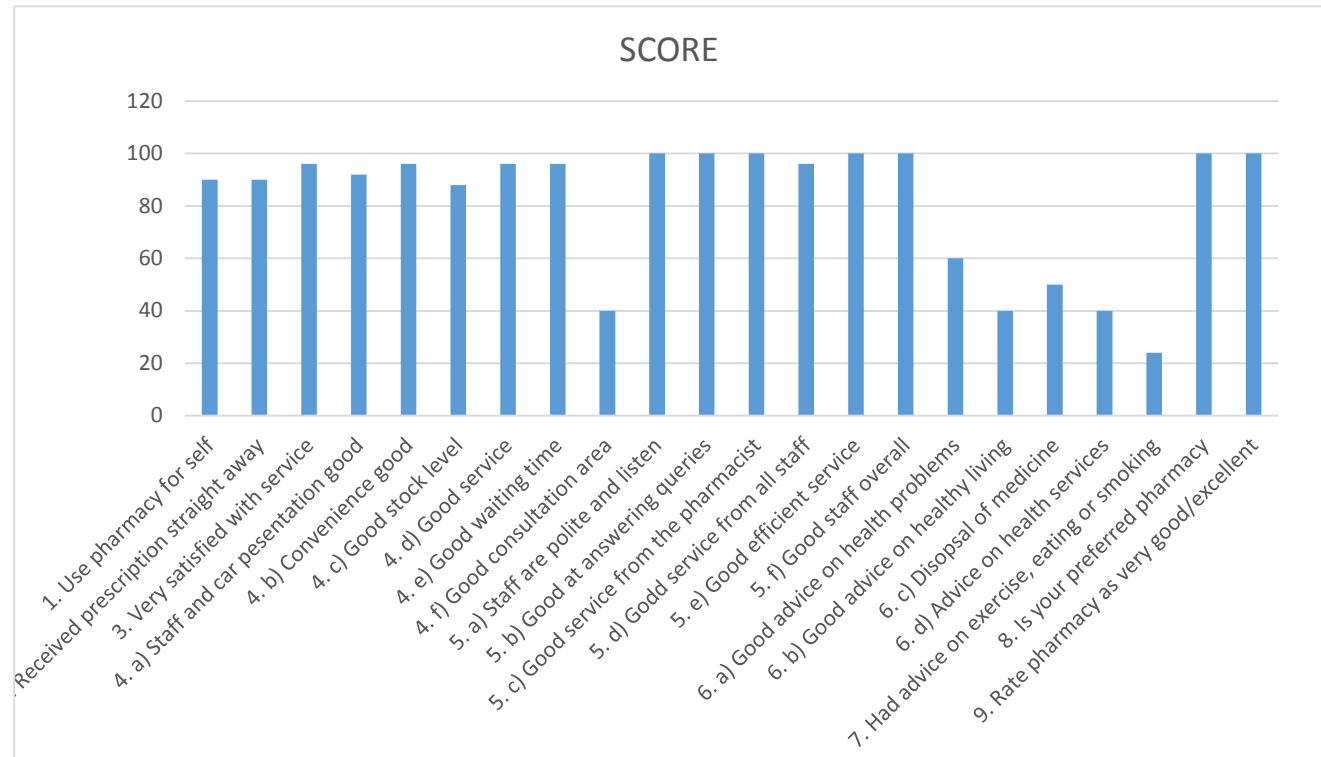


CPPQ	SCORE
1. Use pharmacy for self	90
2. Received prescription straight away	90
3. Very satisfied with service	96
4. a) Staff and car presentation good	92
4. b) Convenience good	96
4. c) Good stock level	88
4. d) Good service	96
4. e) Good waiting time	96
4. f) Good consultation area	40
5. a) Staff are polite and listen	100
5. b) Good at answering queries	100
5. c) Good service from the pharmacist	100
5. d) Good service from all staff	96
5. e) Good efficient service	100
5. f) Good staff overall	100
6. a) Good advice on health problems	60
6. b) Good advice on healthy living	40
6. c) Disposal of medicine	50
6. d) Advice on health services	40
7. Had advice on exercise, eating or sm	24
8. Is your preferred pharmacy	100
9. Rate pharmacy as very good/excelle	100



CPPQ RESULTS 2019/2020