



PATIENT QUESTIONNAIRE — ‘FRIENDS AND FAMILY’

Rep: Personal Assistant. Online Questionnaire. April 2023 onwards.

PATIENT SURVEY- TOLSON NETWORK.



DATA ANALYSIS – SURVEY QUESTIONS



PLEASE TELL US ABOUT YOUR
EXPERIENCE AND WHAT YOU LIKED
OR DIDN'T LIKE



HOW SATISFIED ARE YOU
WITH THE SERVICE
OVERALL



WOULD YOU RECOMMEND
THIS SERVICE IT TO YOUR
FRIENDS AND COLLEAGUES

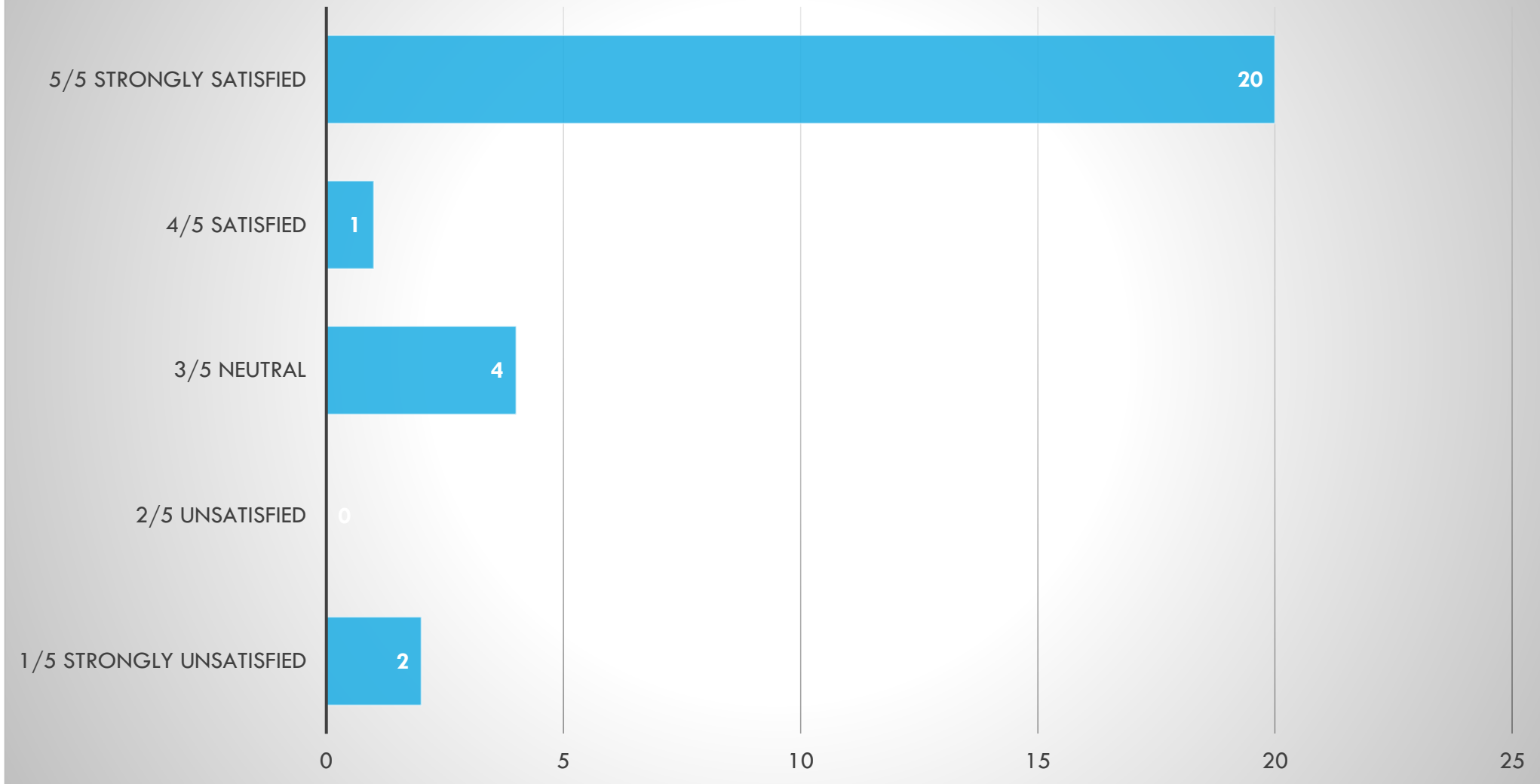


RESULTS DATA - APRIL 2023

Friends and Family Questionnaire.

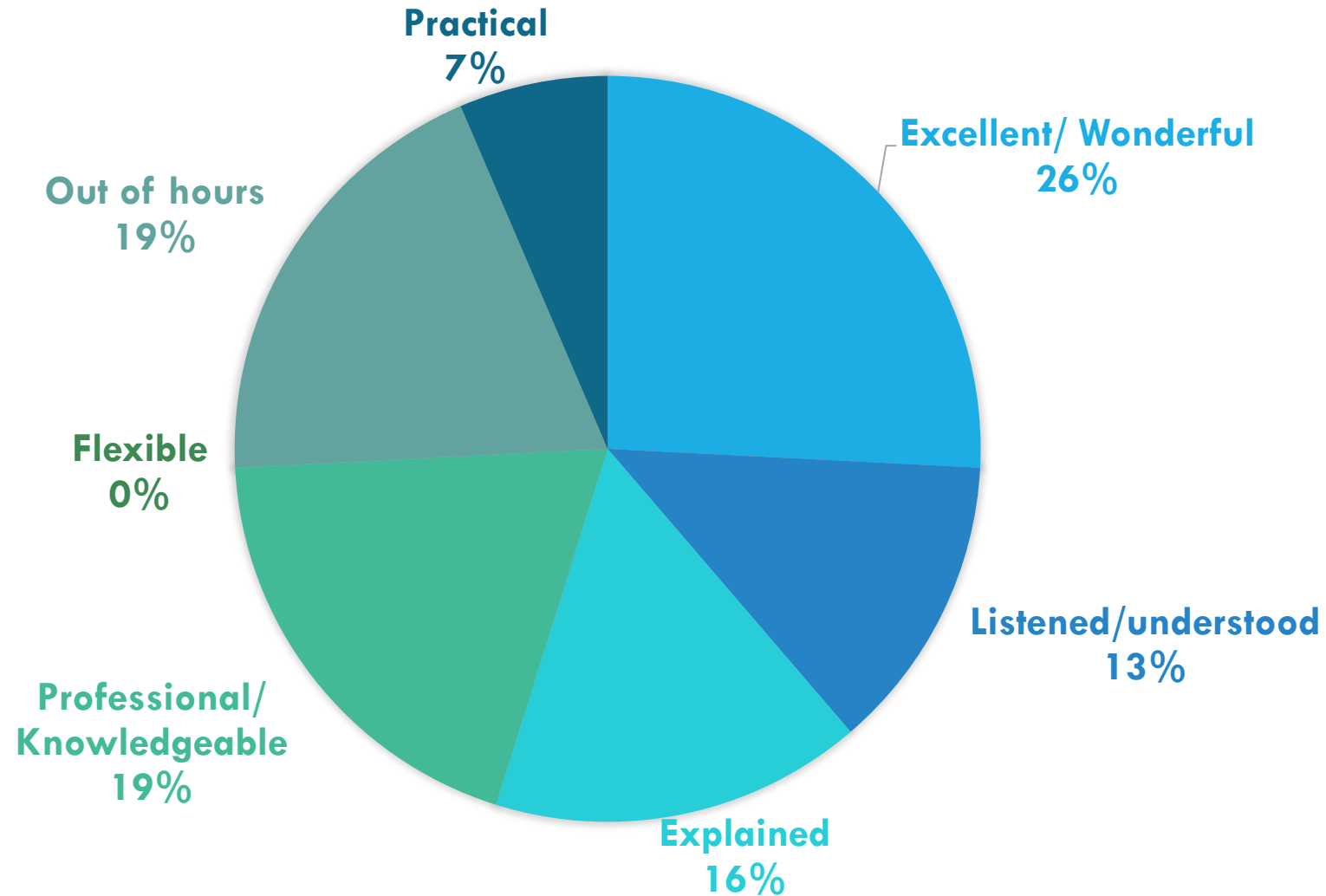
April Survey Results - Overall Satisfaction

How satisfied are you with the overall Service (April)



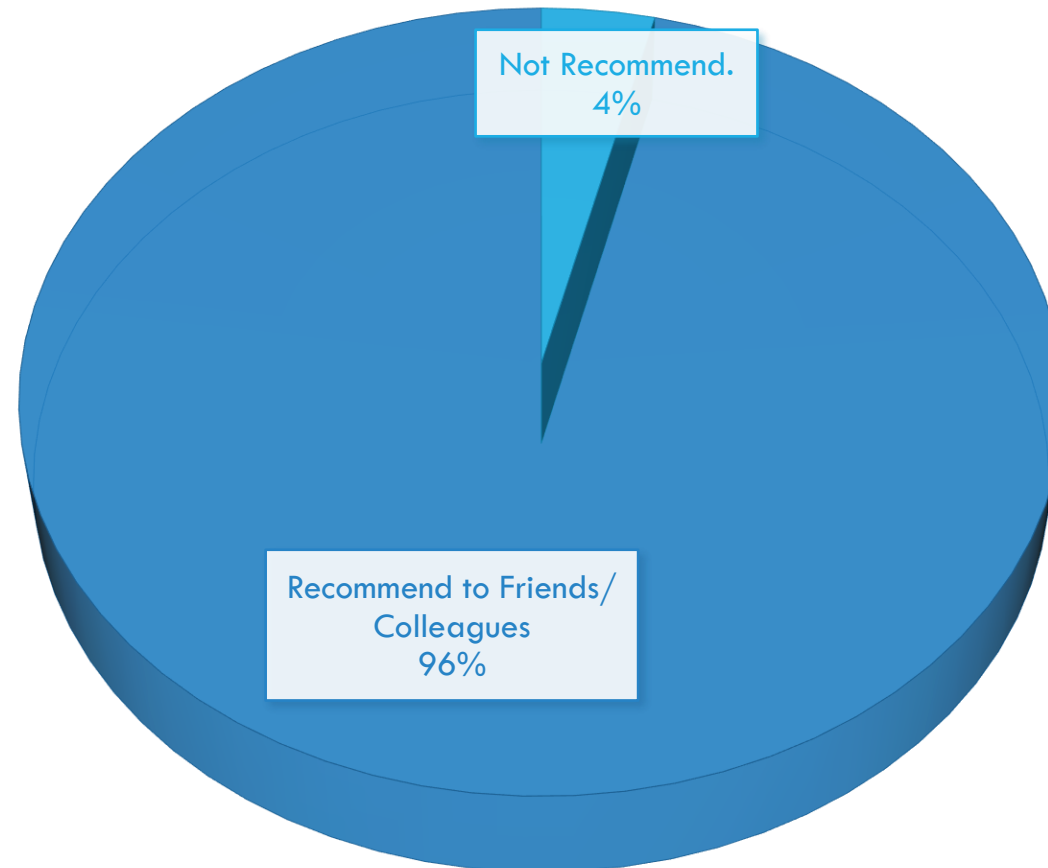
Survey Results – Describing Experience

BASIS OF GOOD EXPERIENCE.



Survey Results - Recommendation

**WOULD YOU RECOMMEND THIS SERVICE TO YOUR FRIENDS
AND COLLEAGUES?**



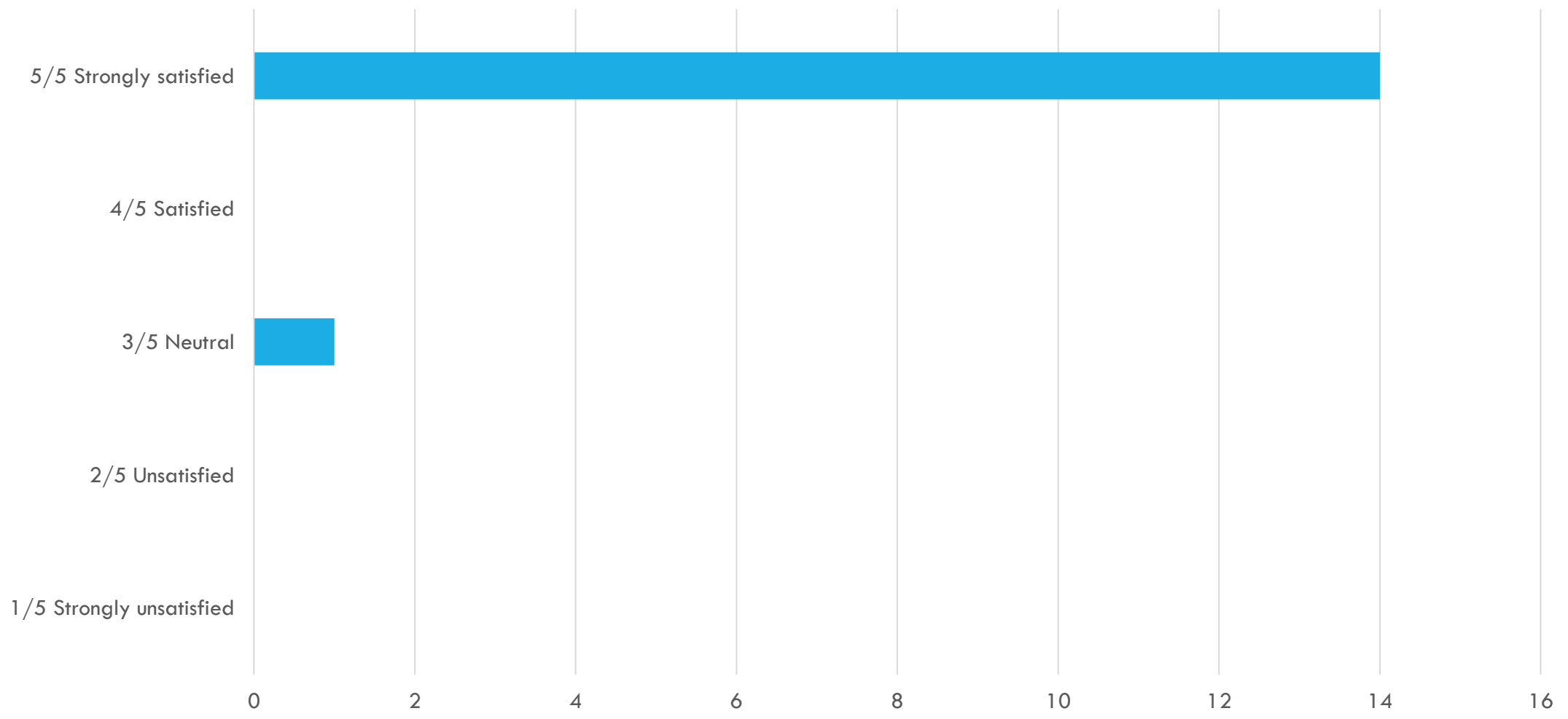


RESULTS DATA - MAY 2023

Friends and Family Questionnaire.

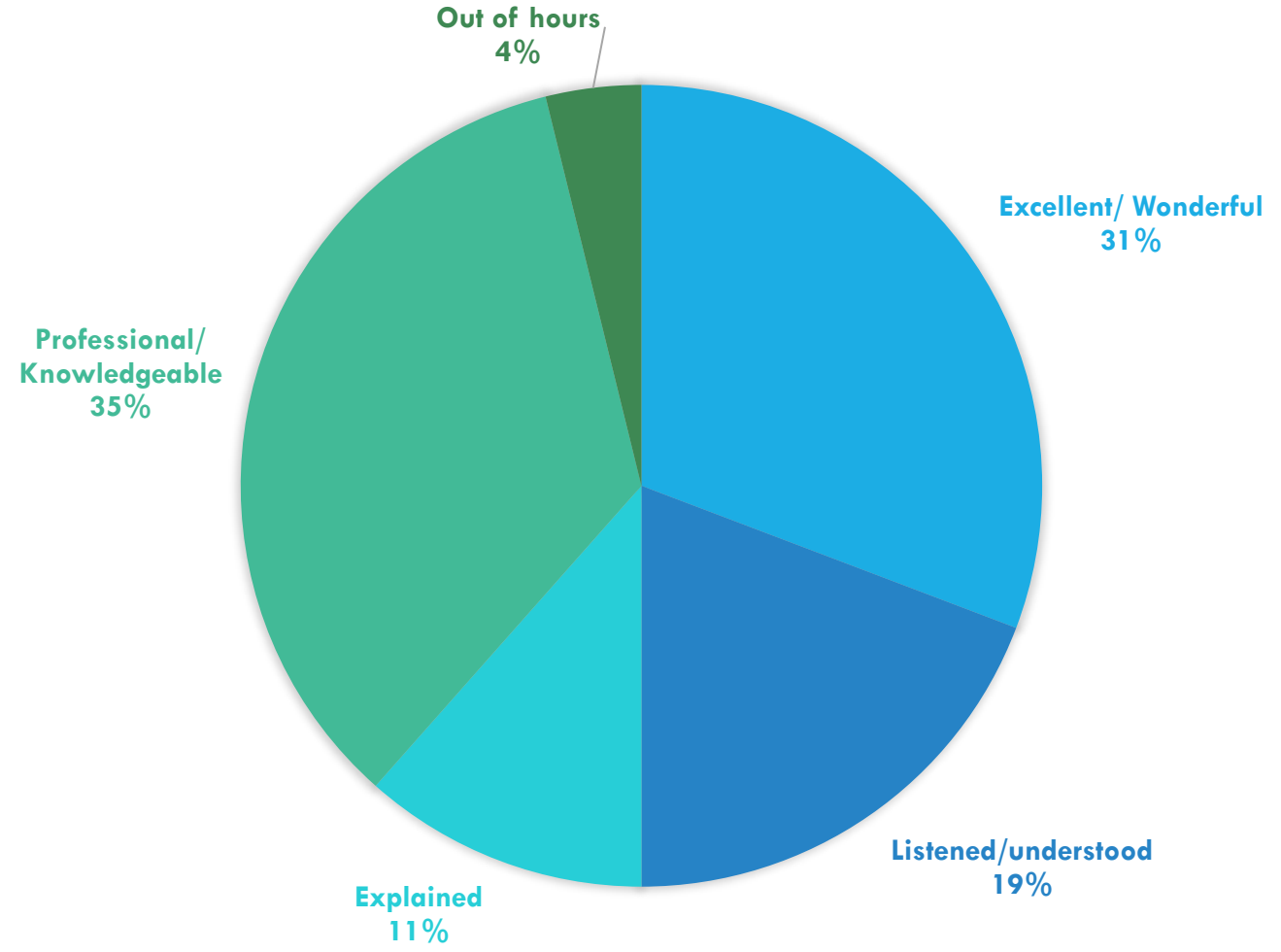
May Survey Results - Overall Satisfaction

Satisfaction with the overall service (May)



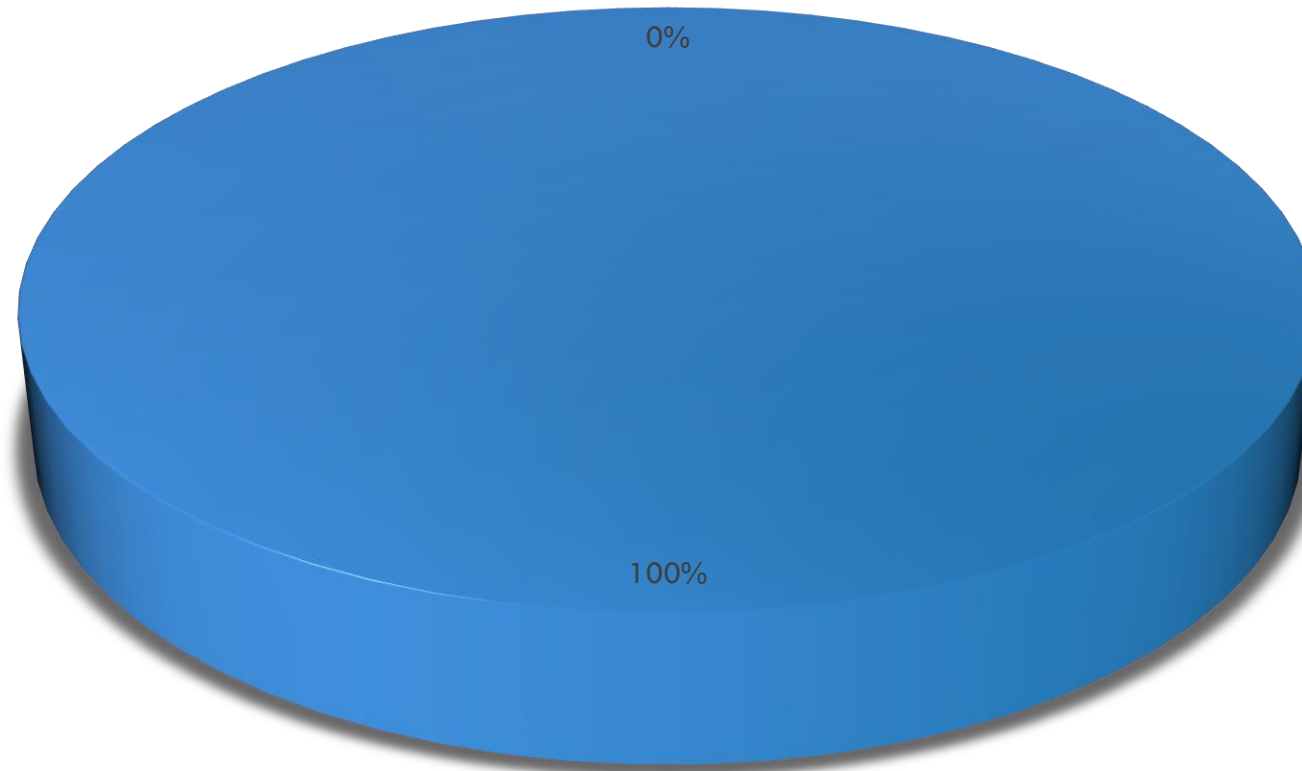
May Survey Results – Describing Experience

BASIS OF GOOD EXPERIENCE.



May Survey Results - Recommendation

Would you recommend this service to your friends and colleagues?



■ Not Recommend. ■ Recommend to Friends/ Colleagues

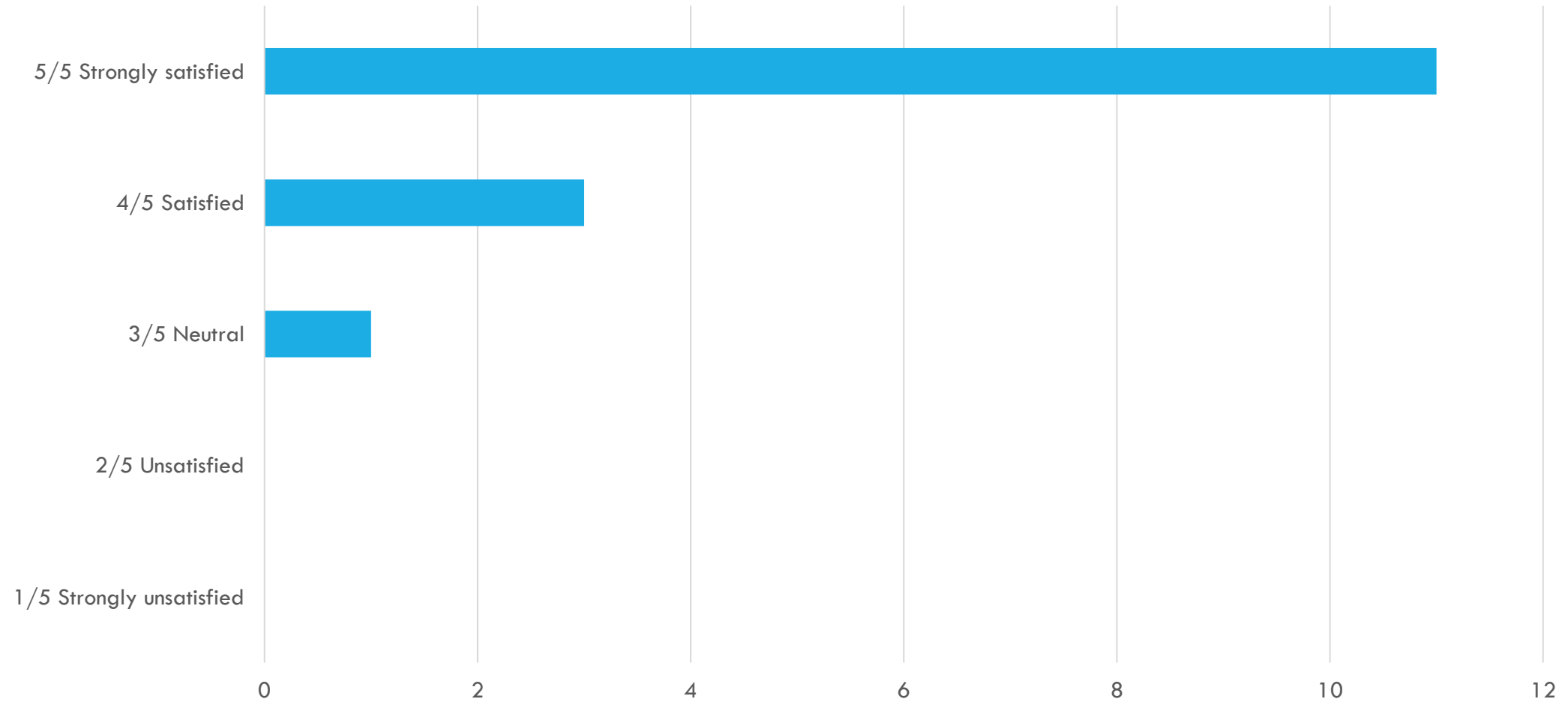


RESULTS DATA - JUNE 2023

Friends and Family Questionnaire.

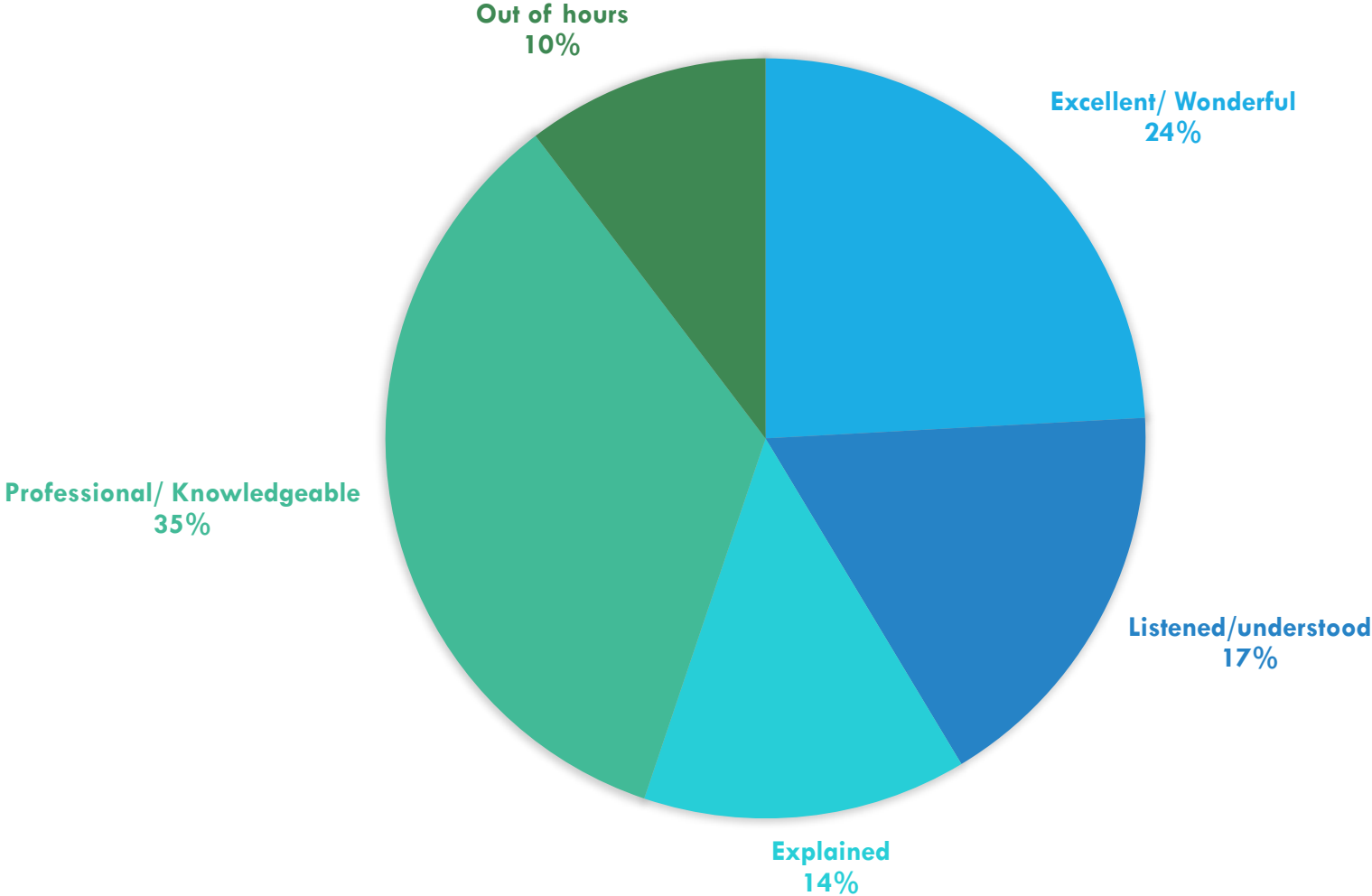
June Survey Results - Overall Satisfaction

Satisfaction with the overall service (June)



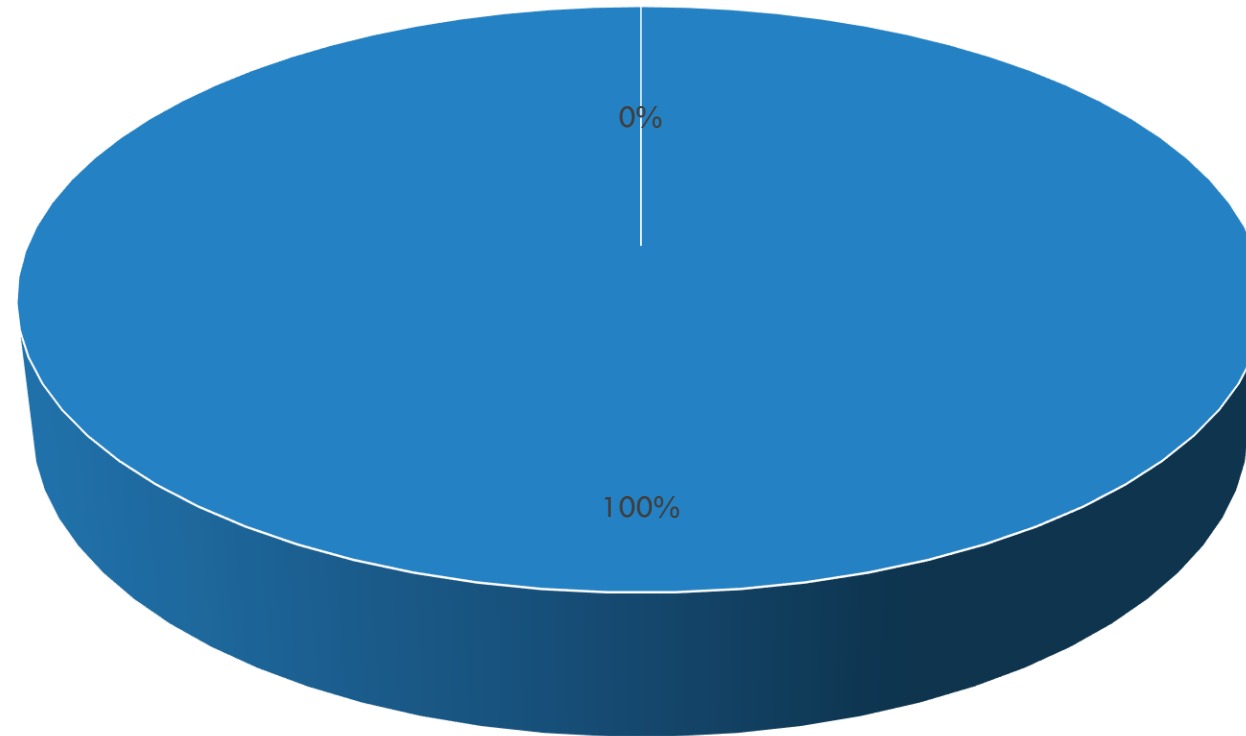
June Survey Results – Describing Experience

BASIS OF GOOD EXPERIENCE.



June Survey Results - Recommendation

Would you recommend this service to your friends and colleagues?



■ Not Recommend.

■ Recommend to Friends/ Colleagues

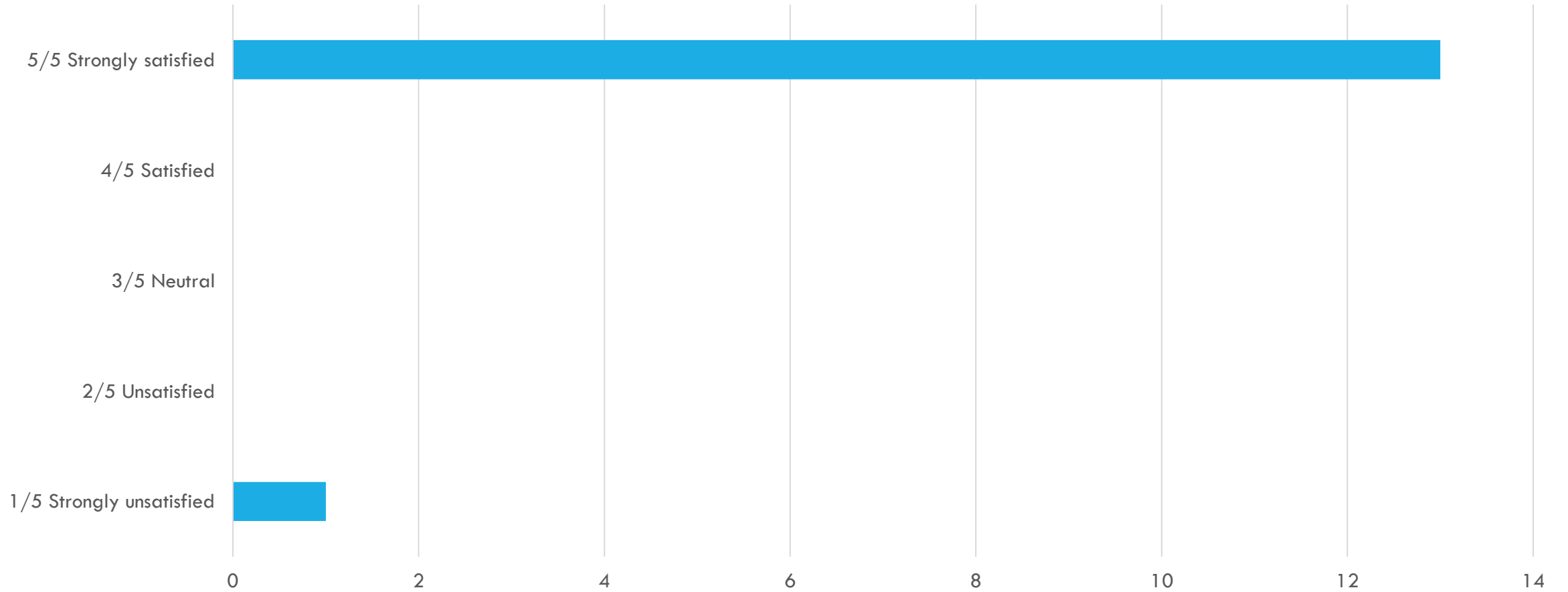


RESULTS DATA - JULY 2023

Friends and Family Questionnaire.

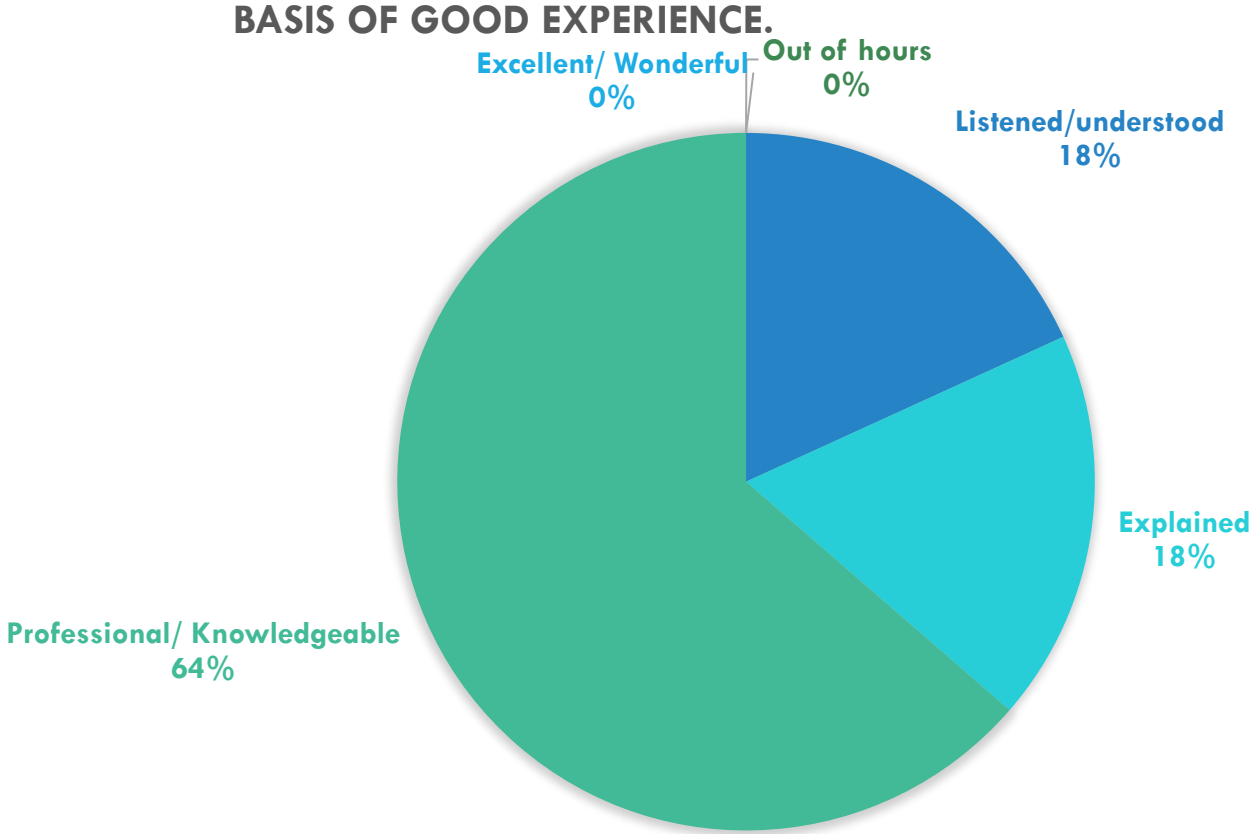
July Survey Results - Overall Satisfaction

Satisfaction with the overall service (June)



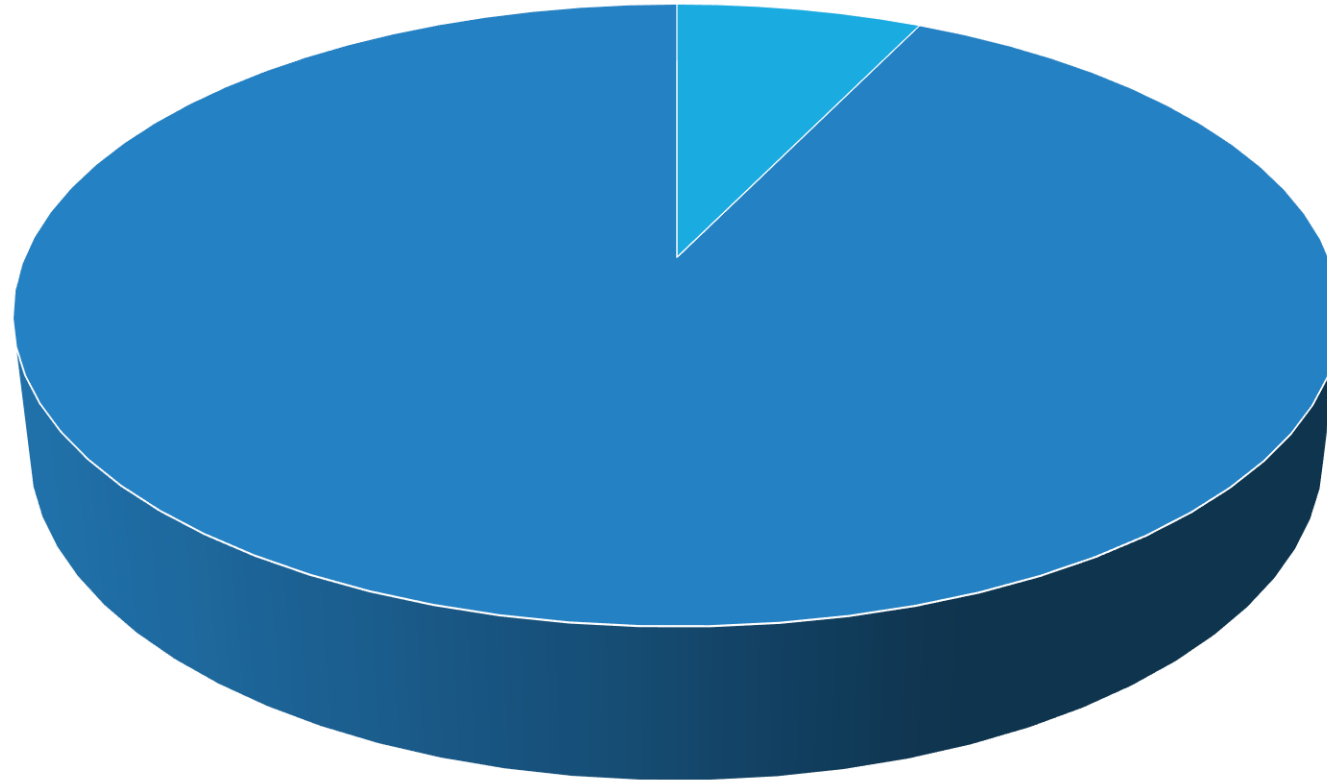
* Strongly unsatisfied (due to product unavailable at 8 pharmacists).

July Survey Results – Describing Experience



July Survey Results - Recommendation

Would you recommend this service to your friends and colleagues?



■ Not Recommend. ■ Recommend to Friends/ Colleagues

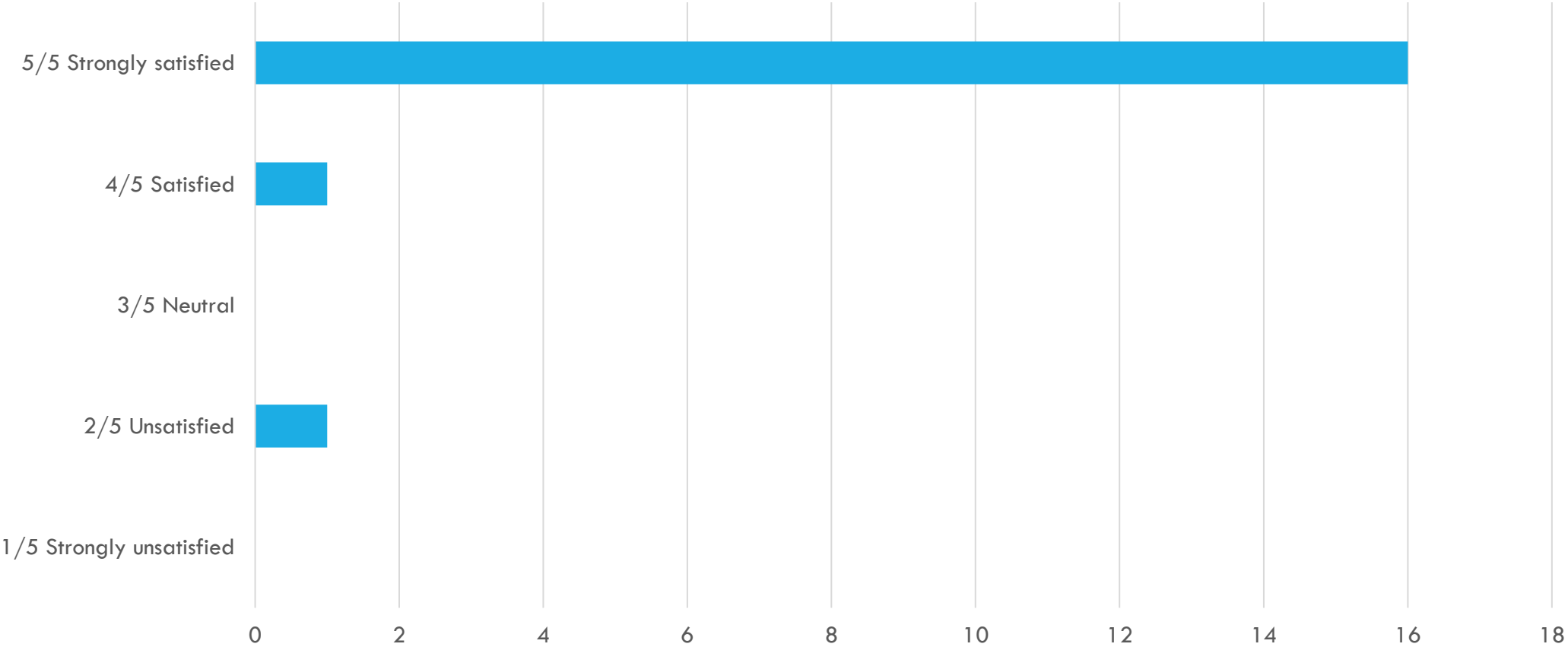


RESULTS DATA - AUGUST 2023

Friends and Family Questionnaire.

August Survey Results - Overall Satisfaction

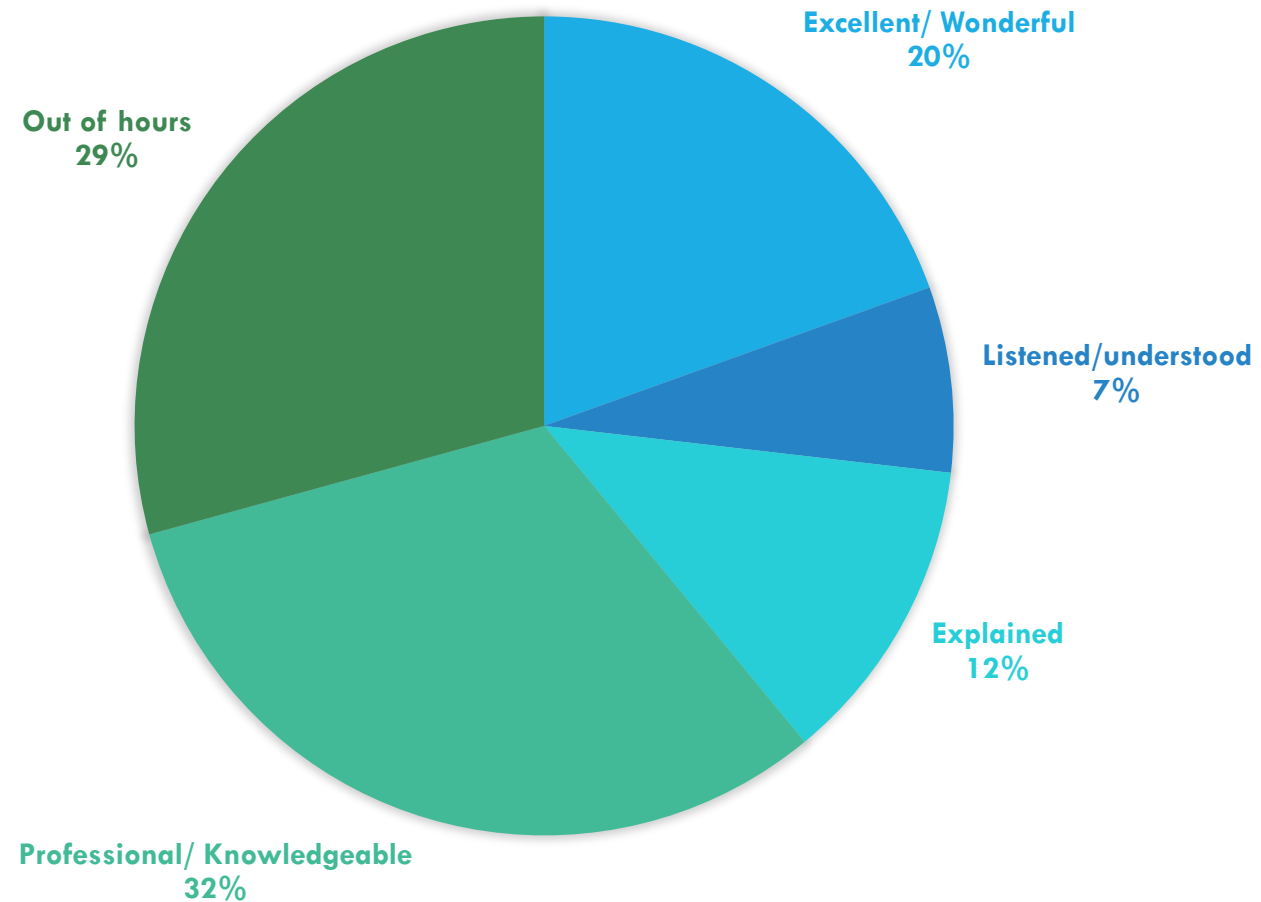
Satisfaction with the overall service (June)



* Unsatisfied (Public Transport Issues)

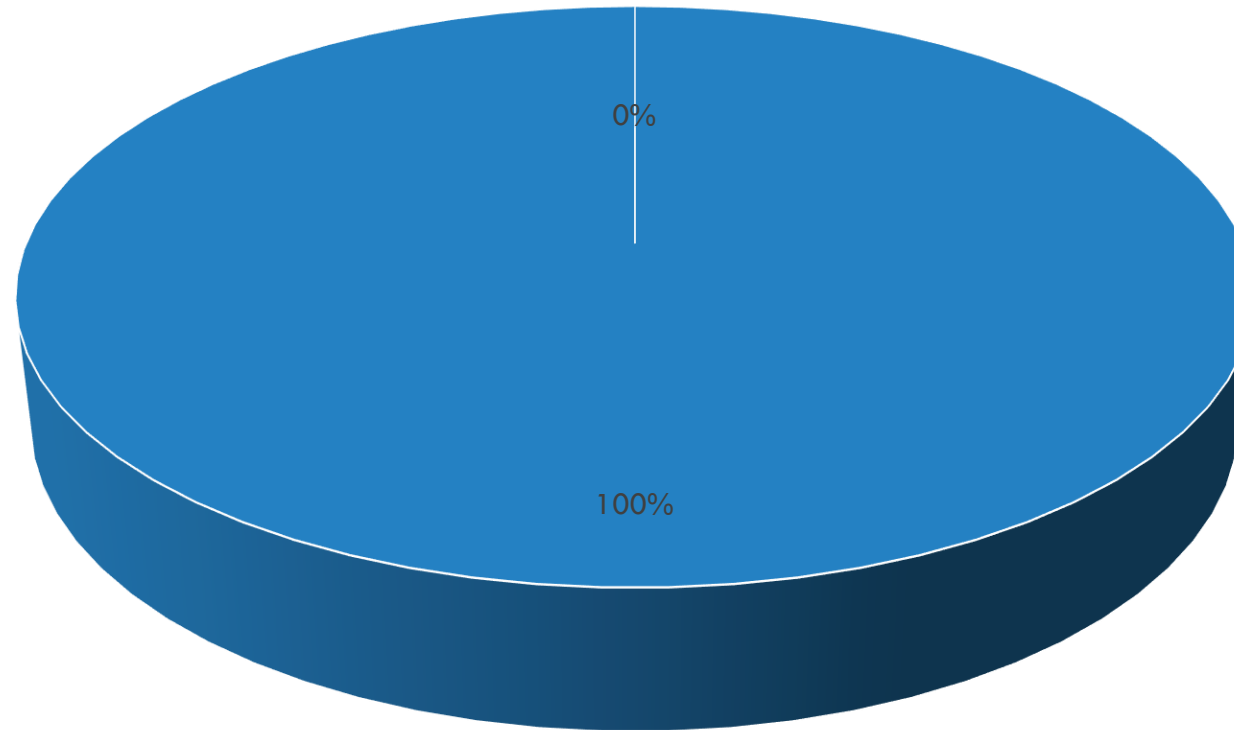
August Survey Results – Describing Experience

BASIS OF GOOD EXPERIENCE.



August Survey Results - Recommendation

Would you recommend this service to your friends and colleagues?



■ Not Recommend.

■ Recommend to Friends/ Colleagues



RESULTS DATA - SEPTEMBER 2023

Friends and Family Questionnaire.