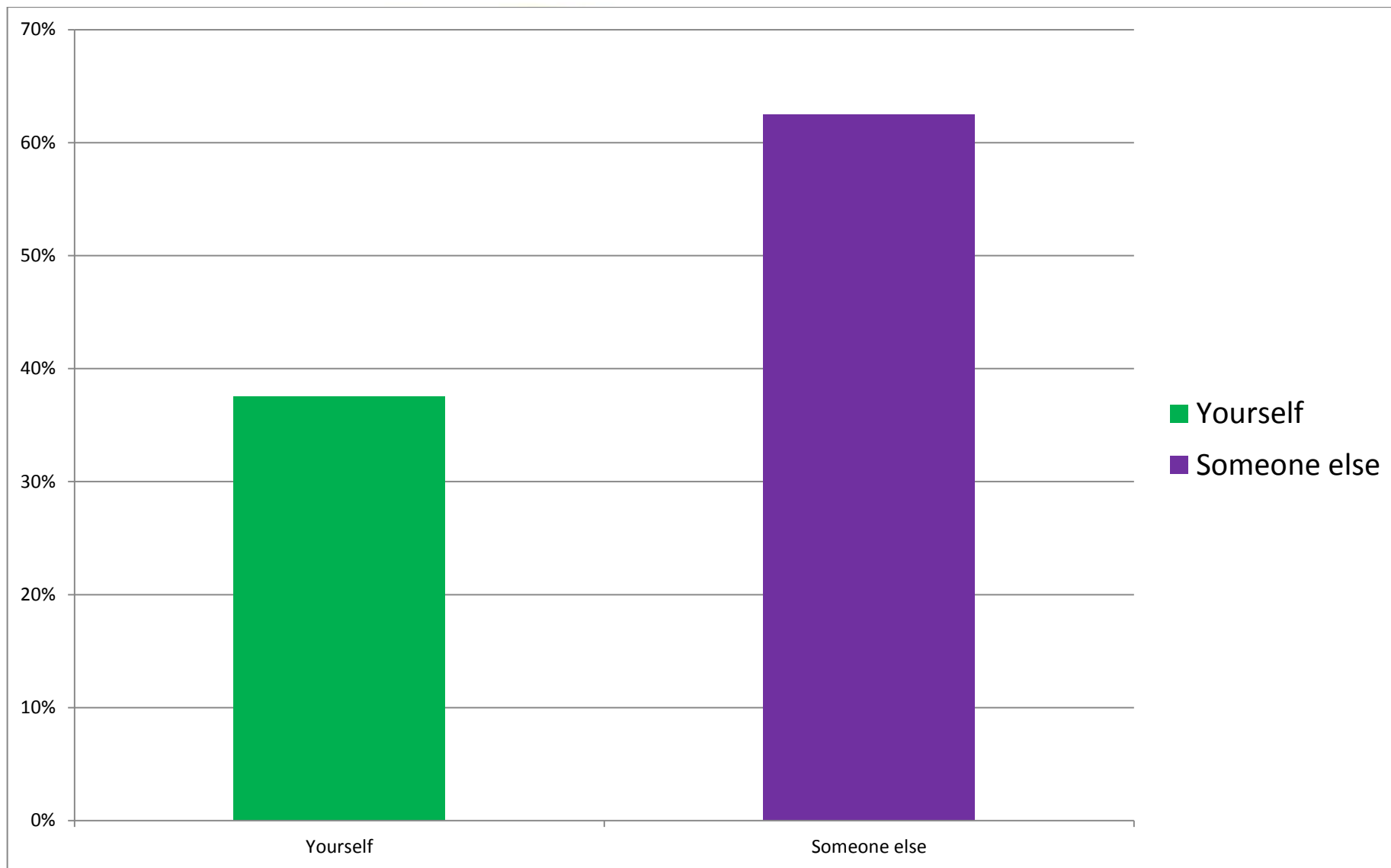


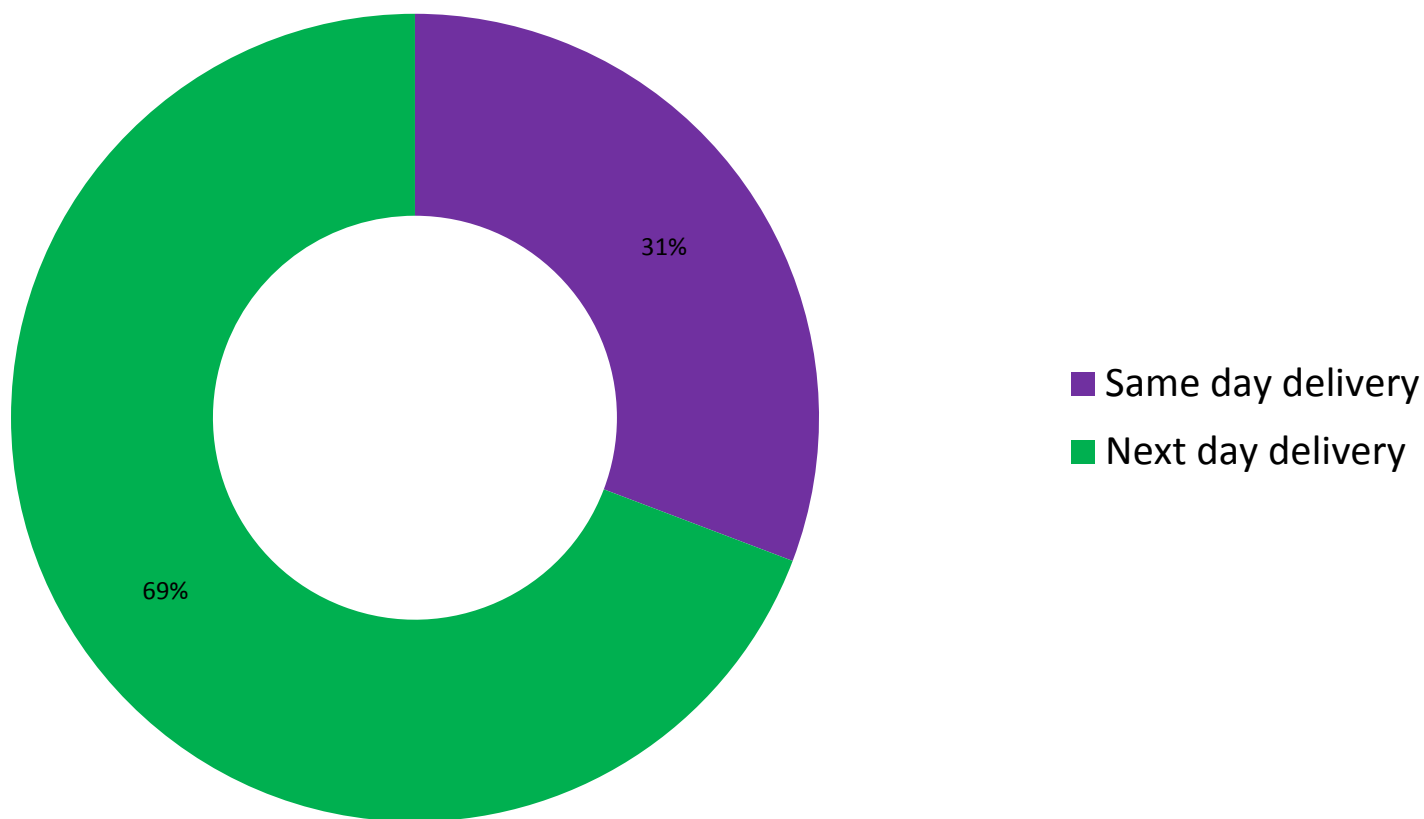
NationWide Pharmacies NHS Prescription Survey Results 2017



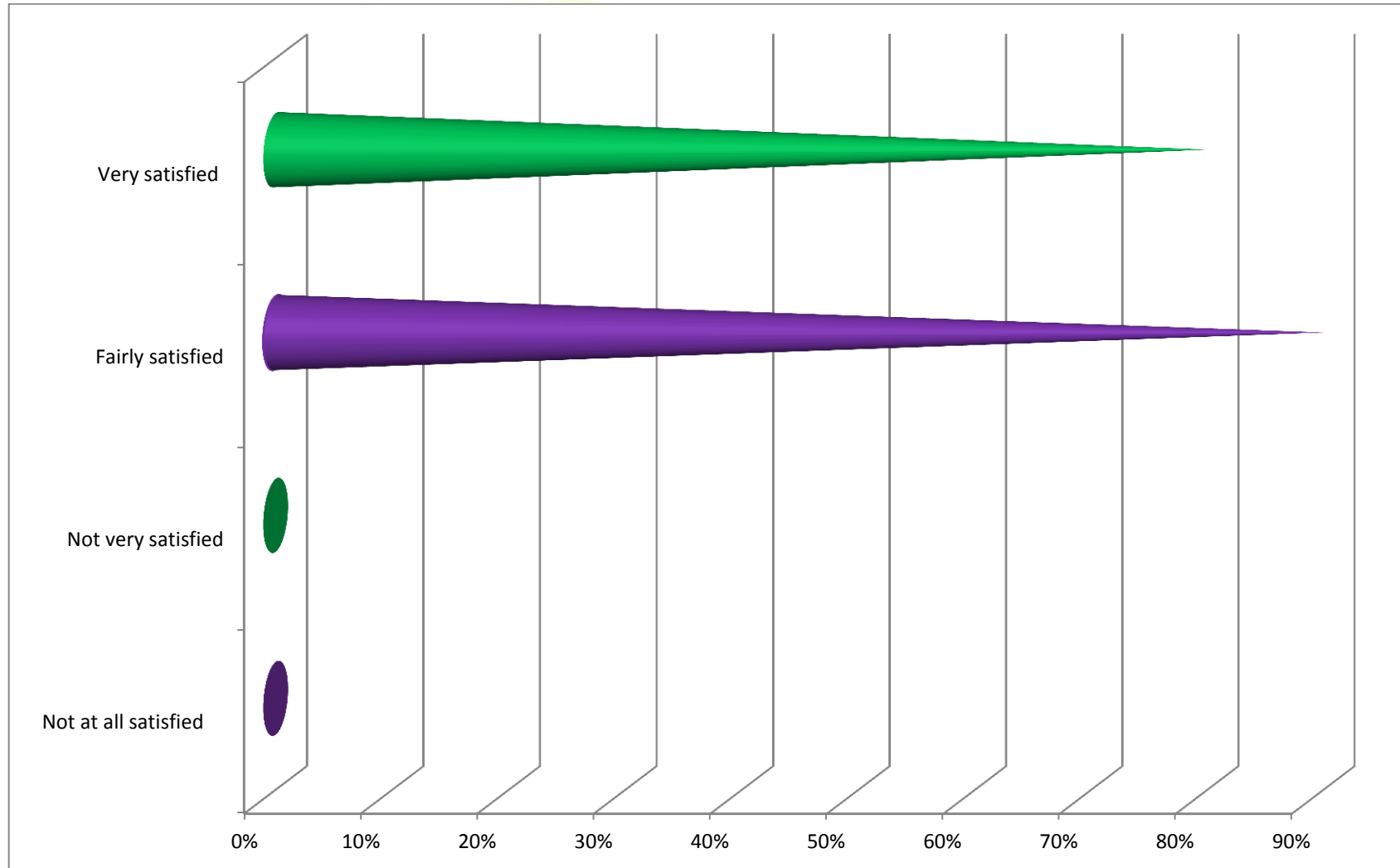
Q1 Why did you contact this pharmacy today? To dispense a prescription for:



Q2 If you requested for a medicine today, were you able to obtain it on the same day or did the pharmacy have to order the medicine for you?

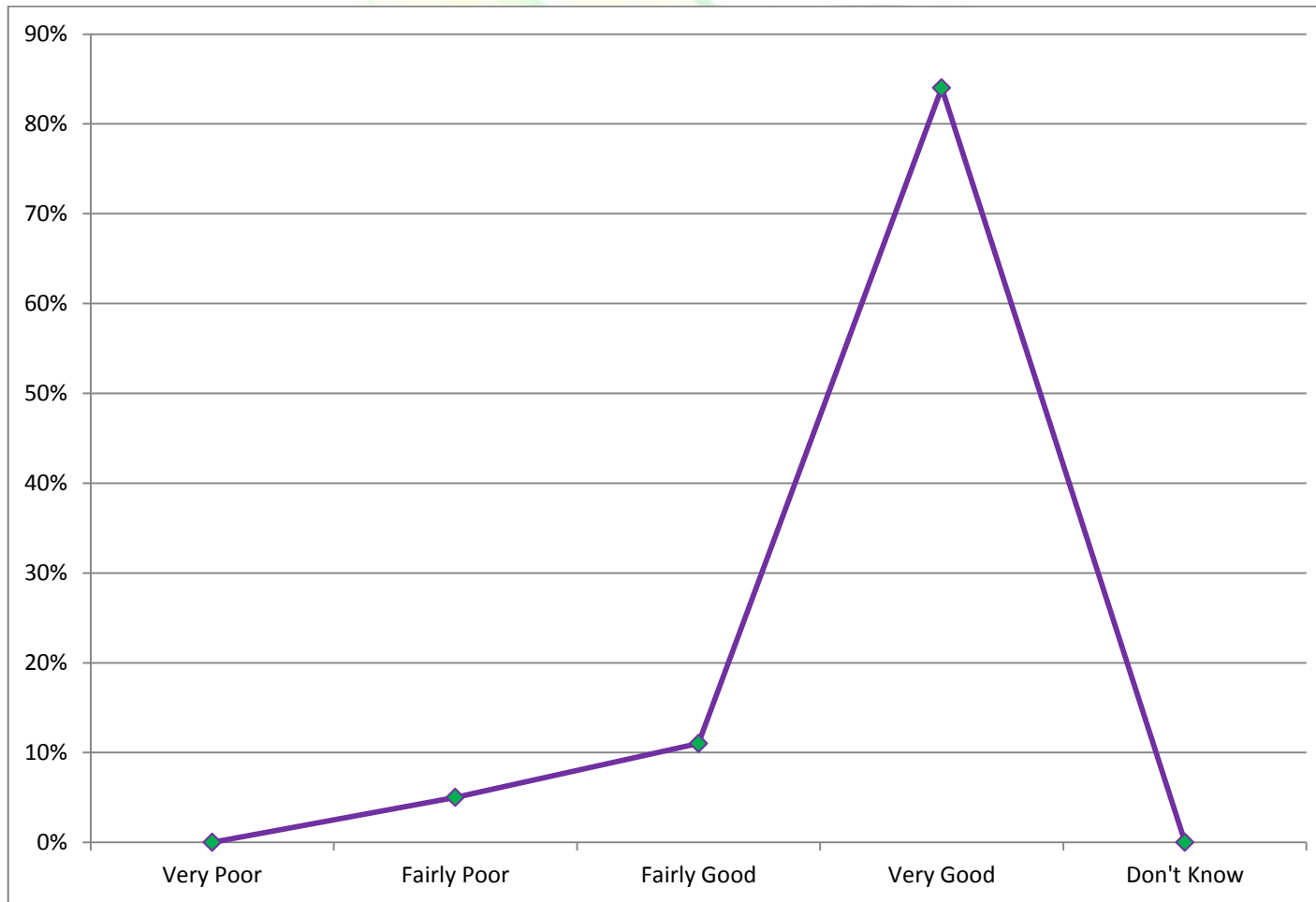


Q3 How satisfied were you with the time it took to provide your prescription and/or an NHS services you require?

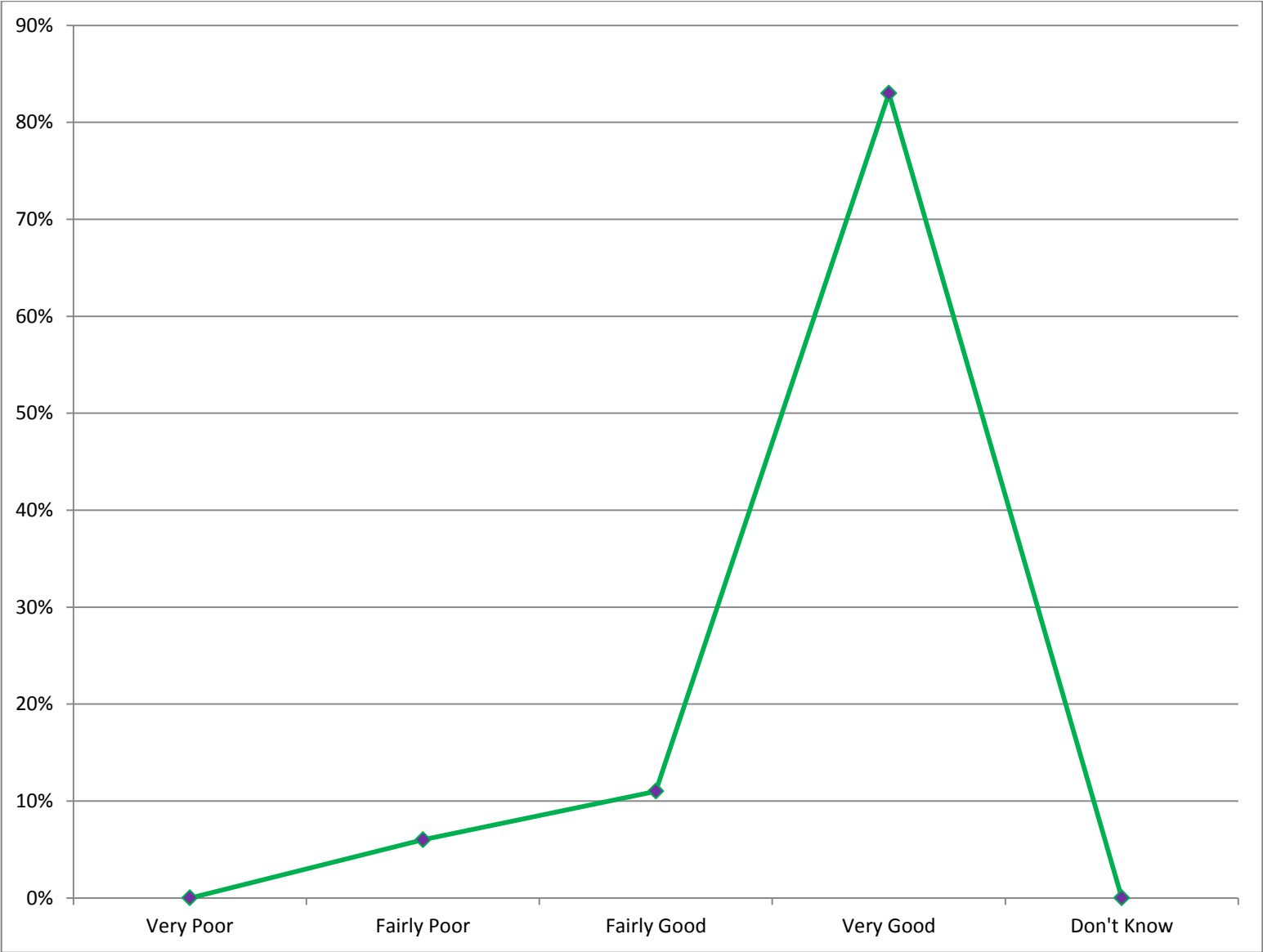


Q4 Thinking about any previous requests from the pharmacy as well as today's, how would you rate the pharmacy on the following factors?

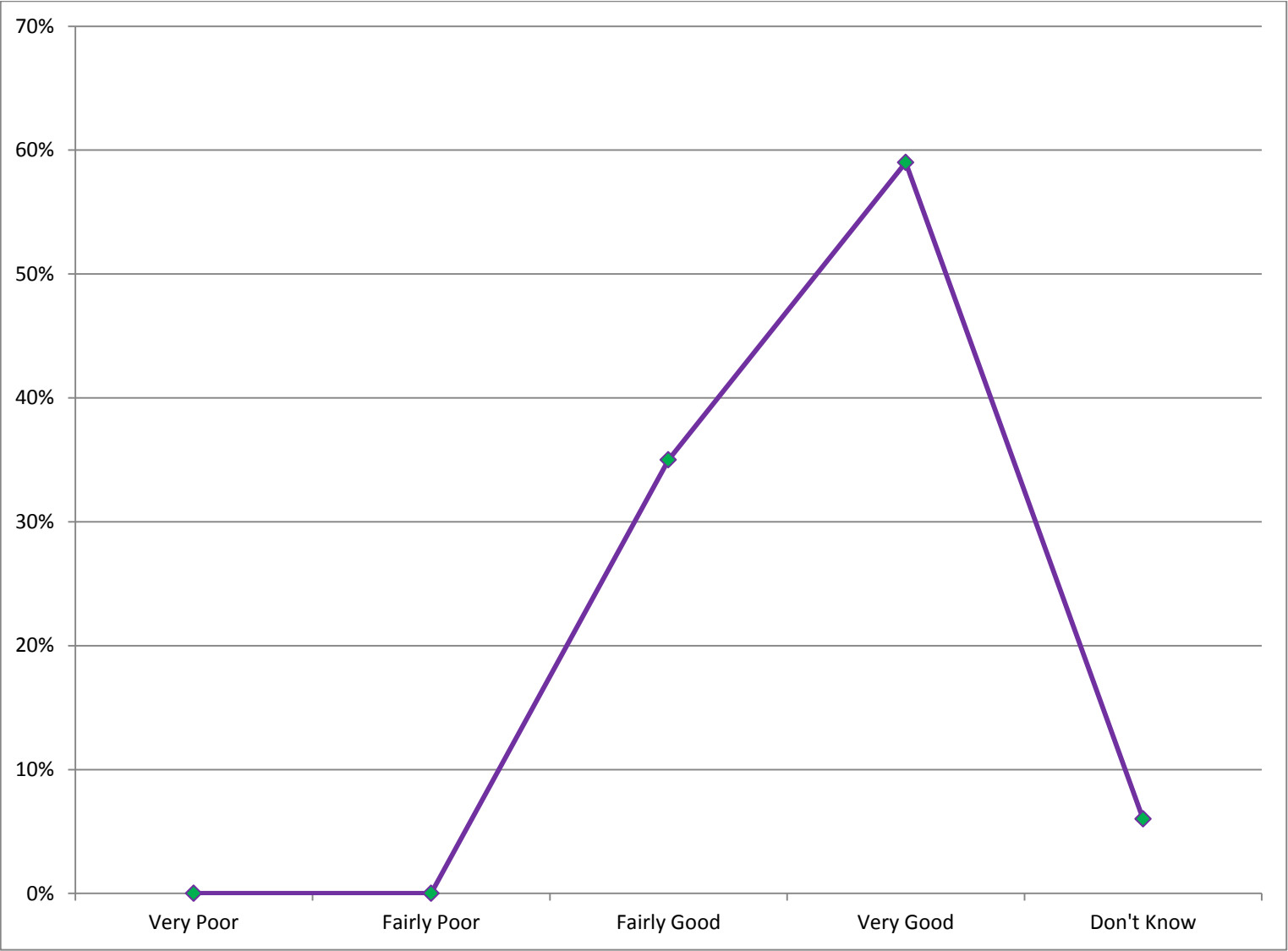
a) The comfort and convenience of using the online pharmacy services



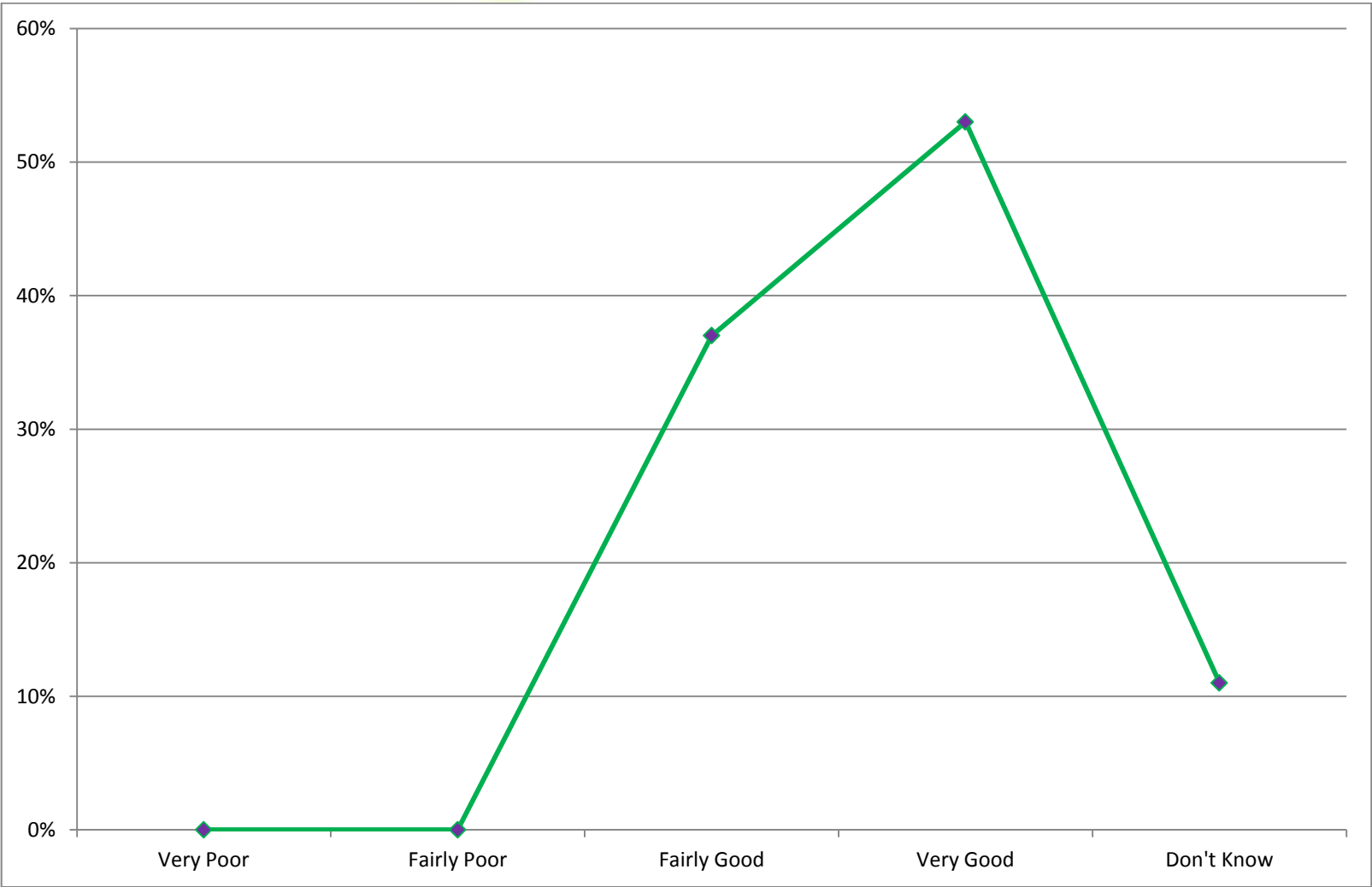
b) Having the medicines you need in stock



c) How long you have to wait to receive your prescription

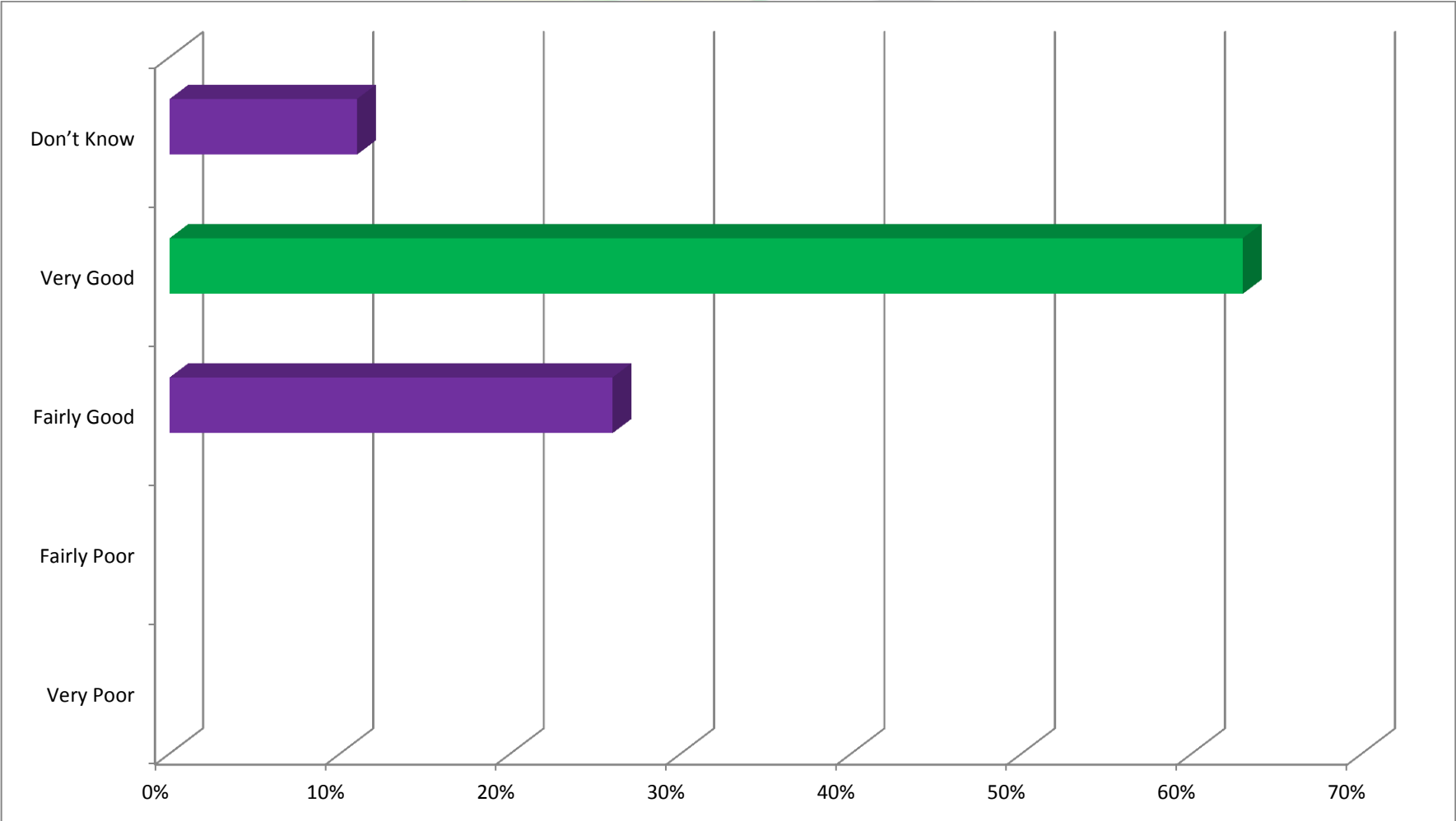


d) Having someone available you could speak with without being overheard, if you wanted to?

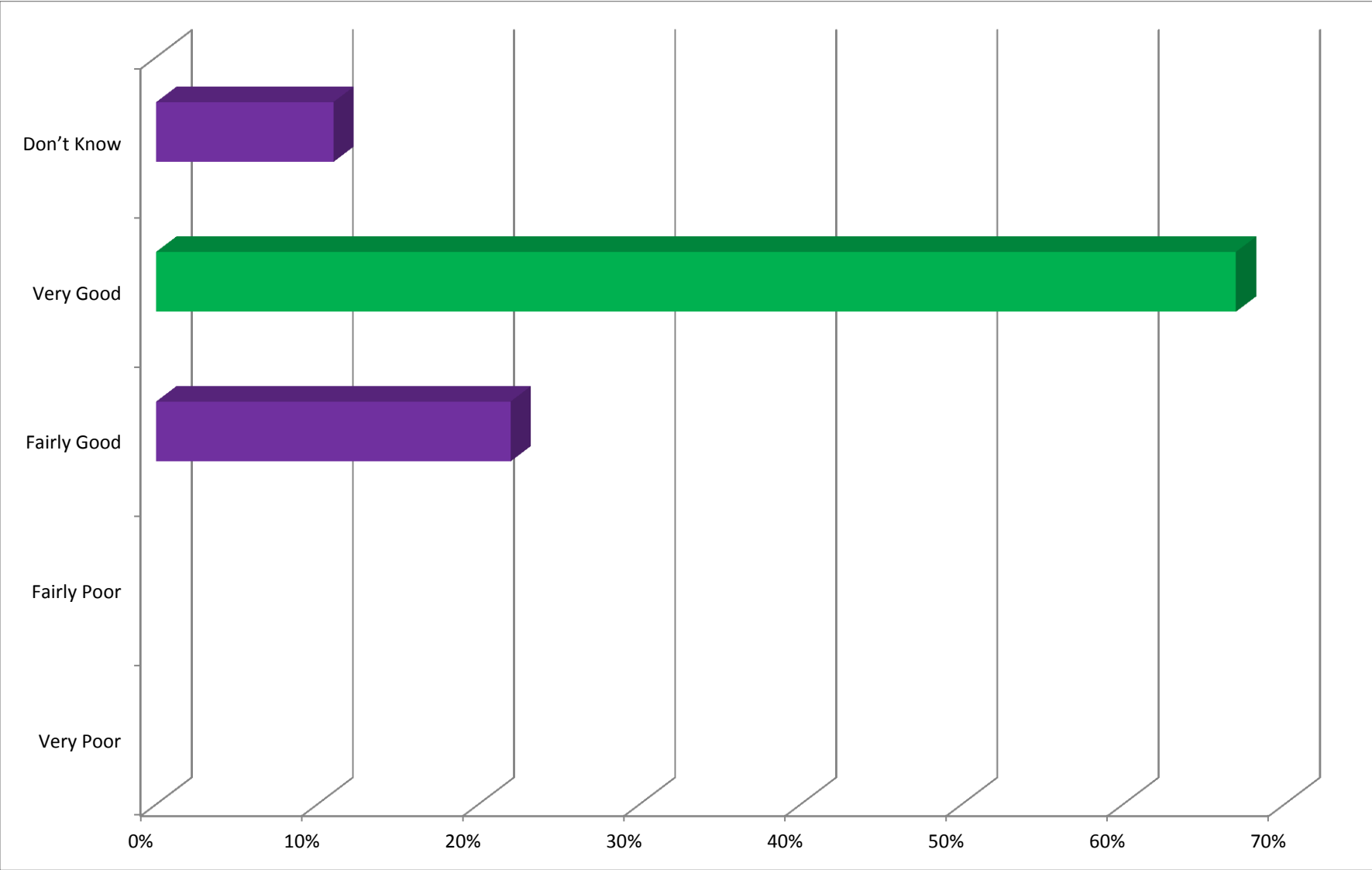


Q5 Again, including any previous services obtained from this pharmacy, how would you rate the pharmacist and the other staff who work there?

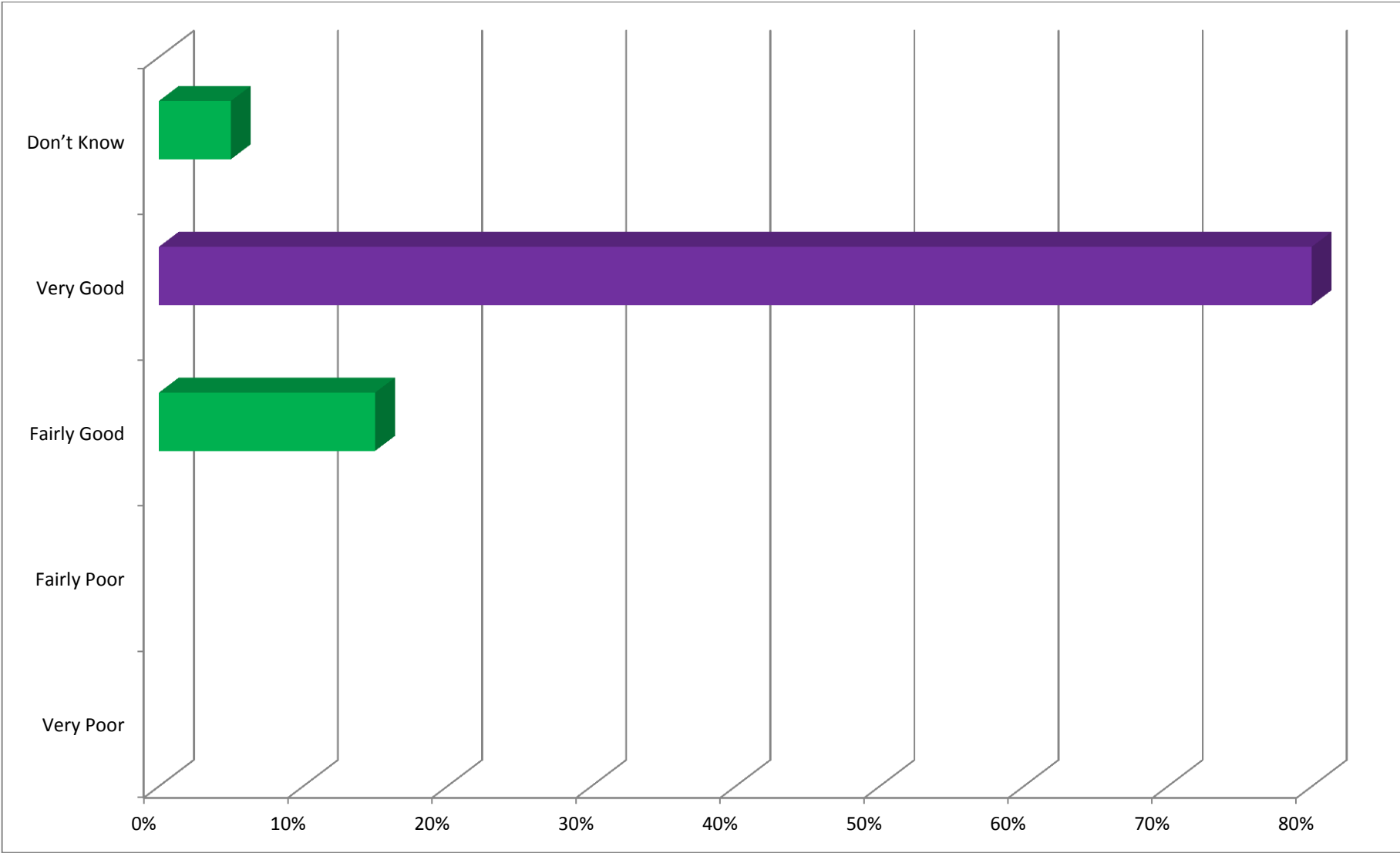
a) Being polite and taking the time to listen to what you want



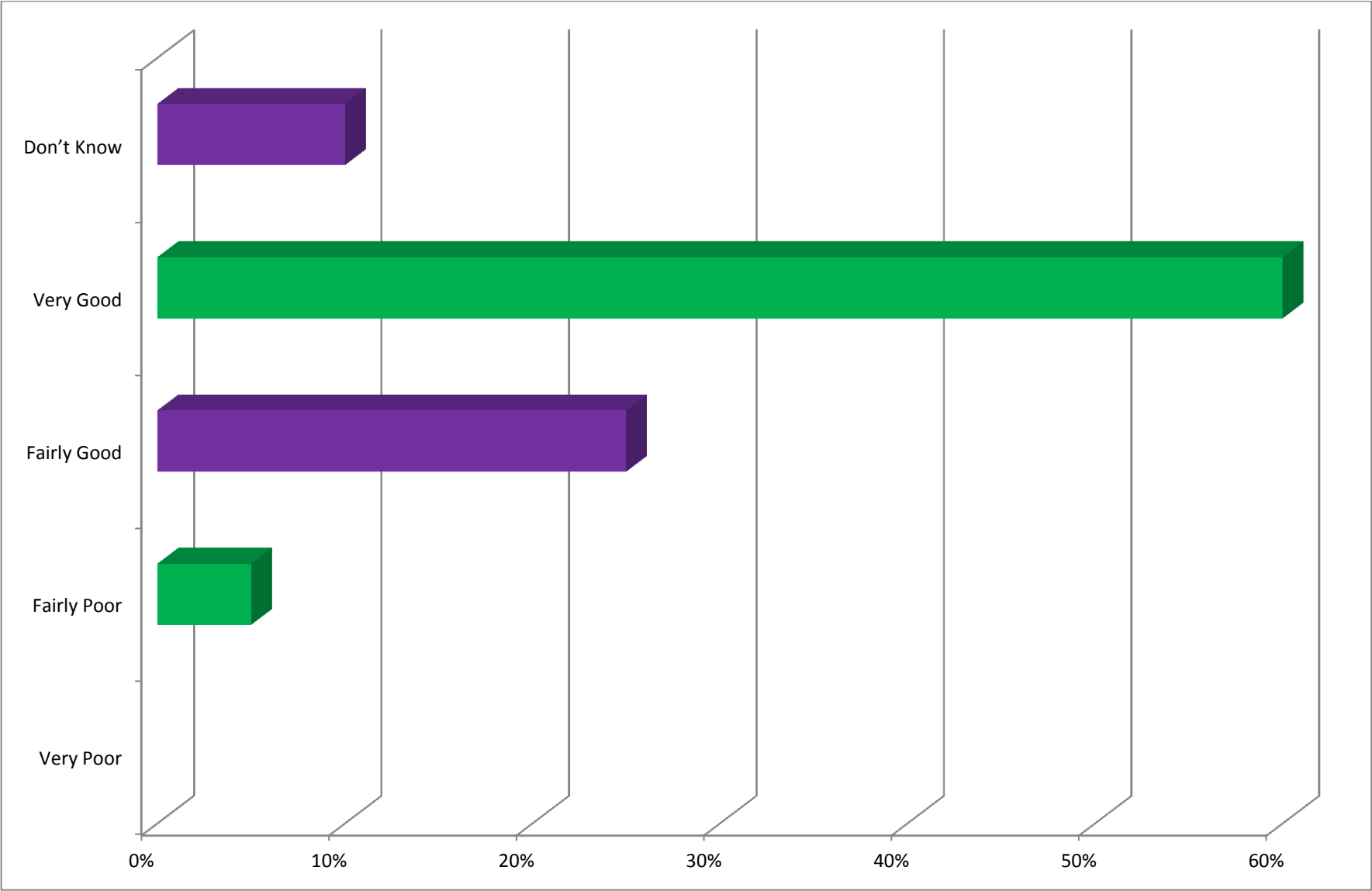
b) Answering any queries you may have



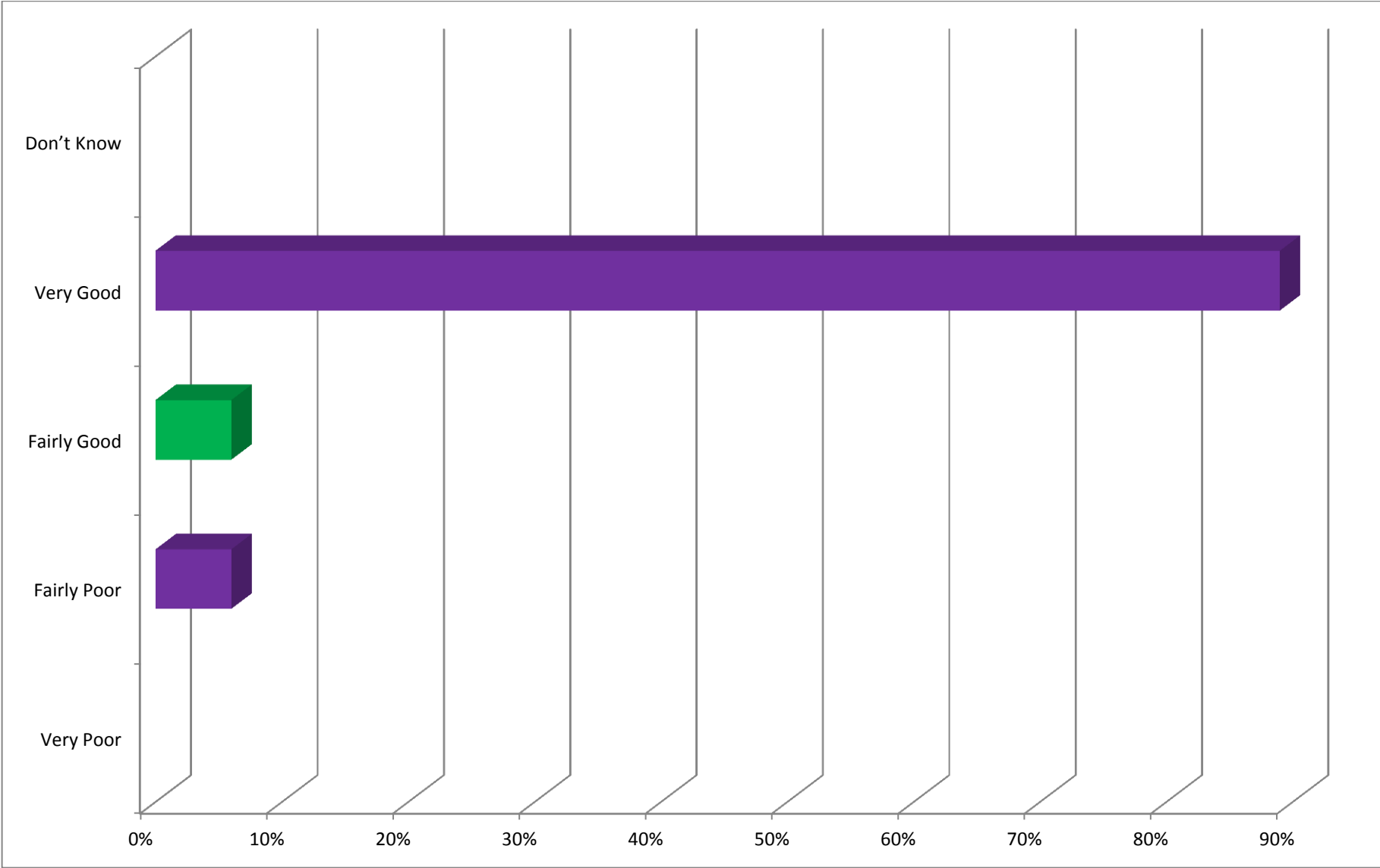
c) The service you received from the pharmacist



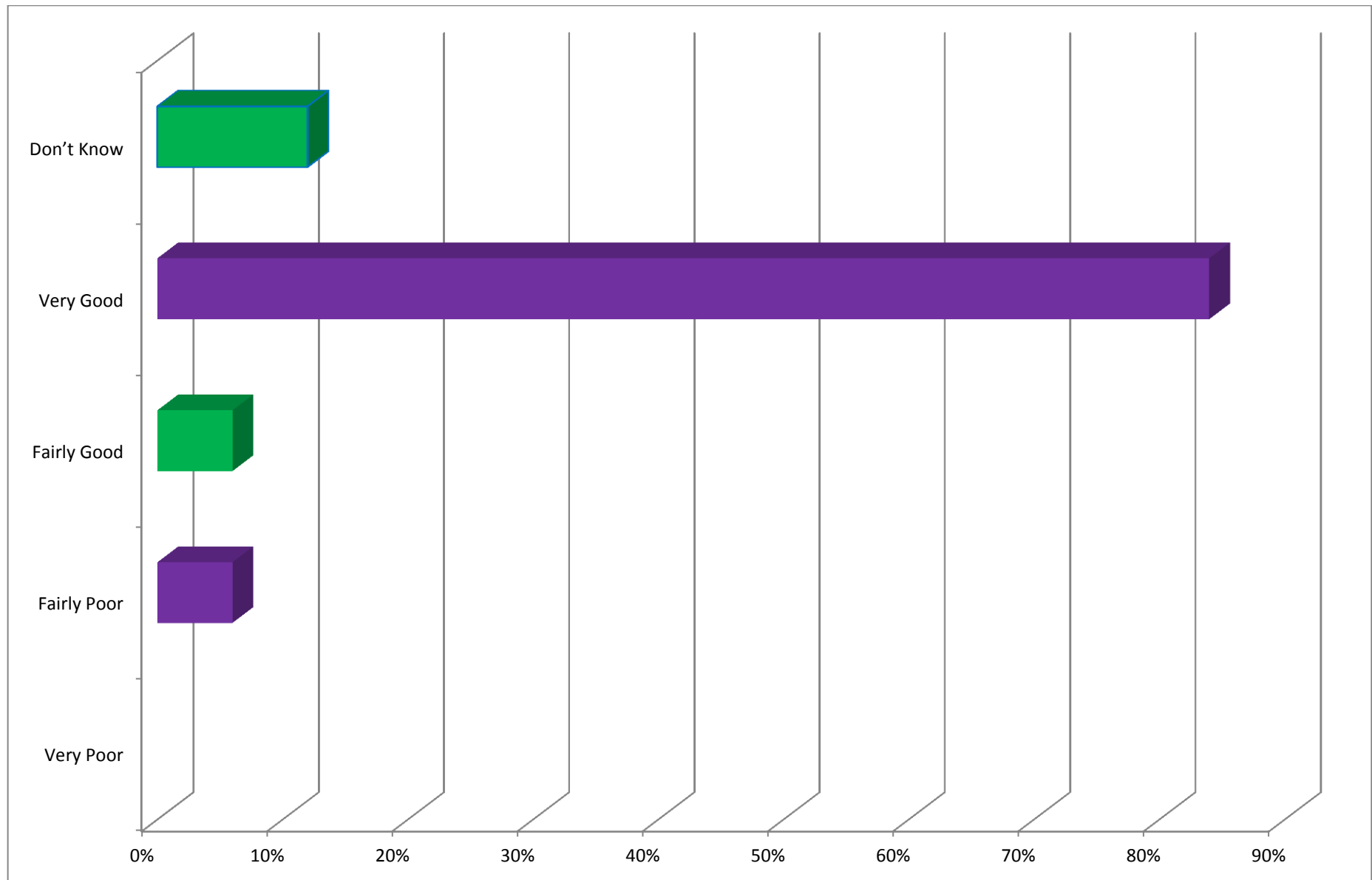
d) The service you received from the other pharmacy staff



e) Providing an efficient service

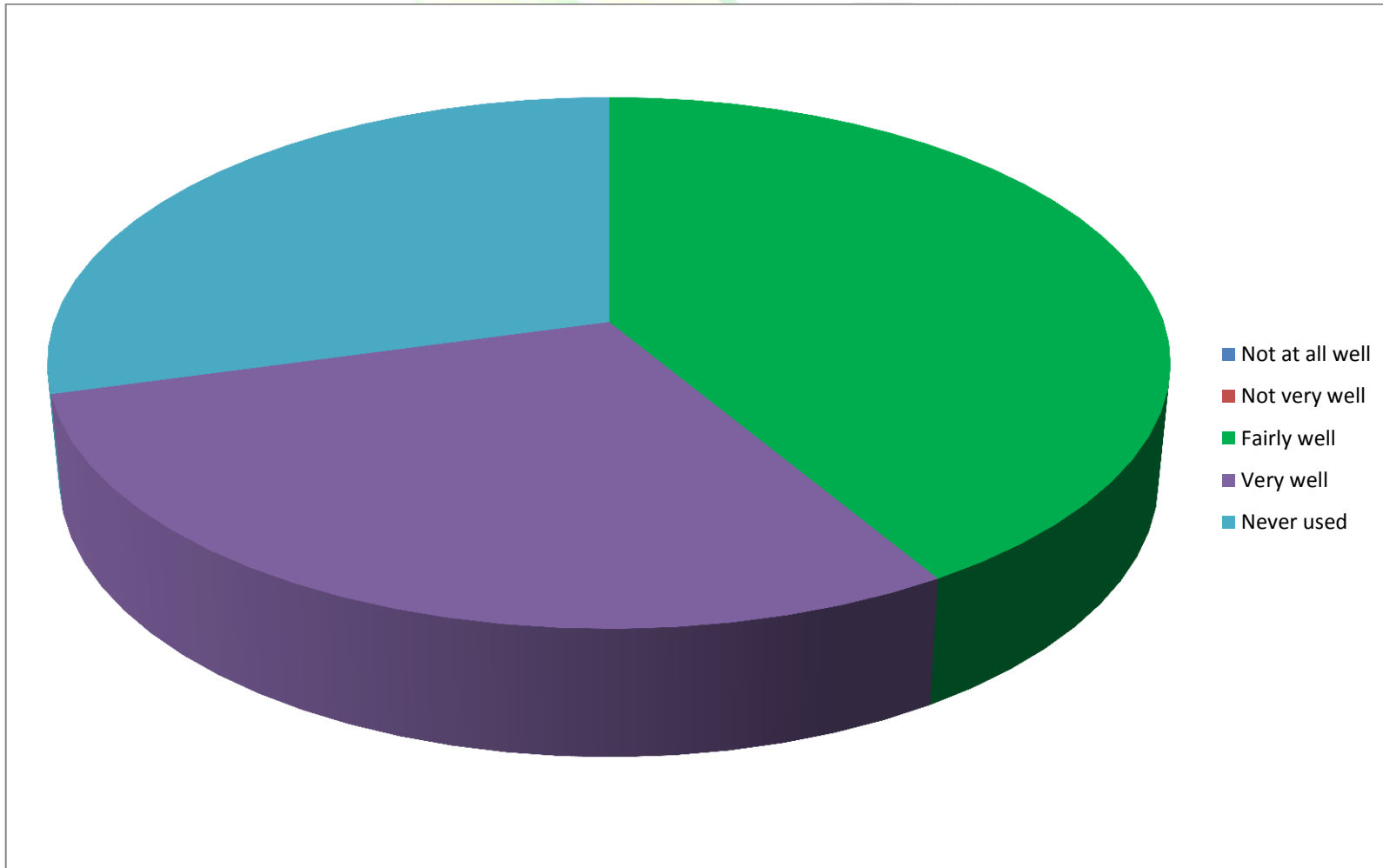


f) The staff overall

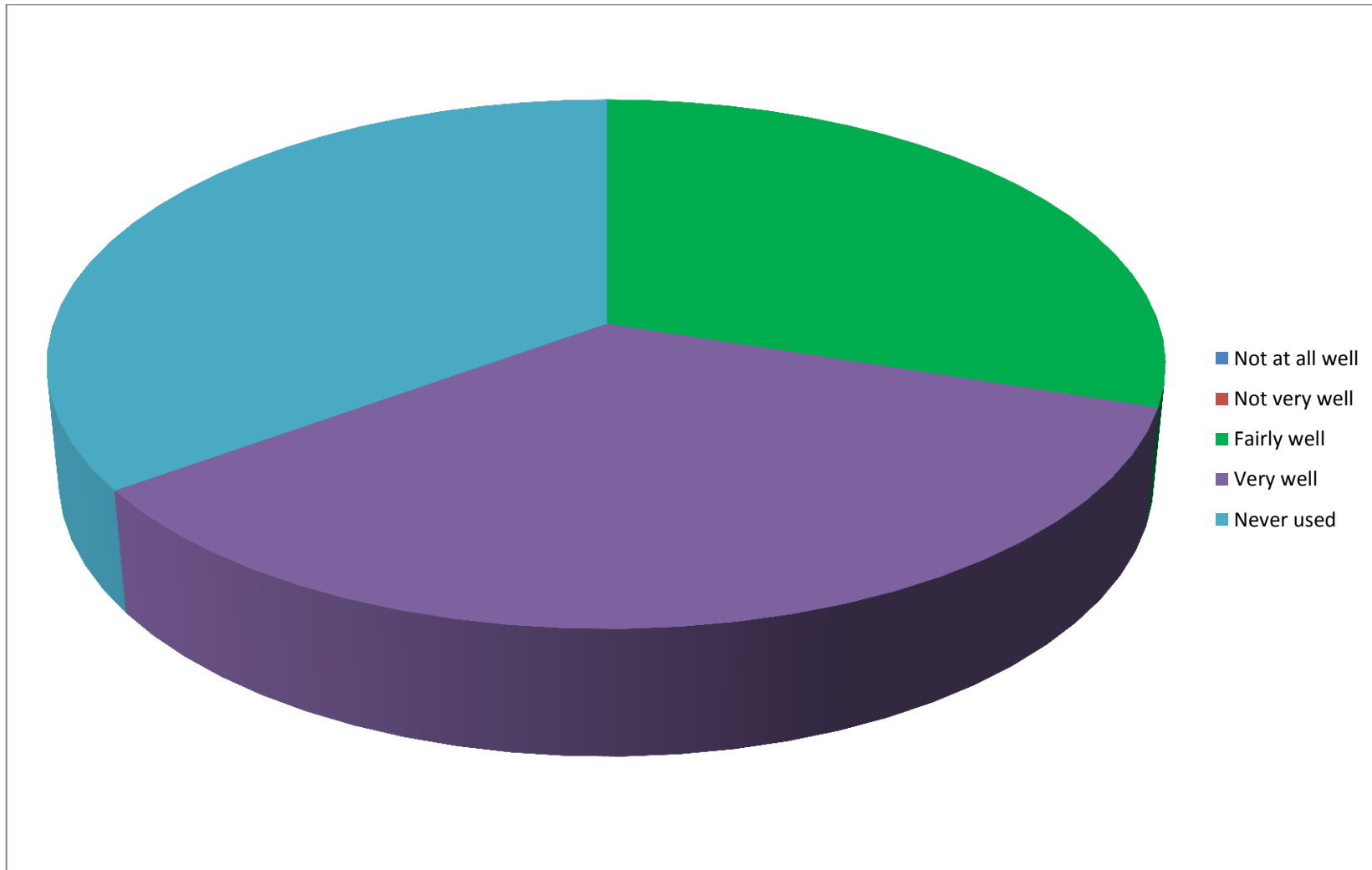


Q6. Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

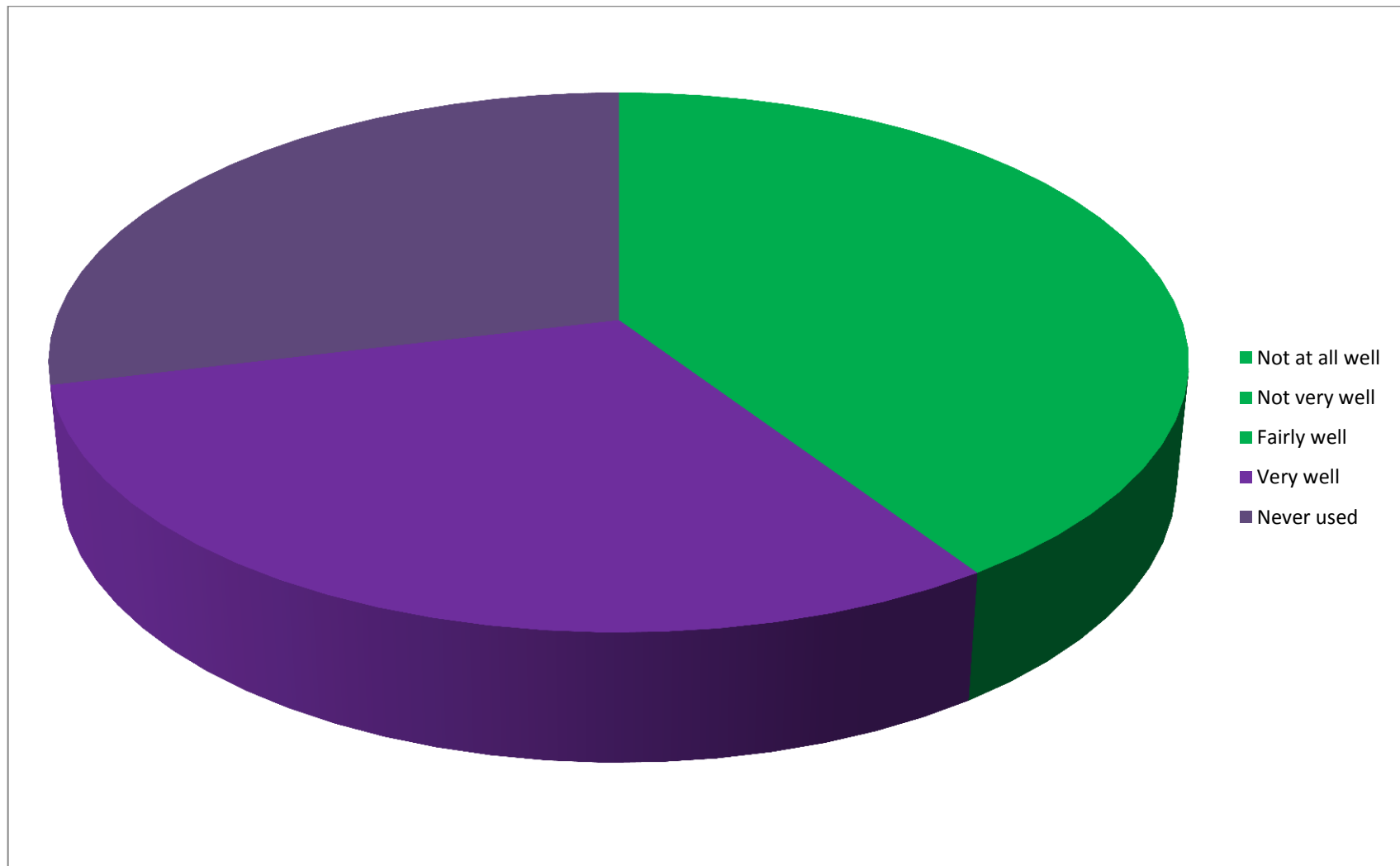
a) Providing advice on a current health problem on a longer term health condition



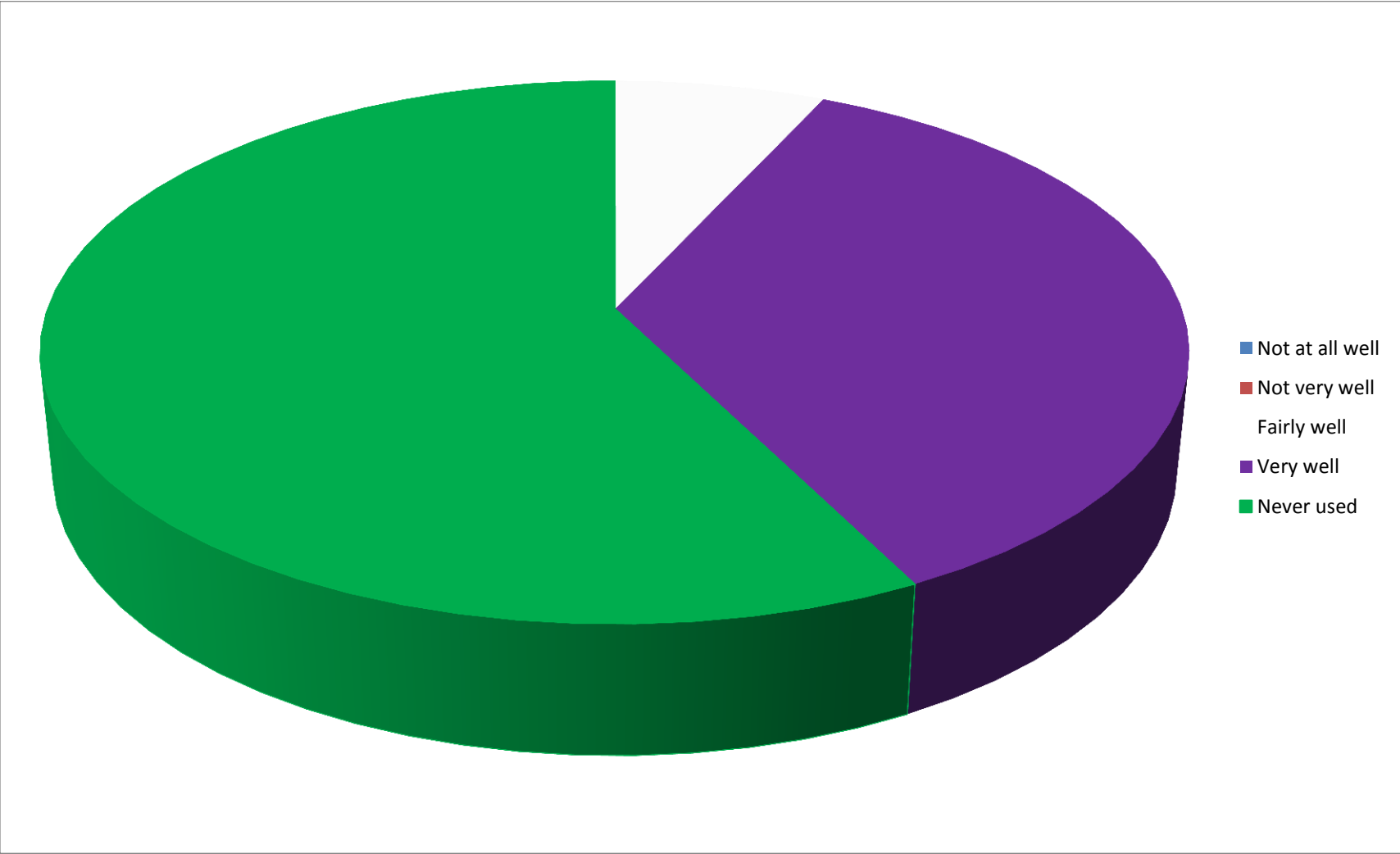
b) Providing general advice on leading a more healthy lifestyle



c) Disposing of medicines you no longer need

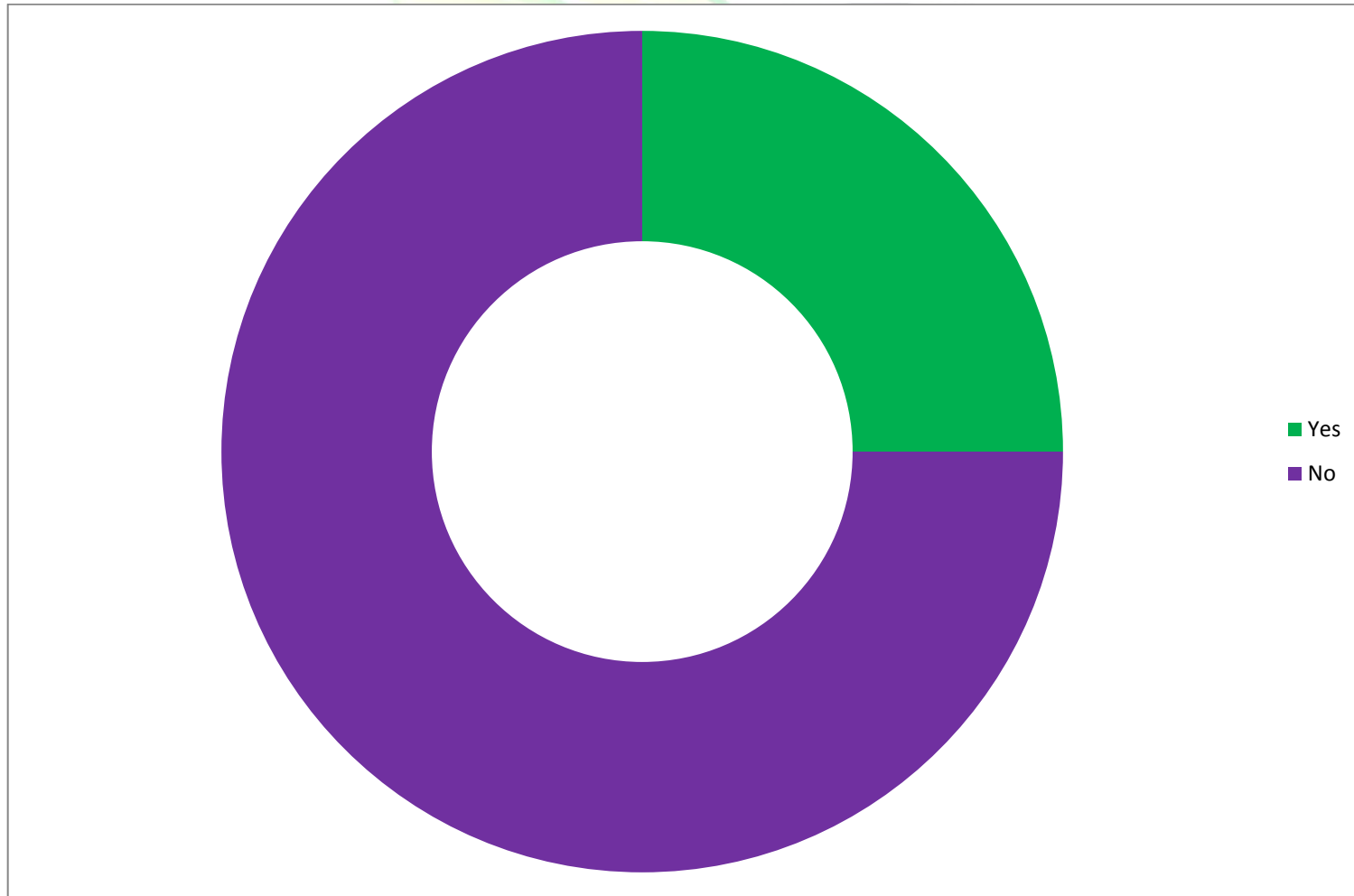


d) Providing advice on health services or information available elsewhere

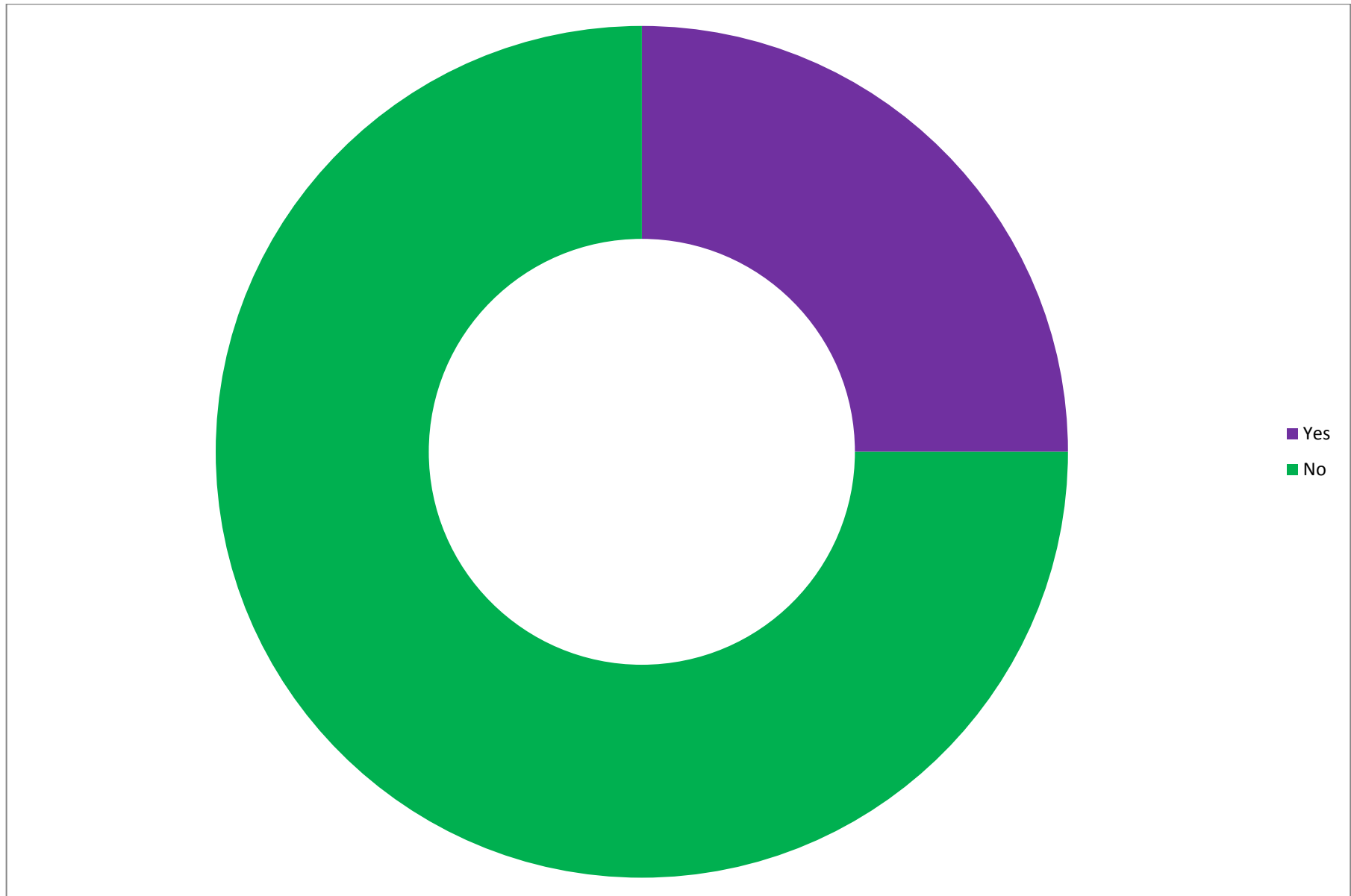


Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

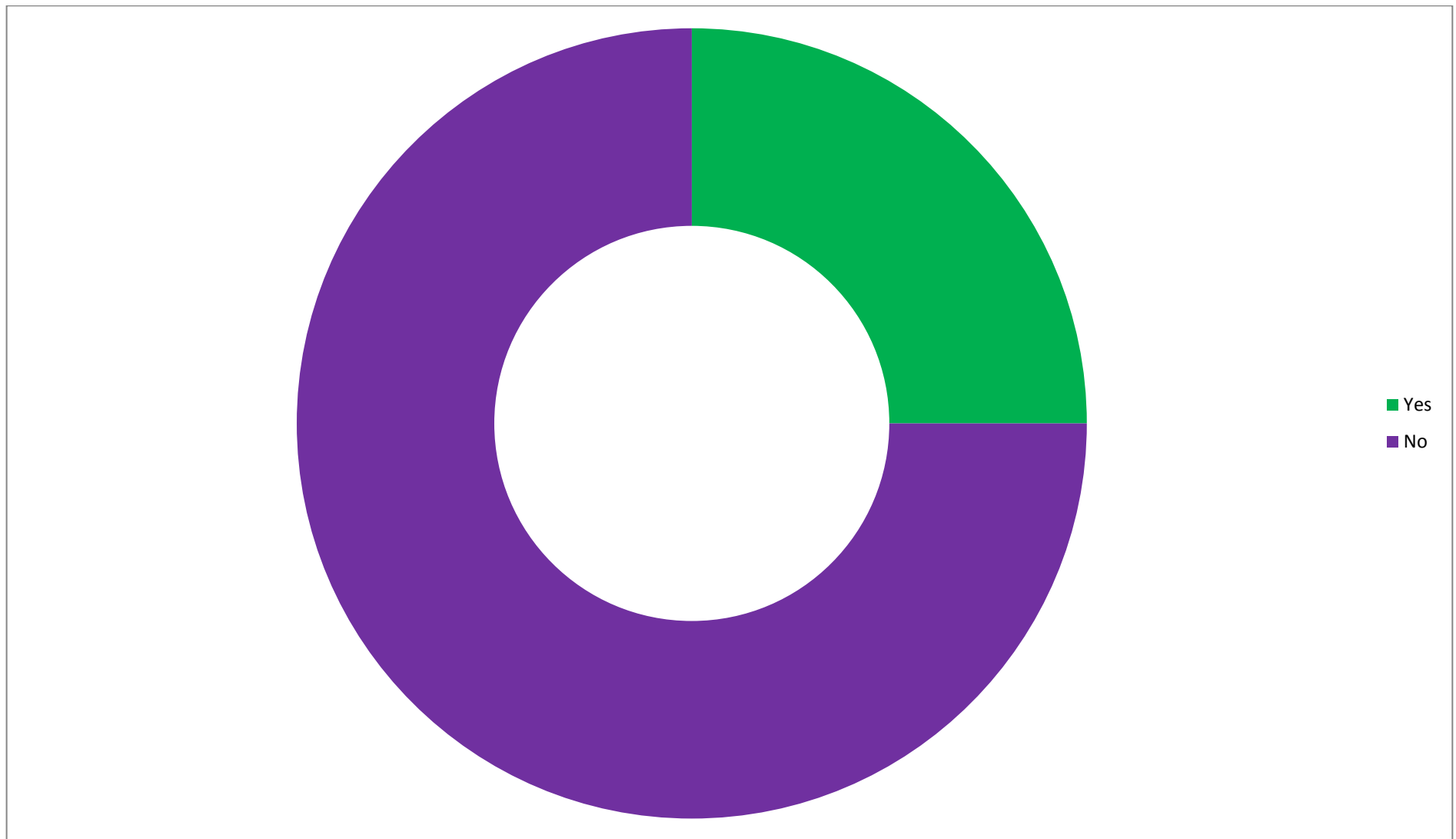
a) Stopping smoking



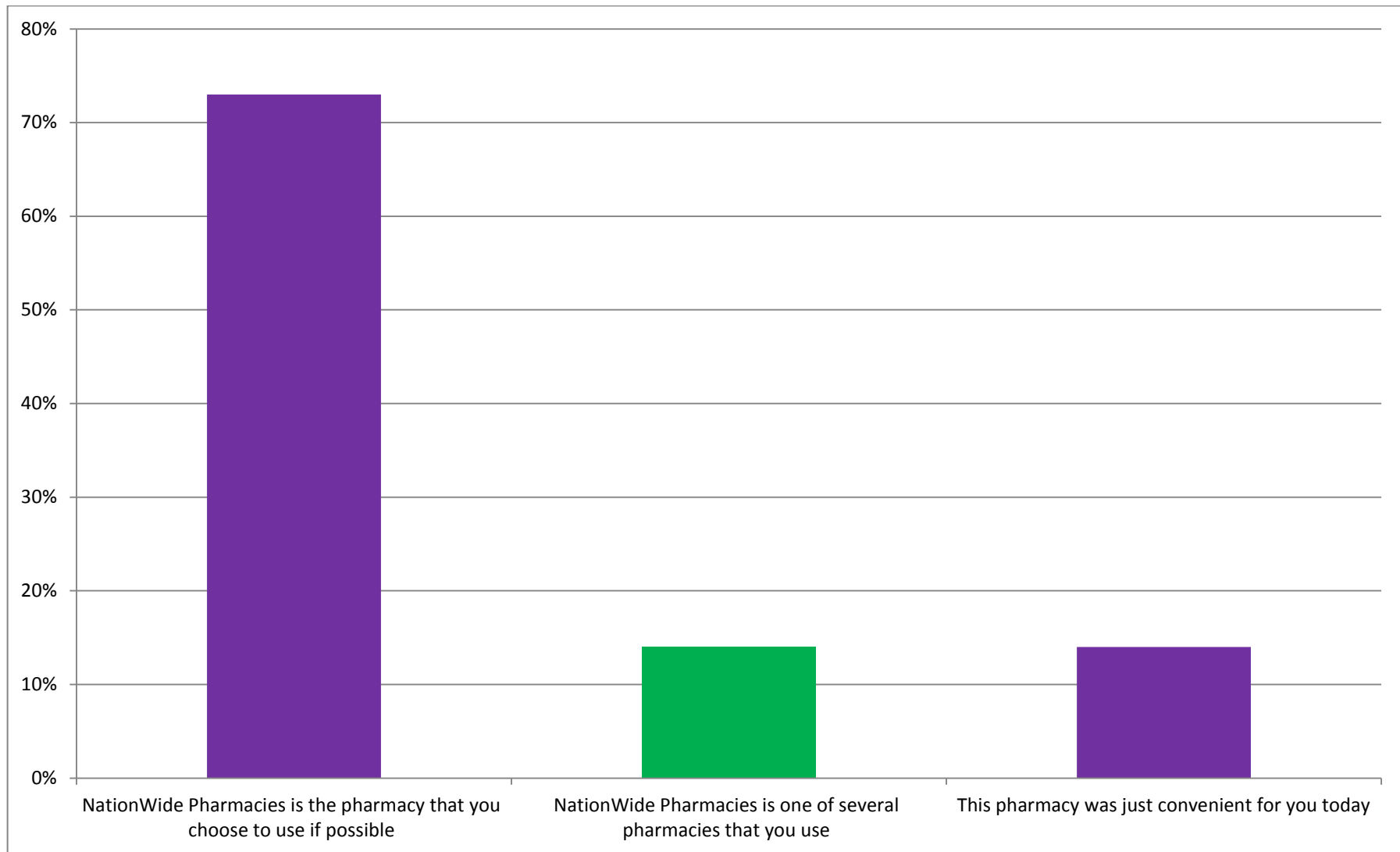
b) Healthy eating



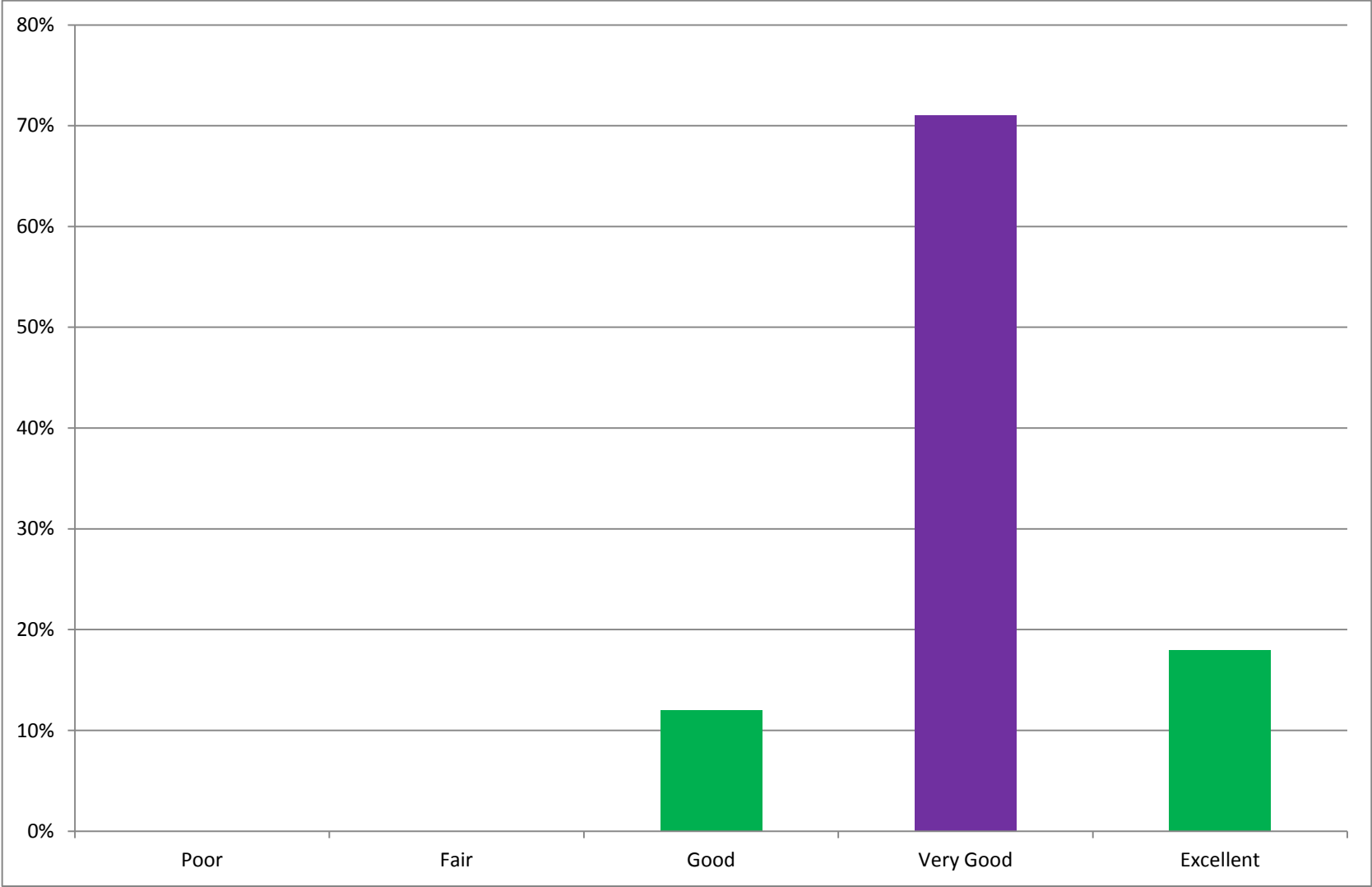
c) Physical exercise



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?



Q10 If you have any comments about how the service from NationWide Pharmacies could be improved, please write them in here:

Quotes from customers;

“We are happy with you so far”

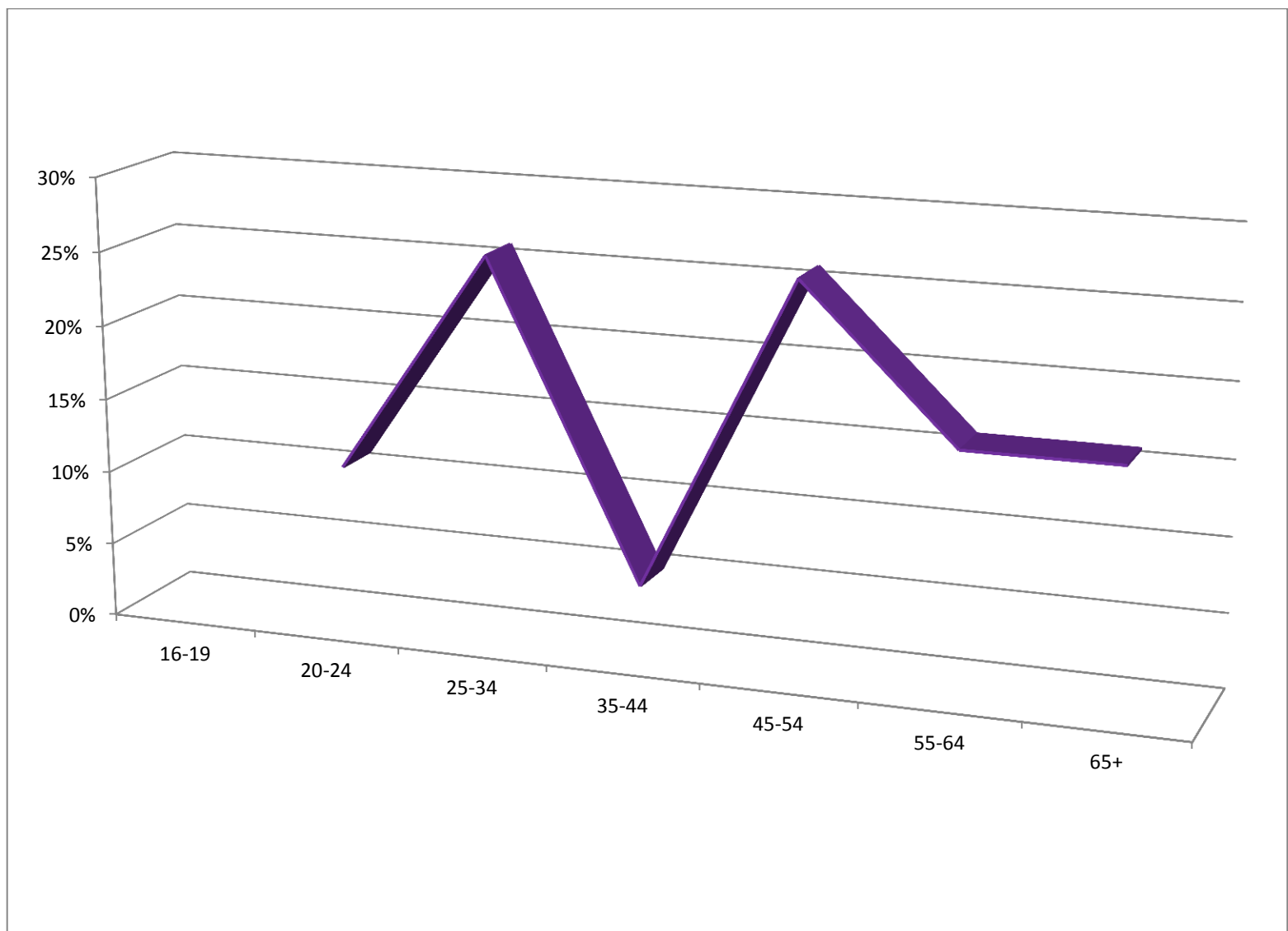
“Happy with the service provided”

“This pharmacy provides excellent service for me”

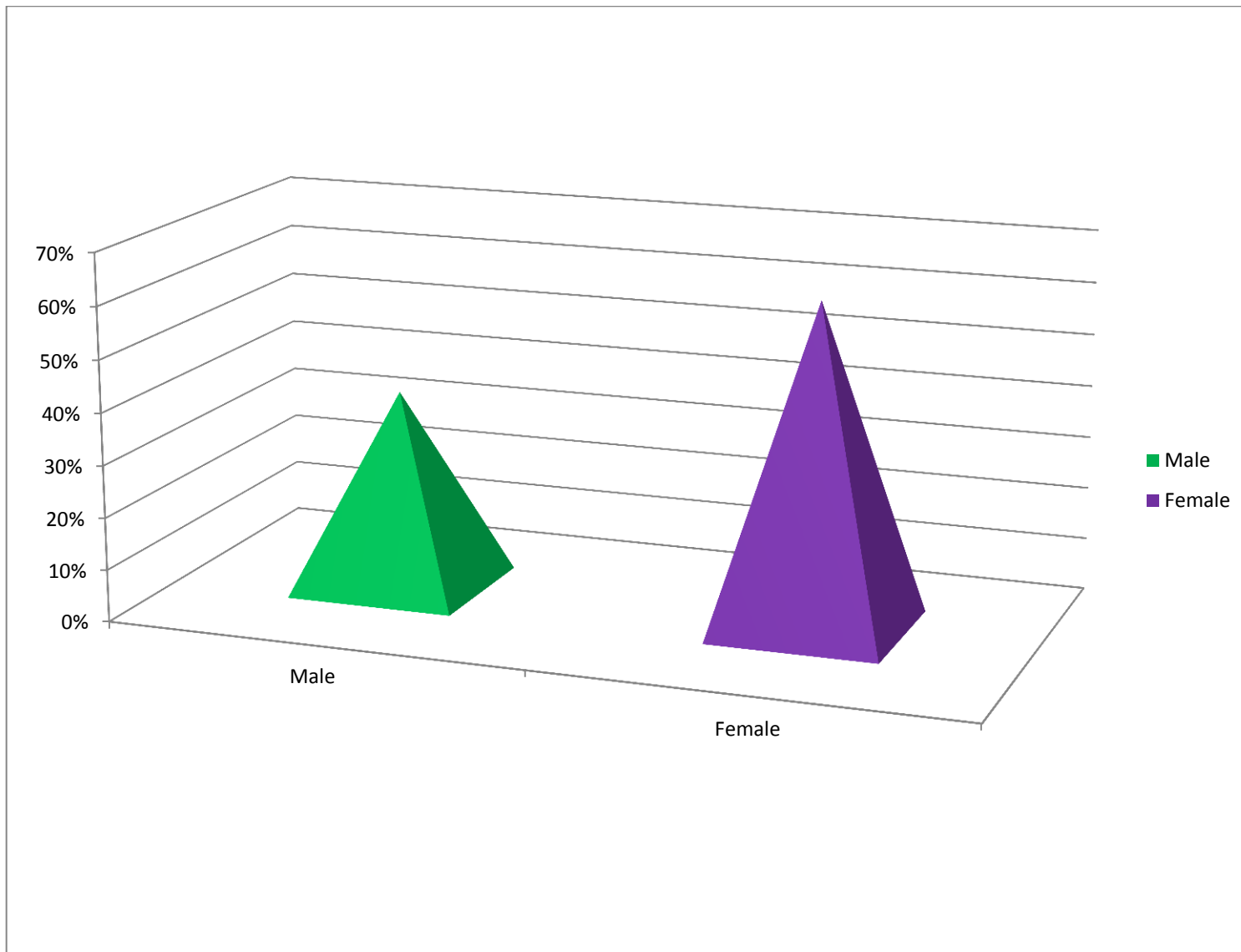
“Overall this pharmacy is very good”



Q11 How old are you?



Q12 Are you...



Q13 Which of the following applies to you?

