

Audit Date: 1st October 2007 to 1st February 2008

The Bucklebury Practice

PATIENT SURVEY - Dispensary

	SCORE	
	Qty	%
The Courtesy & Professionalism of the Dispensers		
1. Excellent	85	85
2. Very Good	12	12
3. Good	1	1
4. Average	1	1
5. Poor	1	1
TOTAL	100	100
The Quality of Advice Given by the Dispensers		
1. Excellent	72	72
2. Very Good	17	17
3. Good	7	7
4. Average	2	2
5. Poor	2	2
TOTAL	100	100
Confidentiality at the Dispensary		
1. Excellent	60	65
2. Very Good	24	26
3. Good	0	0
4. Average	3	3
5. Poor	6	6
TOTAL	93	100
The Ease of Ordering Repeat Prescriptions		
1. Excellent	76	76
2. Very Good	20	20
3. Good	2	2
4. Average	2	2
5. Poor	0	0
TOTAL	100	100
The Time between Ordering and Collecting Repeat Prescriptions		
1. Excellent	60	60
2. Very Good	28	28
3. Good	12	12
4. Average	0	0
5. Poor	0	0
TOTAL	100	100
Total number of questions asked		500
Total number of responses		497

NOTES:

Qty = Number of replies received

% = Percentage of total replies received