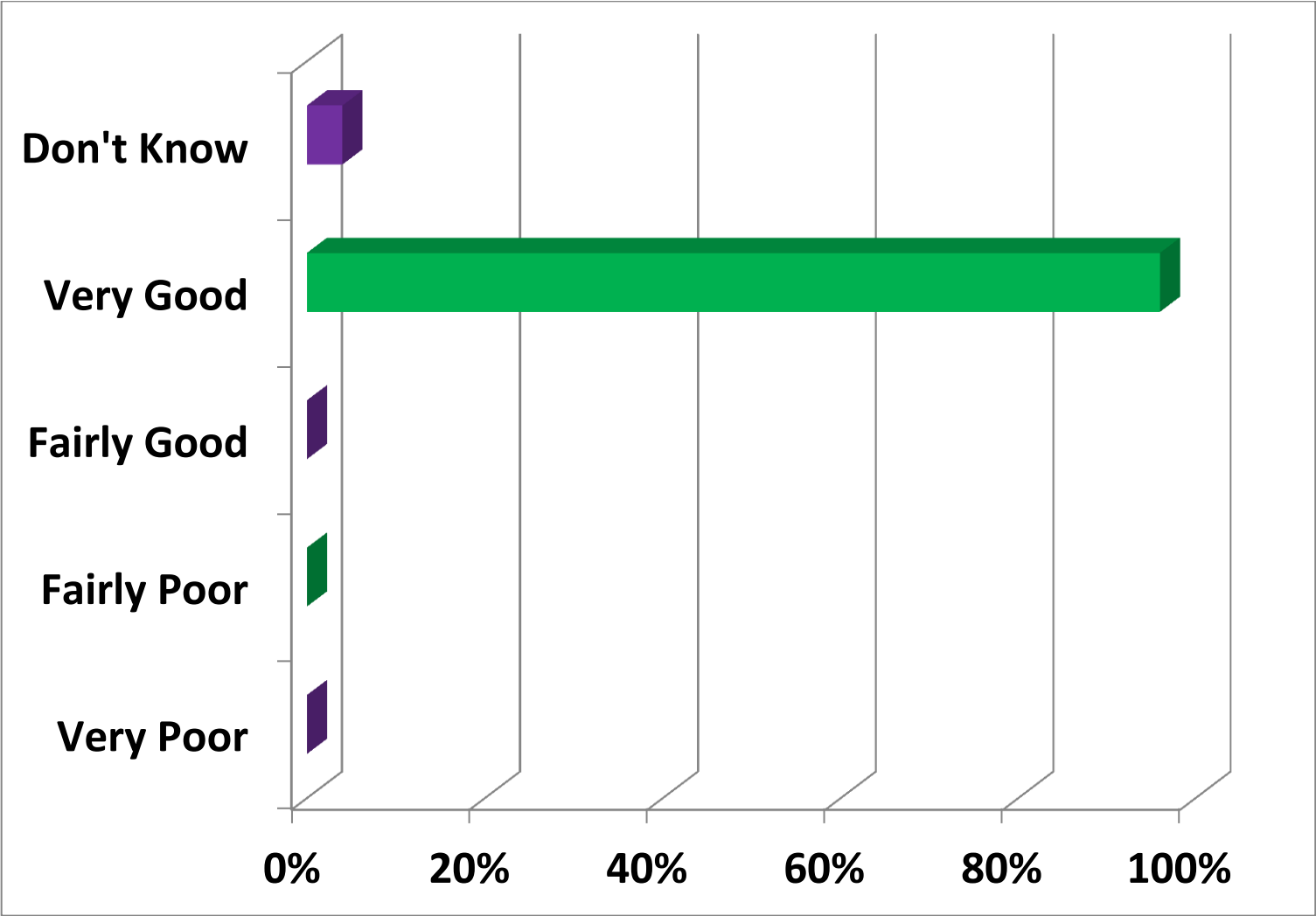
c) The service you received from the pharmacy team



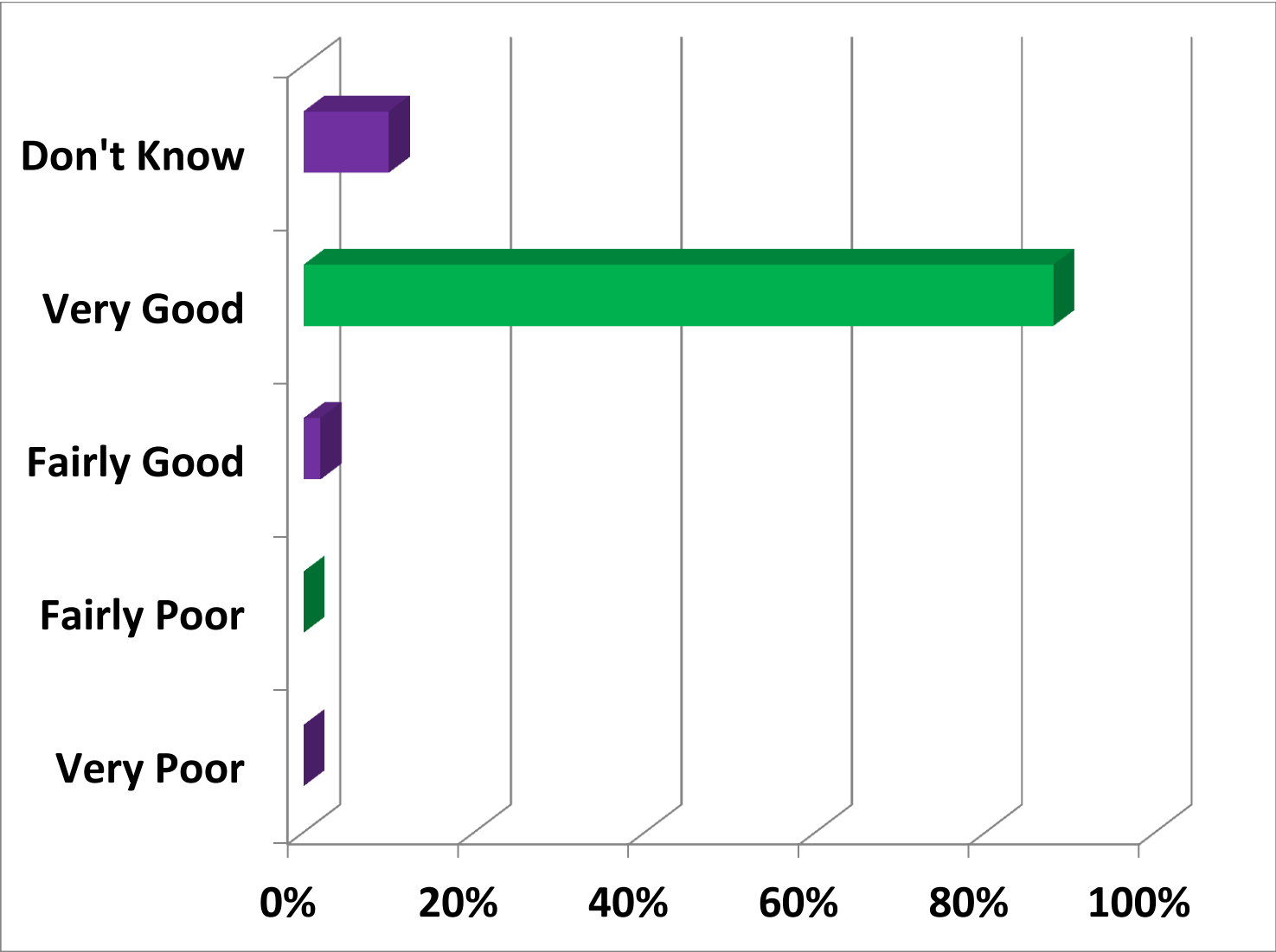
**d) The service you received from customer service staff**



**e) Providing an efficient service**

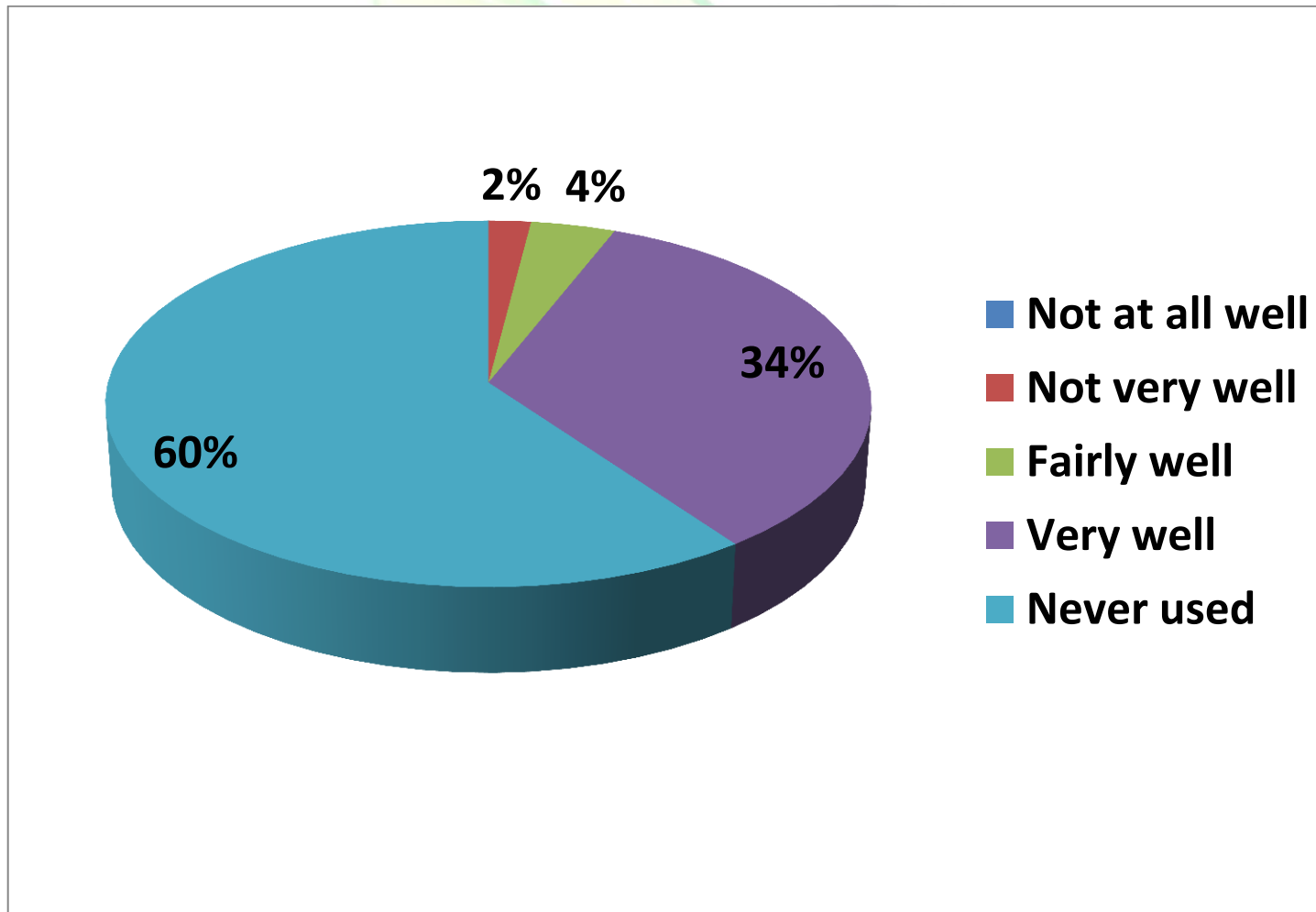


**f) The staff overall**

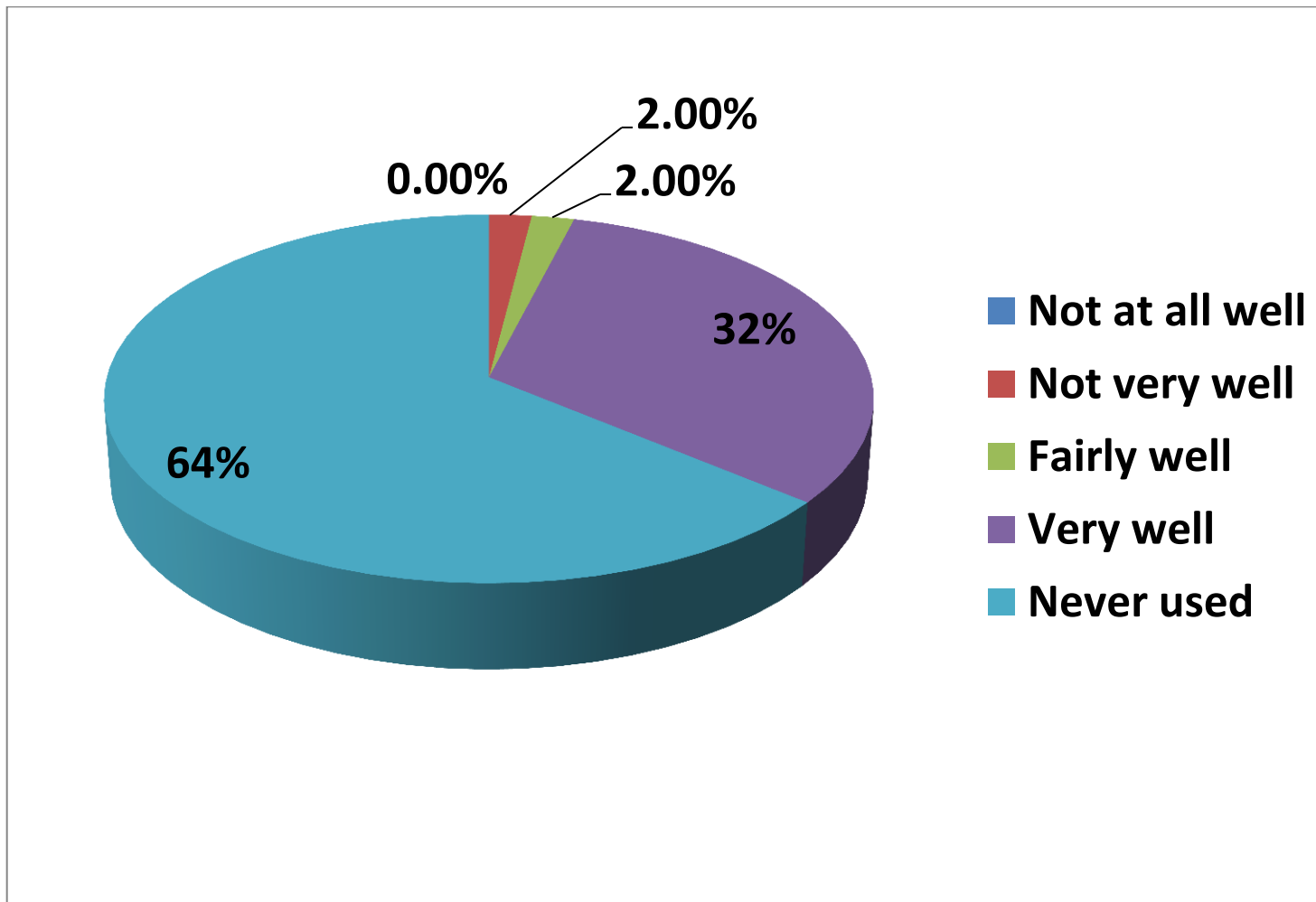


**Q6. Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?**

**a) Providing advice on a current health problem on a longer term health condition**

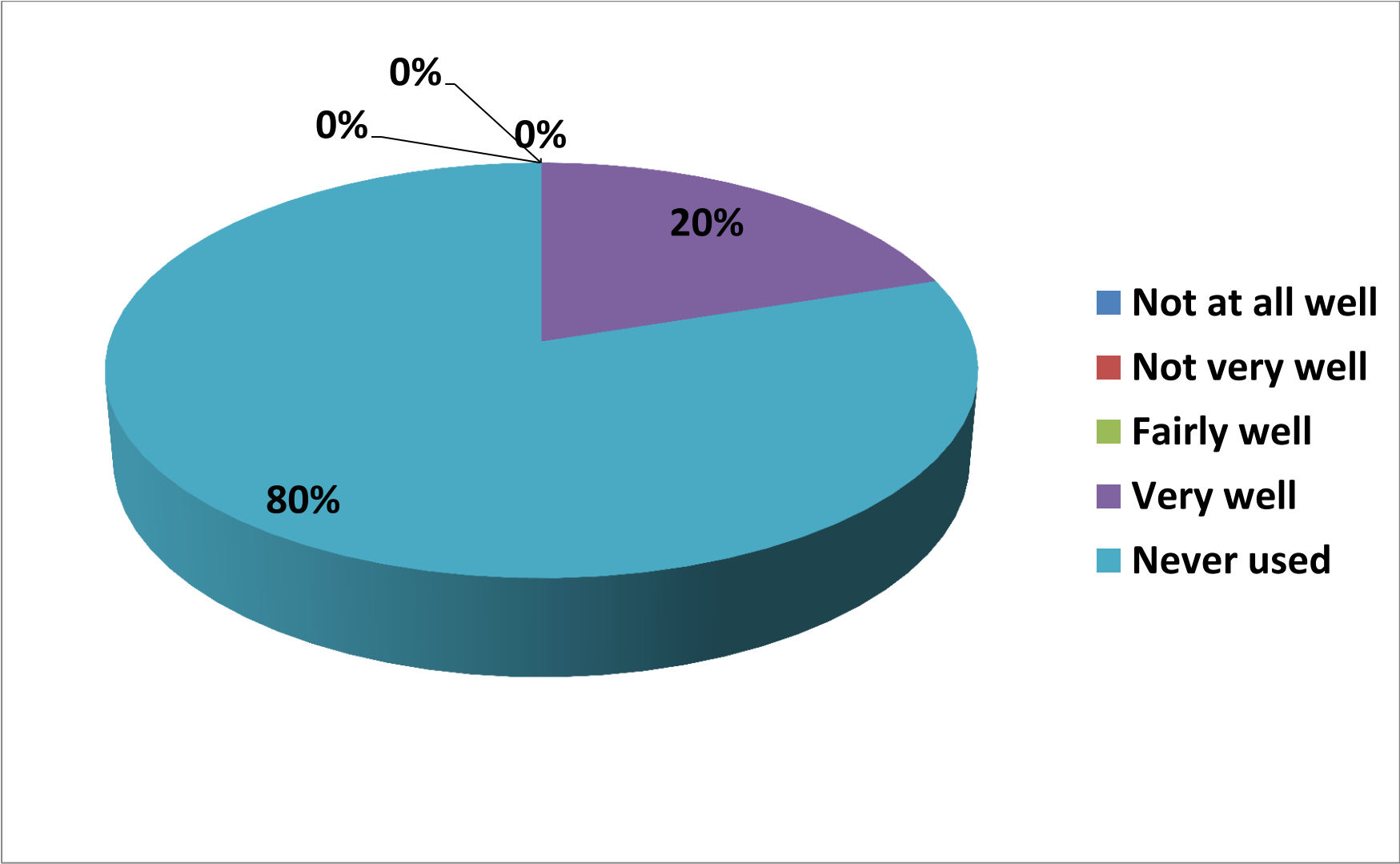


## b) Providing general advice on leading a more healthy lifestyle

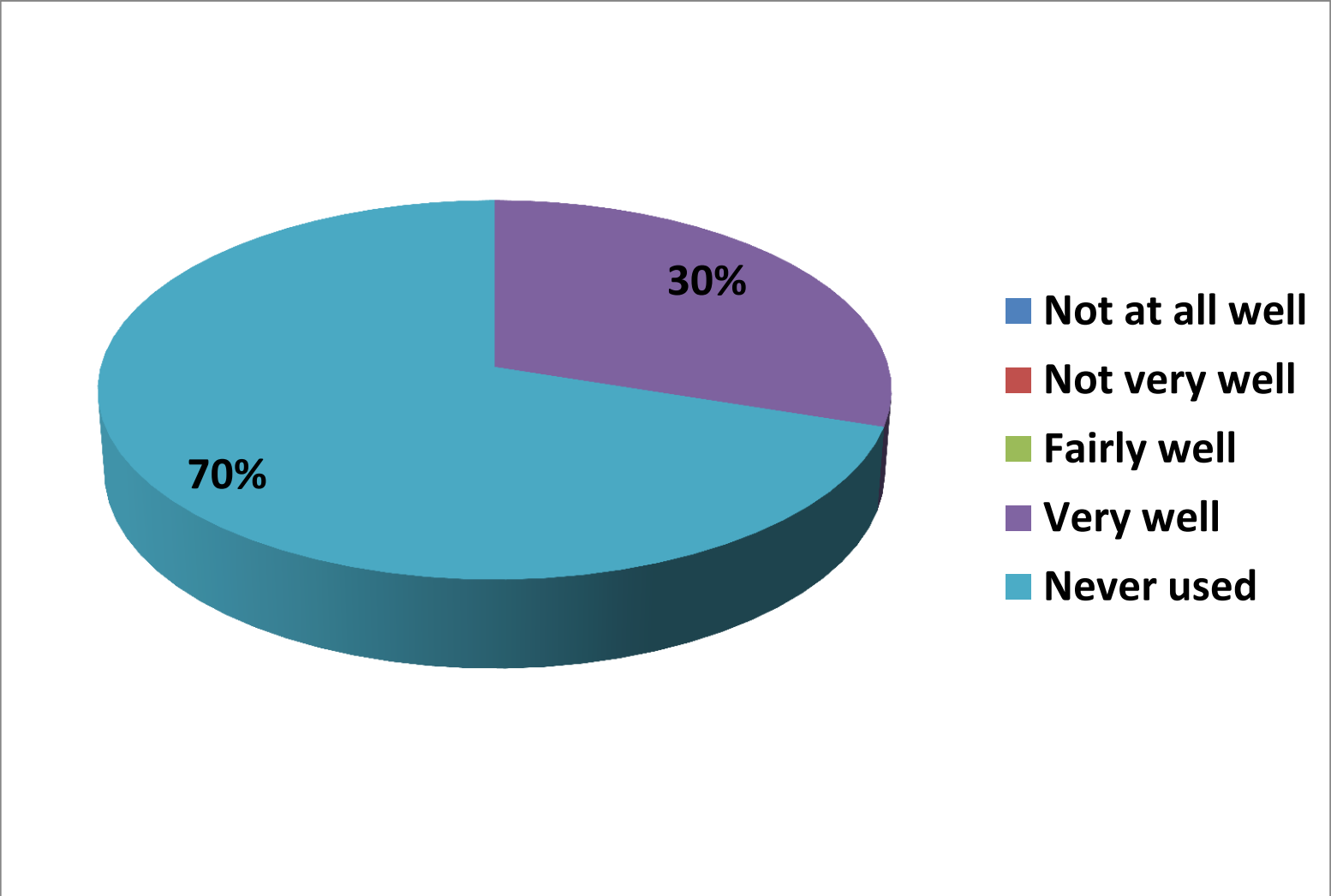




**c) Disposing of medicines you no longer need**

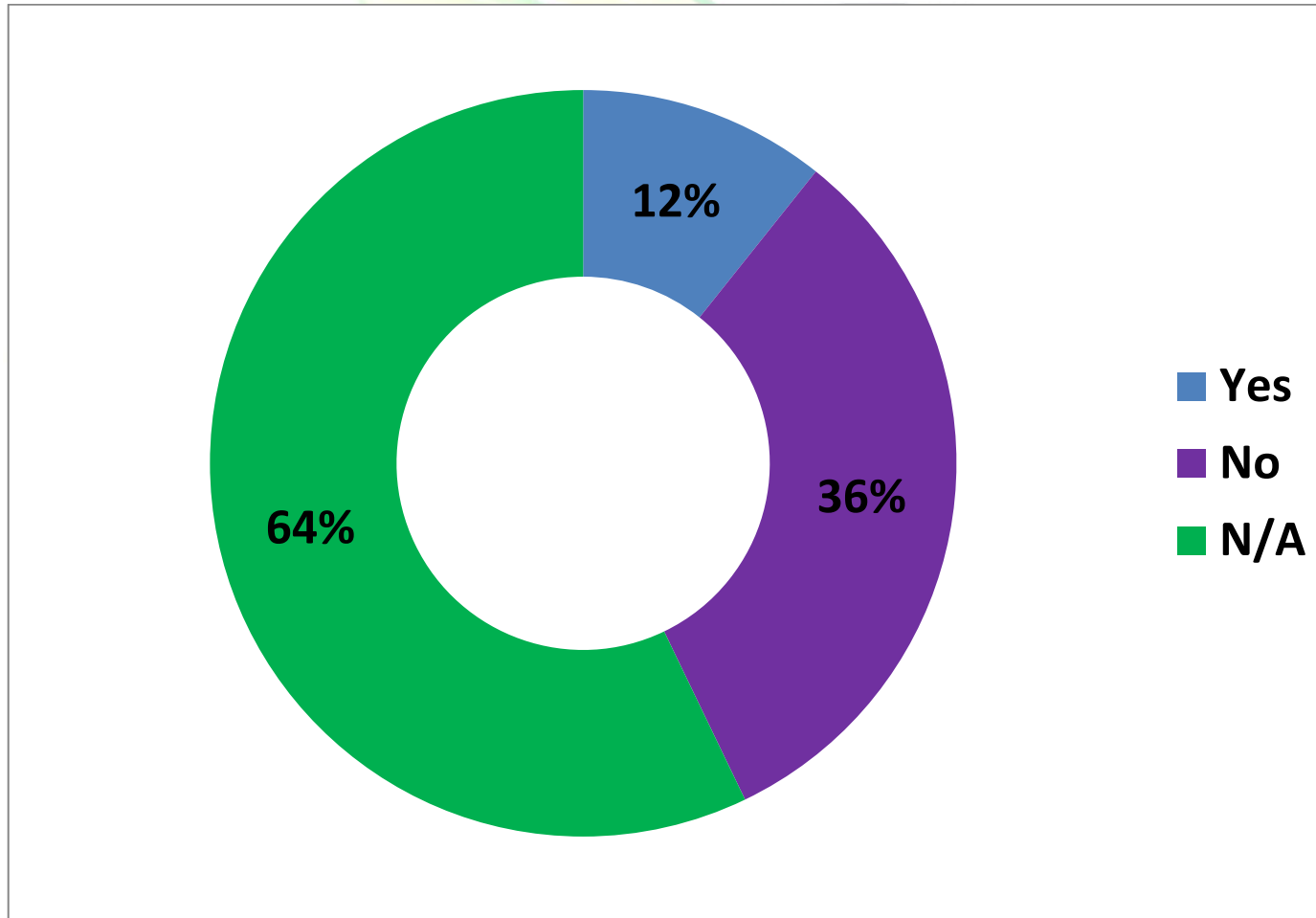


**d) Providing advice on health services or information available elsewhere**

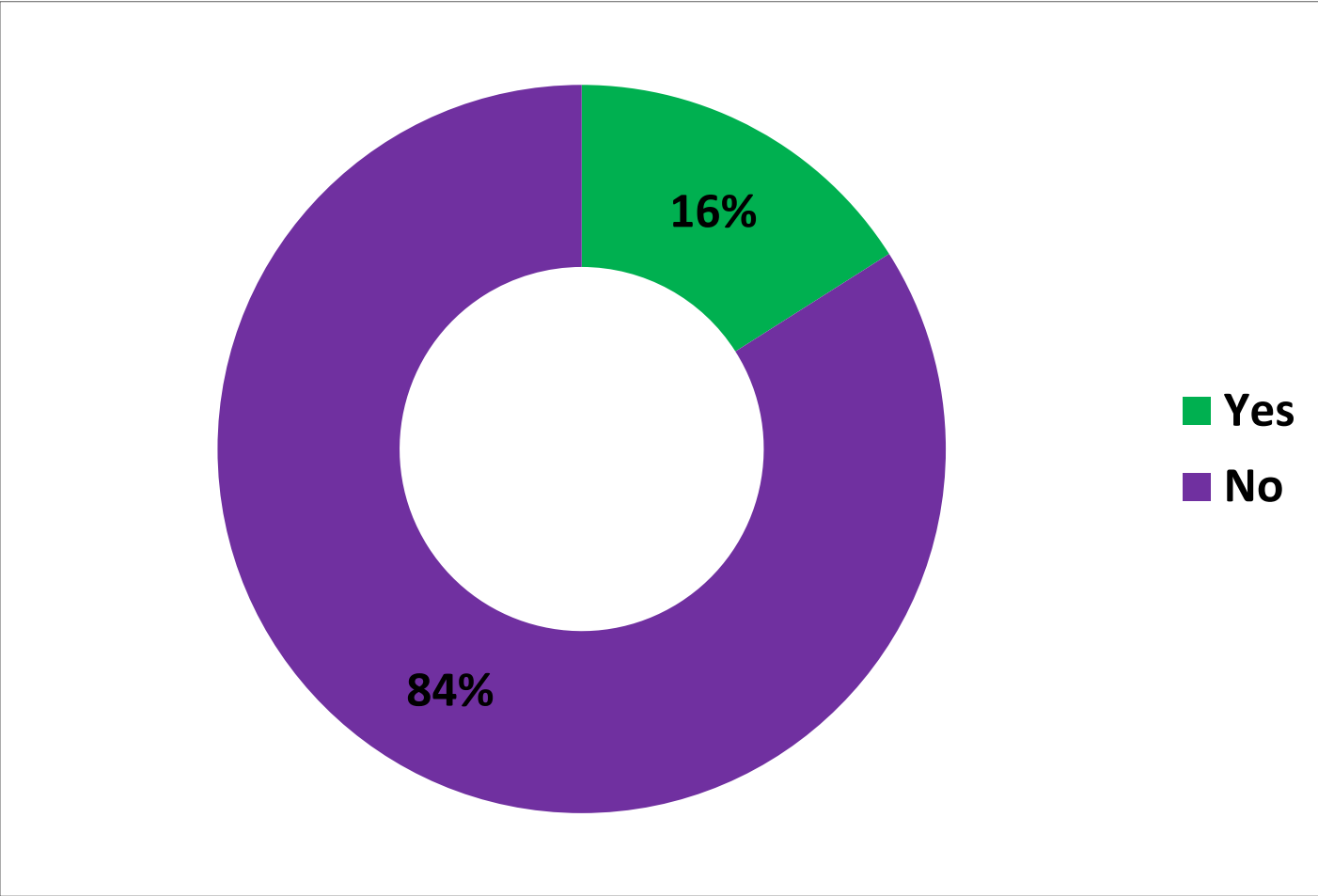


**Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?**

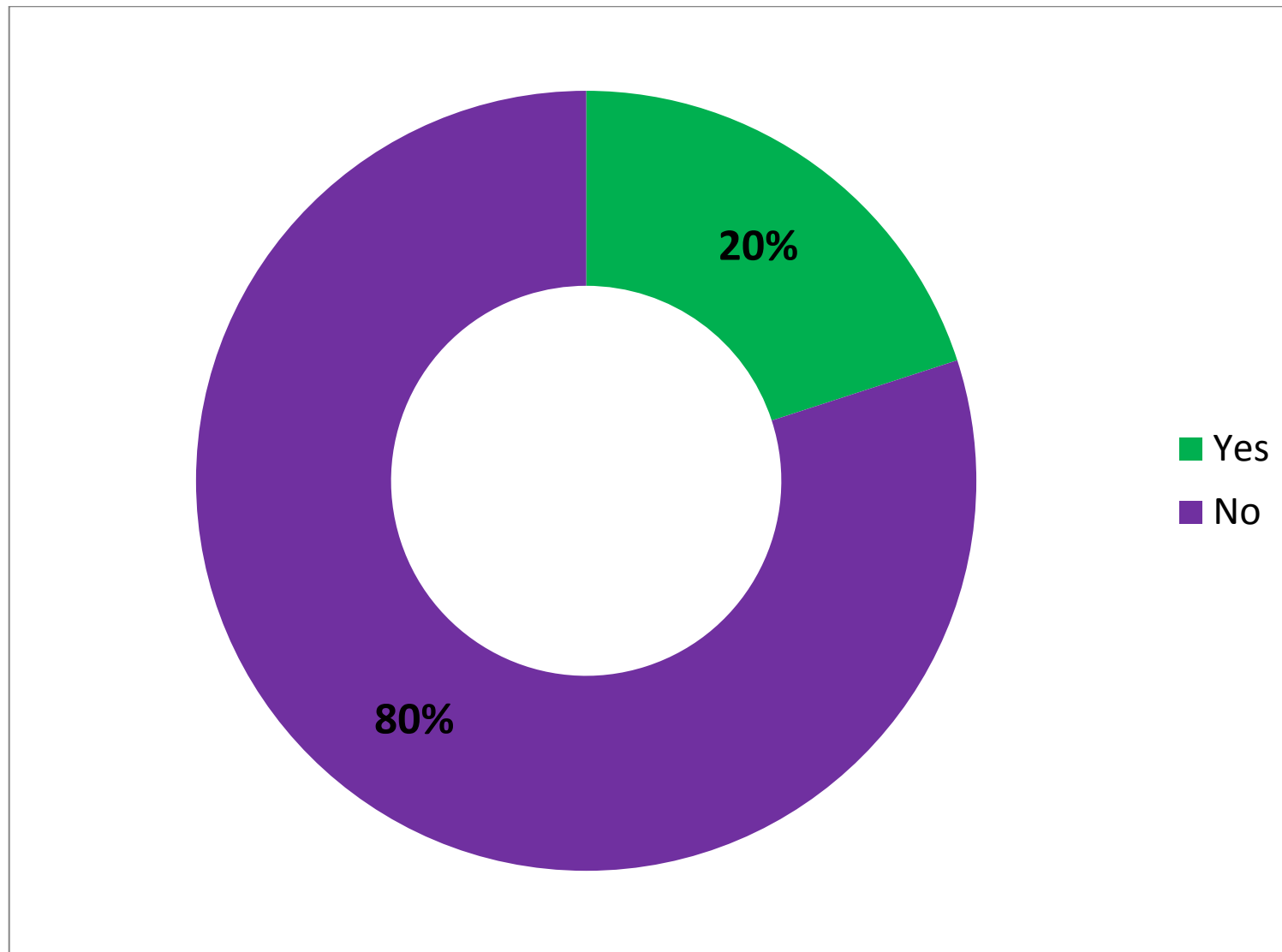
**a) Stopping smoking**



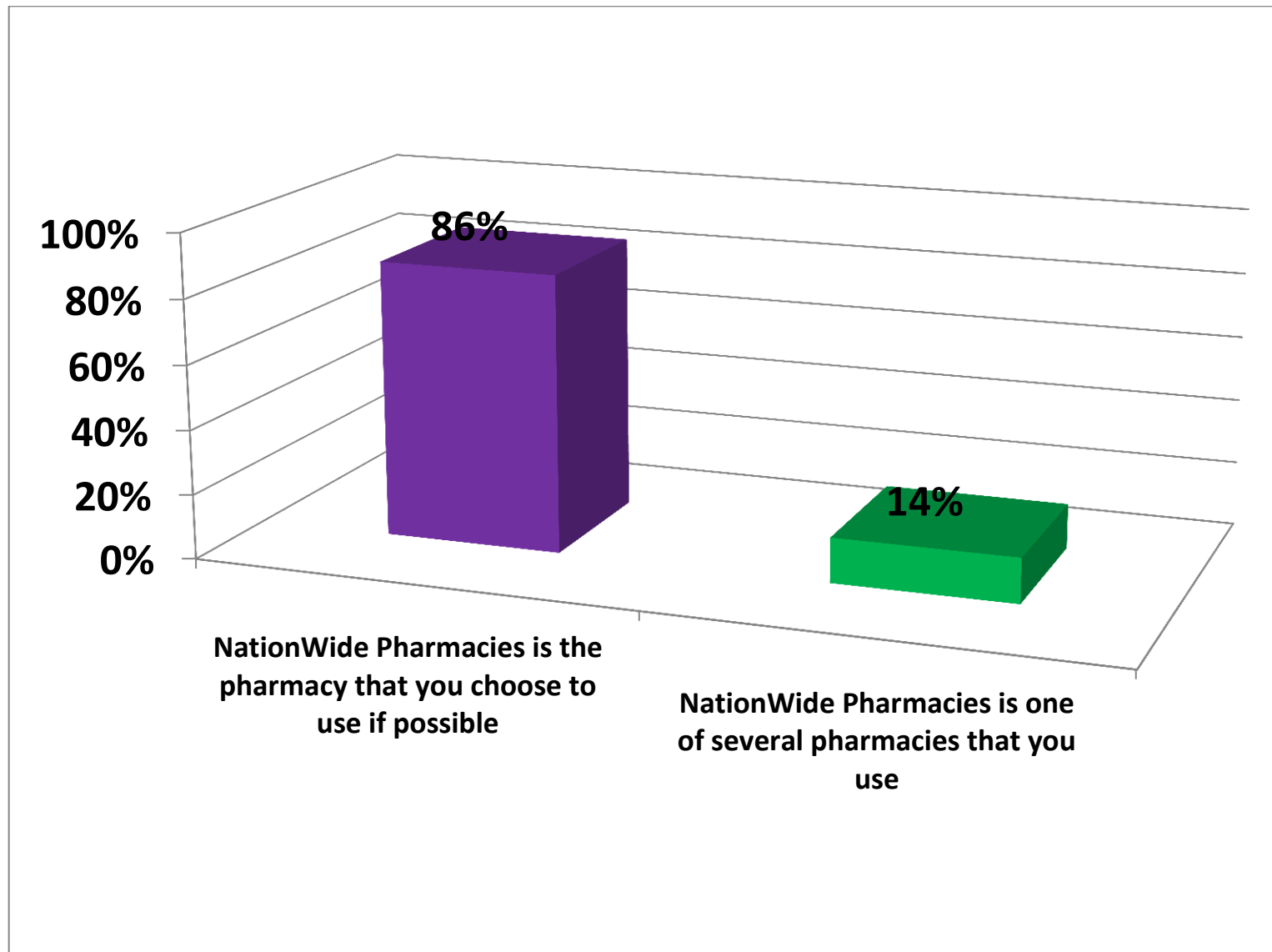
**b) Healthy eating**



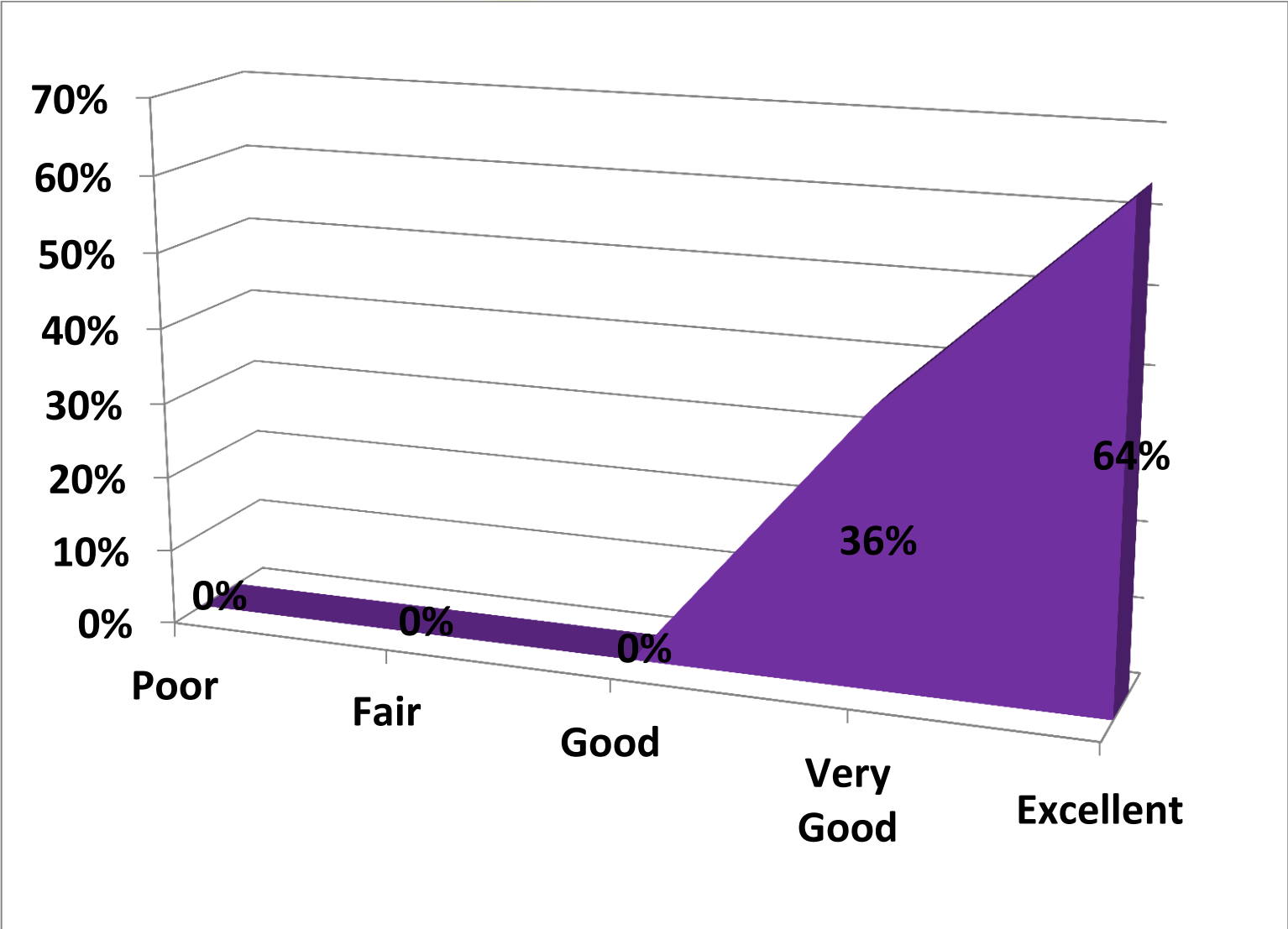
### c) Physical exercise



## Q8 Which of the following best describes how you use this pharmacy?



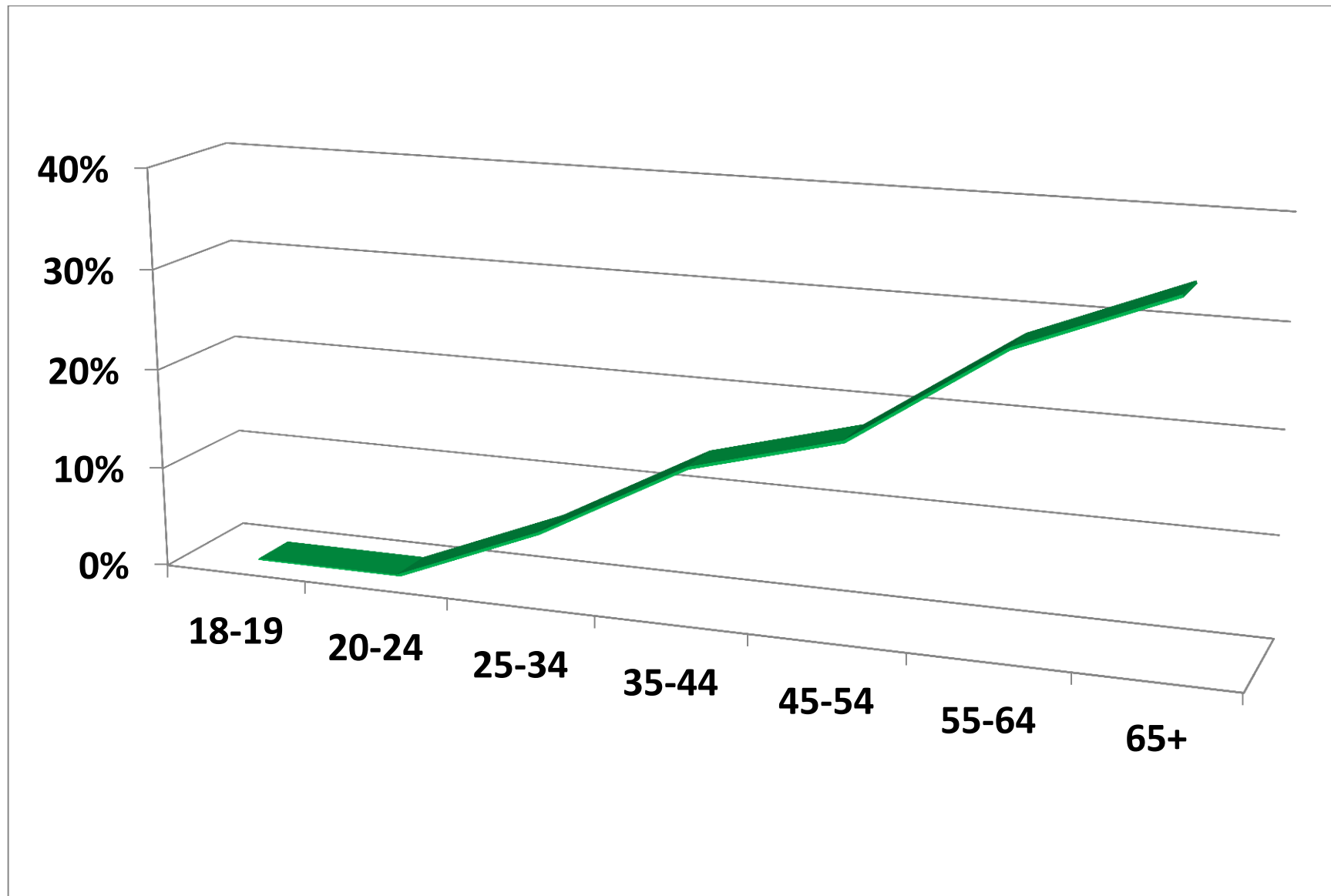
**Q9 Finally, taking everything into account - the staff, the website and the service provided - how would you rate NationWide Pharmacies?**







## Q11 How old are you?



## Q12 Are you...

