

Top areas of performance.....

Questions

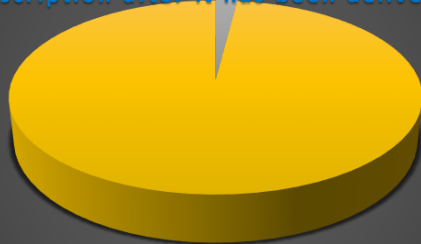
How you rated the Pharmacy in terms of dealing with any problems with your prescription after it had been delivered

How you rated us in having the stock/appliances you need

How you rated us in terms of the ease in being able to speak to the Pharmacist

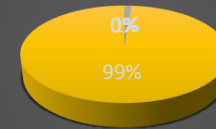
Percentage of customers satisfied
99%

How you rated us in dealing with any problems with your prescription after it has been delivered



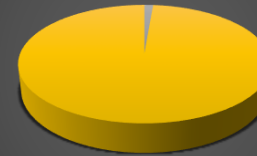
Very poor Fairly poor Fairly good Very Good Don't Know

How you rated us in terms of having in stock the medicines/appliances you need



Very poor Fairly poor Fairly good Very Good Don't Know

How you rated us in terms of the ease of being able to speak to a Pharmacist



Very poor Fairly poor Fairly good Very Good Don't Know

Areas in greatest need of improvement.....

Questions

How you rated the advice on leading a more healthy lifestyle

How you rated us in providing advice on health services or information available elsewhere

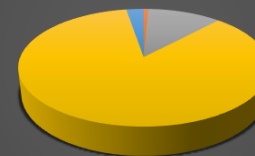
How you rated us on dealing with disposal of medicines you longer need

Percentage of customers satisfied
3%

2%

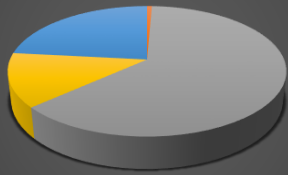
1%

How well does the Pharmacy provide general advice on leading a more healthy lifestyle



Not at all well Not very well Fairly well Very well Never used

Providing advice on health services or information available elsewhere



■ Not at all well ■ Not very well ■ Fairly well ■ Very well ■ Never used

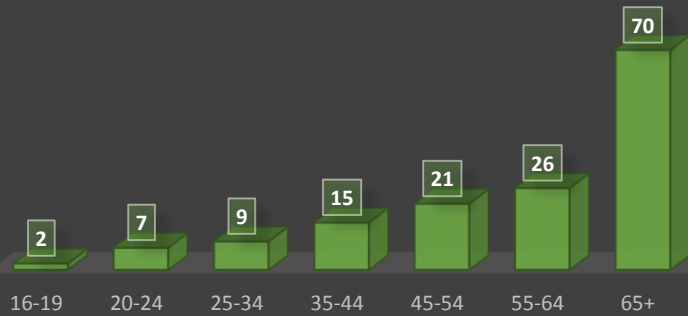
How well does the Pharmacy deal with the disposing of medicines you no longer need



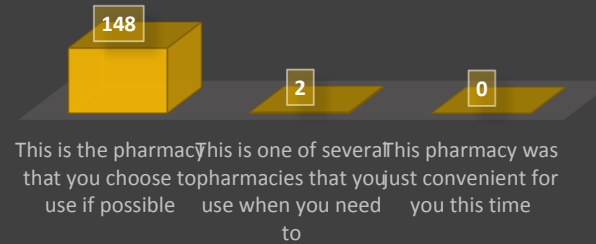
■ Not at all well ■ Not very well ■ Fairly well ■ Very well ■ Never used

Customer Profile.....

AGE RANGE OF CUSTOMERS



PROFILE OF CUSTOMERS CHOOSING OUR PHARMACY



Additional comments.....

Areas within control of Pharmacy - N/A
 Areas outside control of Pharmacy - N/A