

Customer Survey Results 2014-2015



Joydens Wood Pharmacy, 2 Birchwood Parade,
Wilmington, Kent, DA2 7NJ

Thank you to all of you who spared the time to fill in
the questionnaires we gave you last year,
especially for those of you who made the wonderful comments
below!

*Wonderful customer care - second to none. Very friendly and helpful. Thank
you*

*One of the best chemists around for service. Staff are wonderful and helpful.
Thanks*

Our best area from your questionnaire answers was:

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

Our key area for improvement is providing advice on stopping smoking and this is what we
propose to do to improve our performance

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

Very Satisfied or Fairly satisfied

100.00%

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

Very Good or Fairly Good

100.00%

Q9 Finally, taking everything into account - the staff, the shop and the service provided -
how would you rate the pharmacy where you received this questionnaire?

Excellent or Very Good

100.00%