

### Results from the Dispensary Survey 2015 – 2016.

A total of 101 surveys were returned.

	Excellent	Very good	Good	Average	Poor	Total
The courtesy and professionalism of the dispensers is...	93	7	1			101
The quality of advice given by the dispensers is...	88	11	2			101
Confidentiality at the dispensary is...	72	21	5	2	1*	101
The ease of ordering repeat prescriptions is...	88	10	2	1		101
The time between ordering and collecting repeat prescriptions is...	75	18	5	1		99

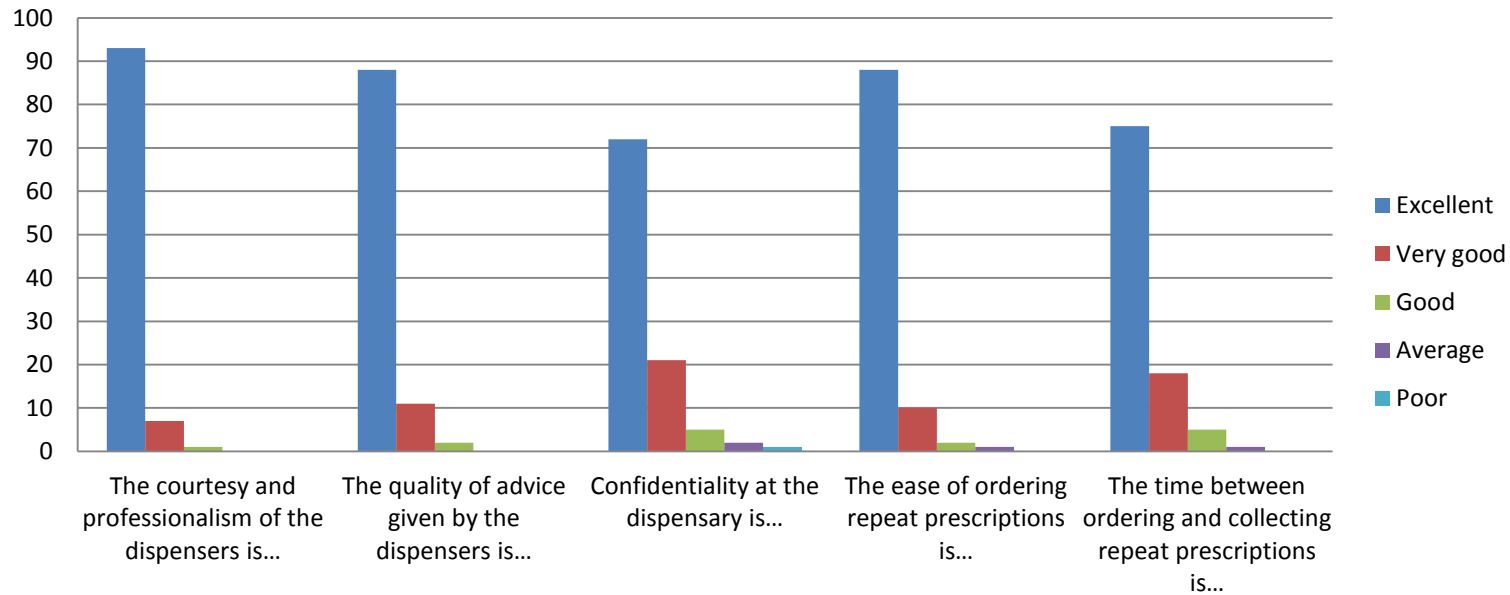
\*but not the fault of the staff - it is sometimes possible to hear conversations because of the close proximity of the pharmacy to the waiting room.

#### **Additional comments**

- You're fabulous, all of you.
- Excellent. Always friendly and helpful.
- Great
- Great and courteous staff
- The best I have been with. Thank you.
- Very friendly staff
- Gold star service
- Very happy with all the services
- The staff in the dispensary are first class
- Like the rest of the staff at your surgeries, very helpful and pleasant
- Ludham has been my surgery for over 35 years. I would not want to go anywhere else. We have always been very well treated and feels like family.
- Please carry on with the good work
- I have always found the staff very friendly, professional and very approachable
- Confidentiality at the dispensary is difficult due to lack of space but most people appreciate this

- Unfortunately confidentiality cannot be achieved due to the fact of discussing anything in the waiting area. It would be good if we were able to speak with pharmacy in a separate room if possible when confidentiality is really important to us on occasion
- Always extremely helpful and the staff go out of their way to be helpful. Well done.
- The ease of ordering repeat prescriptions is...Great
- Two people noted that the time between ordering and collecting repeat prescriptions is...3 days, one noted it as 1 month

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\* Poor result for confidentiality - but not the fault of the staff - it is sometimes possible to hear conversations because of the close proximity of the pharmacy to the waiting room.