

Customer Survey Results 2018-2019



Amphion Park Pharmacy, 6 Amphion Park,
Silverstone, Coventry, CV6 6PD

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!

*Always so helpful, can't complain, especially when pharmacy staff call
each month regarding medication packs.*

Good service always. Girls always efficient.

Our Best area from your questionnaire answers was:

Providing advice on healthy eating

The area we did worst on was "Having someone available to deal with any problems with your
prescription" and this is what we propose to do to improve our performance

"We will hold a staff meeting to discuss staff roles within the pharmacy and do our best to ensure
that there is always someone available to deal with any problems with patients prescriptions.
Customer service is very important to us. "

**Q3 If you used the pharmacy service for another NHS service, how satisfied were you with
the time it took to provide this service?**

Very Satisfied or Fairly satisfied

100.00%

**Q5 Again, including any previous use of this pharmacy, how would you rate the
pharmacist(s) and the other staff who work there?**

Very Good or Fairly Good

100.00%

**Q9 Finally, taking everything into account - the staff the service provided - how would you
rate this pharmacy?**

Excellent or Very Good

90.79%