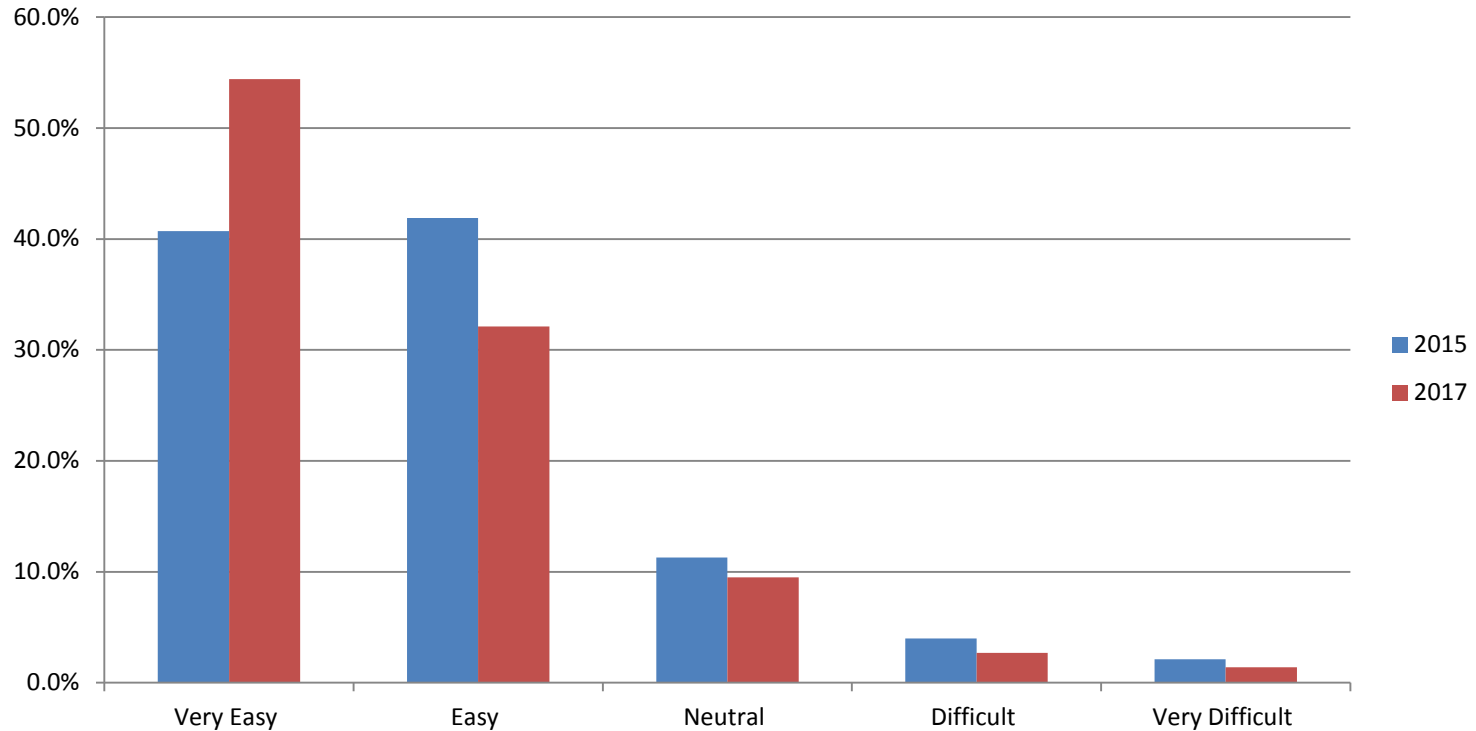


Online Doctor Patient Survey Results

2015 – 2017

Q1. Did you find the Pharmacy2U Online Doctor website easy to use?



Very Easy + Easy :

2015 - 82.6%,
2017 - 86.5%

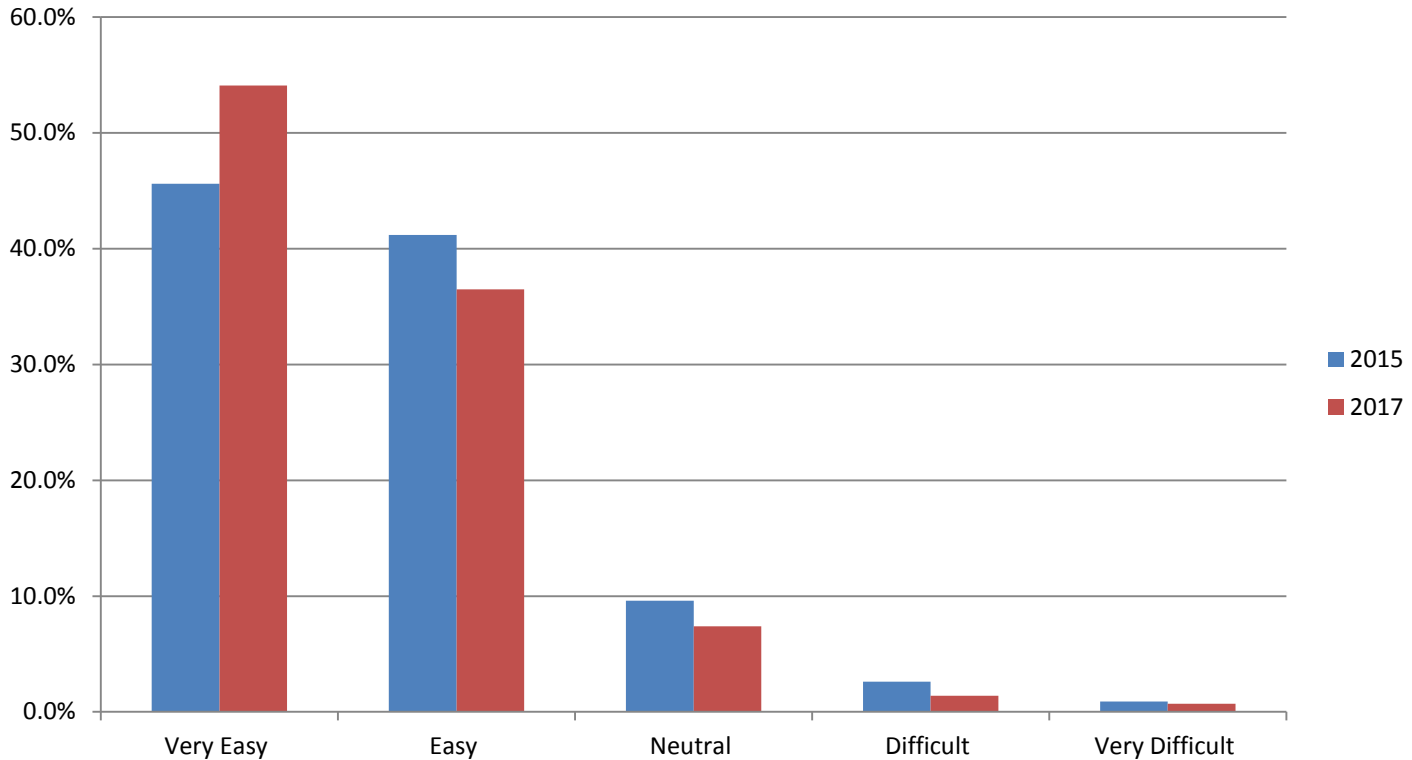
3.9 pp improvement

Difficult + Very Difficult:

2015 - 6.1%
2017 - 4.1%

2 pp improvement

Q2. Did you find the information provided on the website easy to find and understand?



Very Easy + Easy :

2015 – 86.8%

2017 – 90.6%

3.8 pp improvement

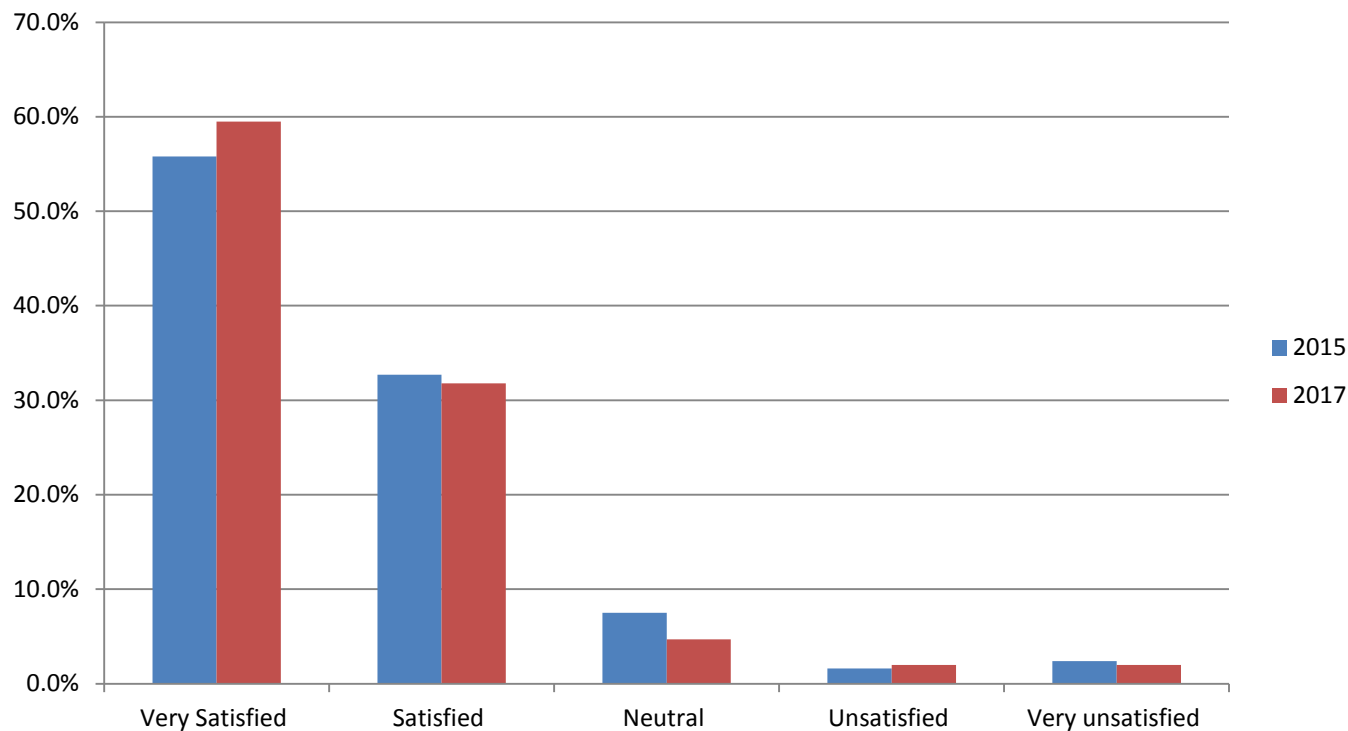
Difficult + Very Difficult:

2015 - 3.5%

2017 – 2.1%

1.4 pp improvement

Q3. How satisfied were you with the time it took for the doctor to review your consultation?



Very Satisfied + Satisfied:

2015 – 88.5%

2017 – 91.3%

2.8 pp improvement

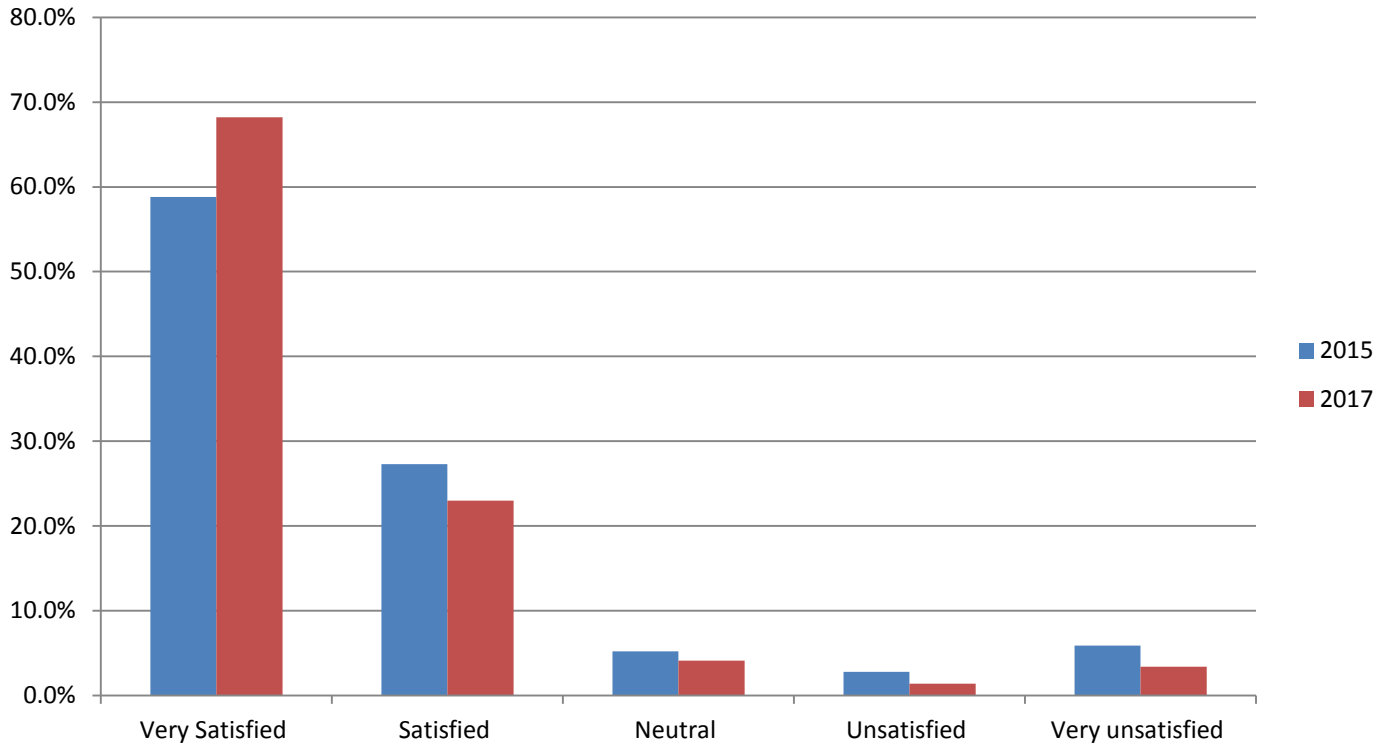
Unsatisfied + Very Unsatisfied:

2015 - 4%

2017 – 4%

No change

Q4. How satisfied were you with the response from the doctor to your consultation?



Very Satisfied + Satisfied:

2015 – 86.1%

2017 – 91.2%

5.1 pp improvement

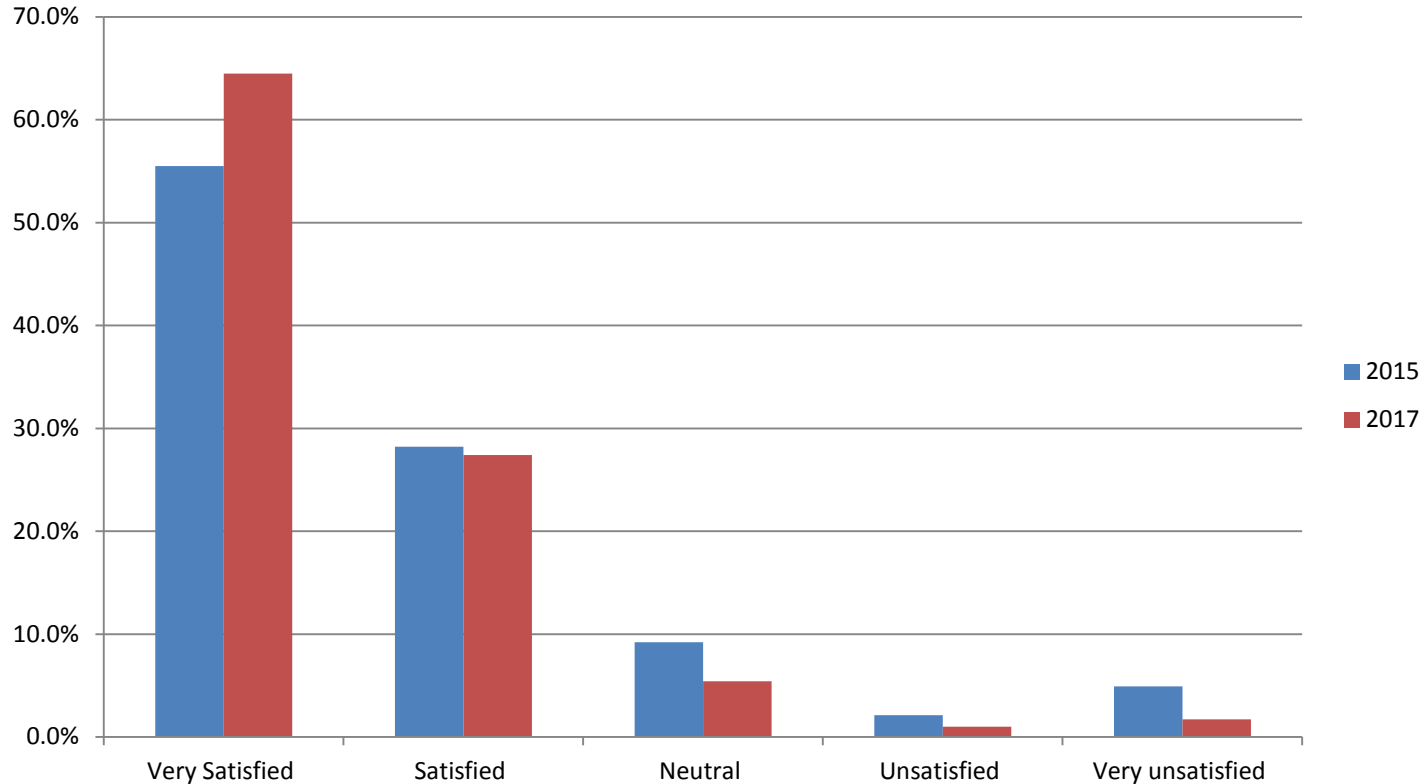
Unsatisfied + Very Unsatisfied:

2015 - 8.7%

2017 – 4.8%

3.9 pp improvement

Q5. How satisfied were you with the time it took for you to receive your treatment after you placed an order?



Very Satisfied + Satisfied:

2015 – 83.7%

2017 – 91.9%

8.2 pp improvement

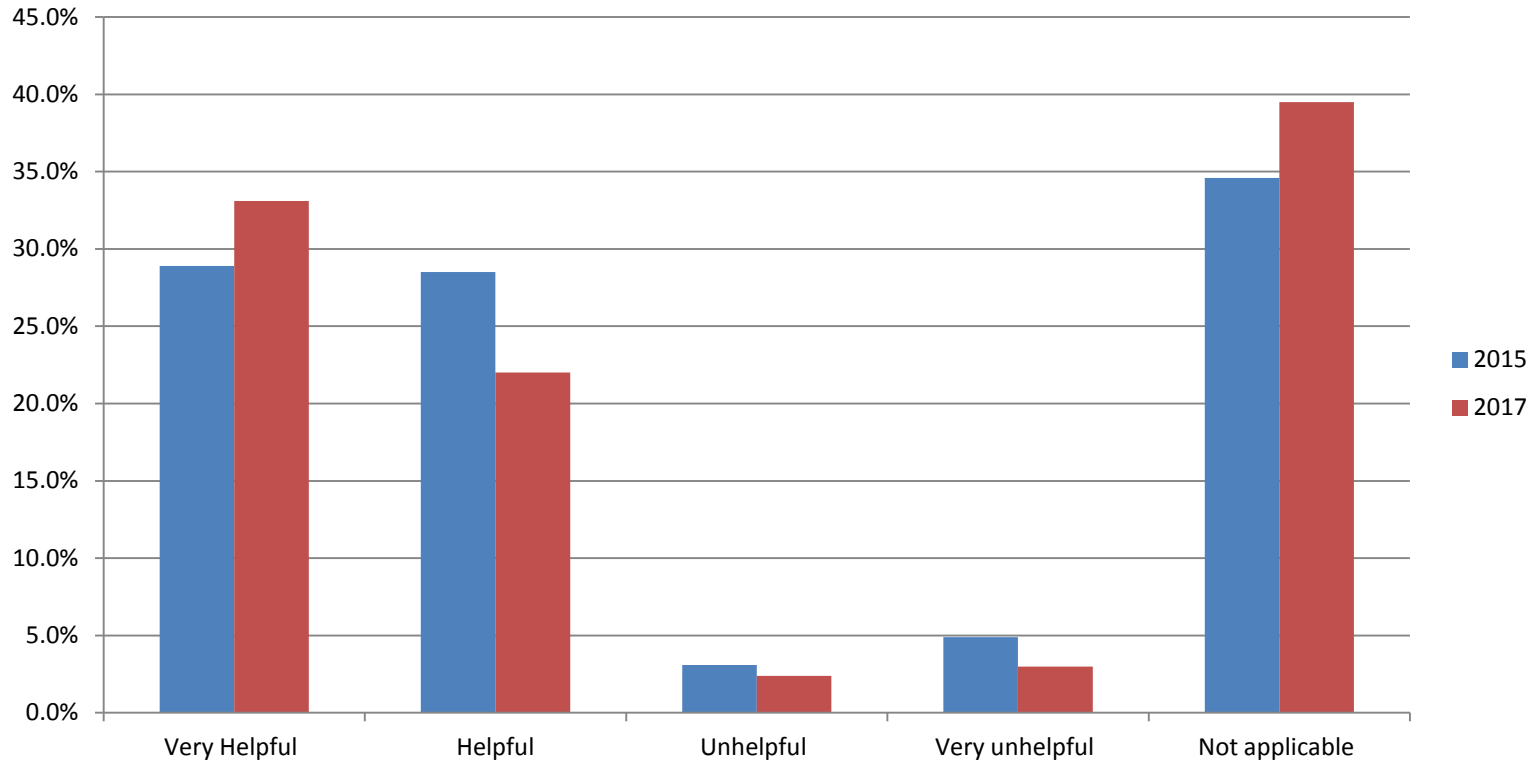
Unsatisfied + Very Unsatisfied:

2015 - 7%

2017 – 2.7%

4.3 pp improvement

Q6. Did you find your Pharmacy2U Online Doctor helpful to questions you had to ask?



Very Helpful + Helpful:

2015 – 57.4%

2017 – 55.1%

-2.3pp decline

Not applicable:

2015 – 34.6%

2017 – 39.5%

4.9% less people had to ask a question

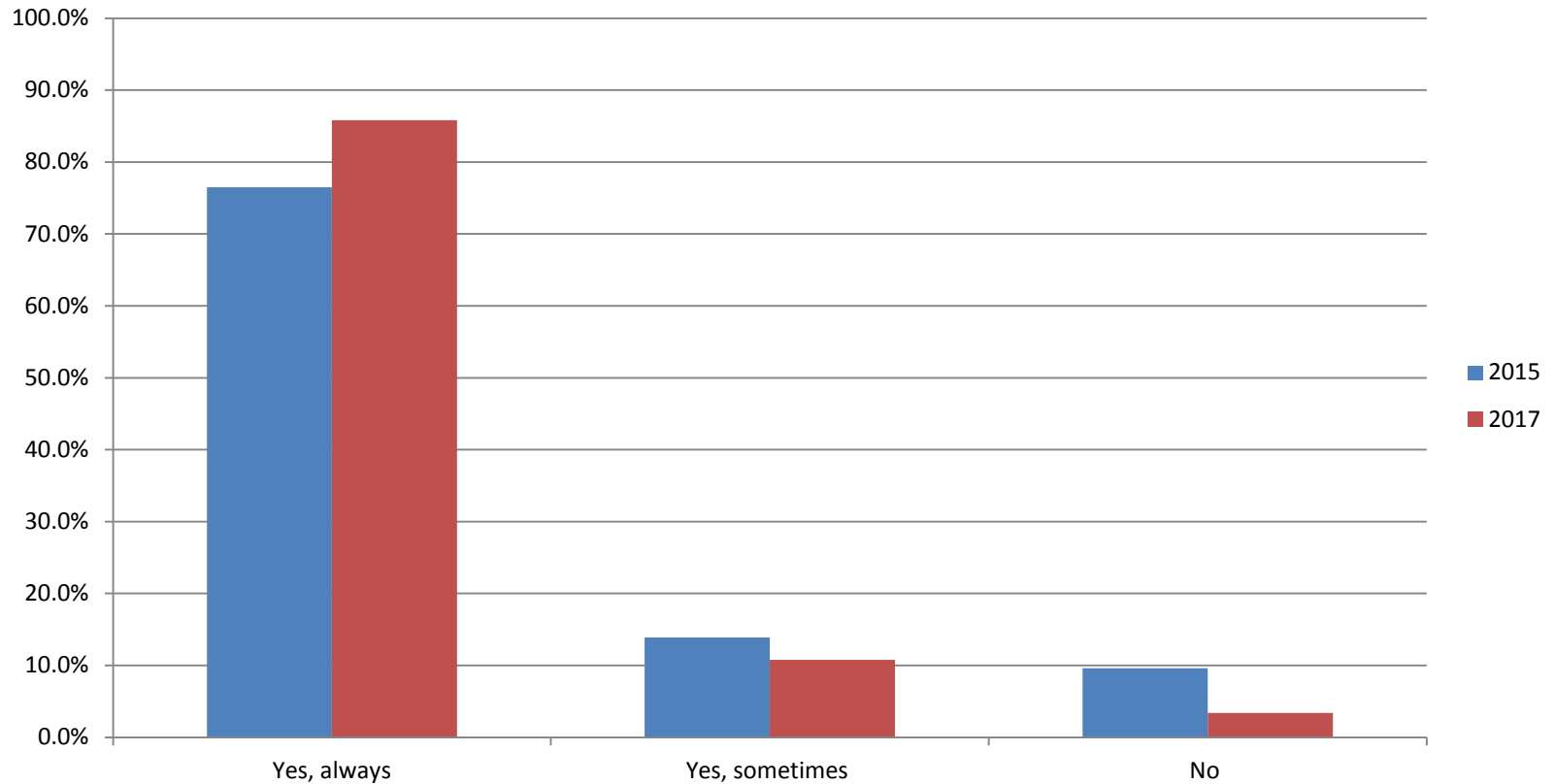
Unhelpful + Very Unhelpful:

2015 – 8%

2017 – 5.4%

2.6 pp improvement

Q7. Did you have confidence and trust in the doctor treating you?



Yes, always:

2015 – 76.5%

2017 – 85.8%

9.3pp improvement

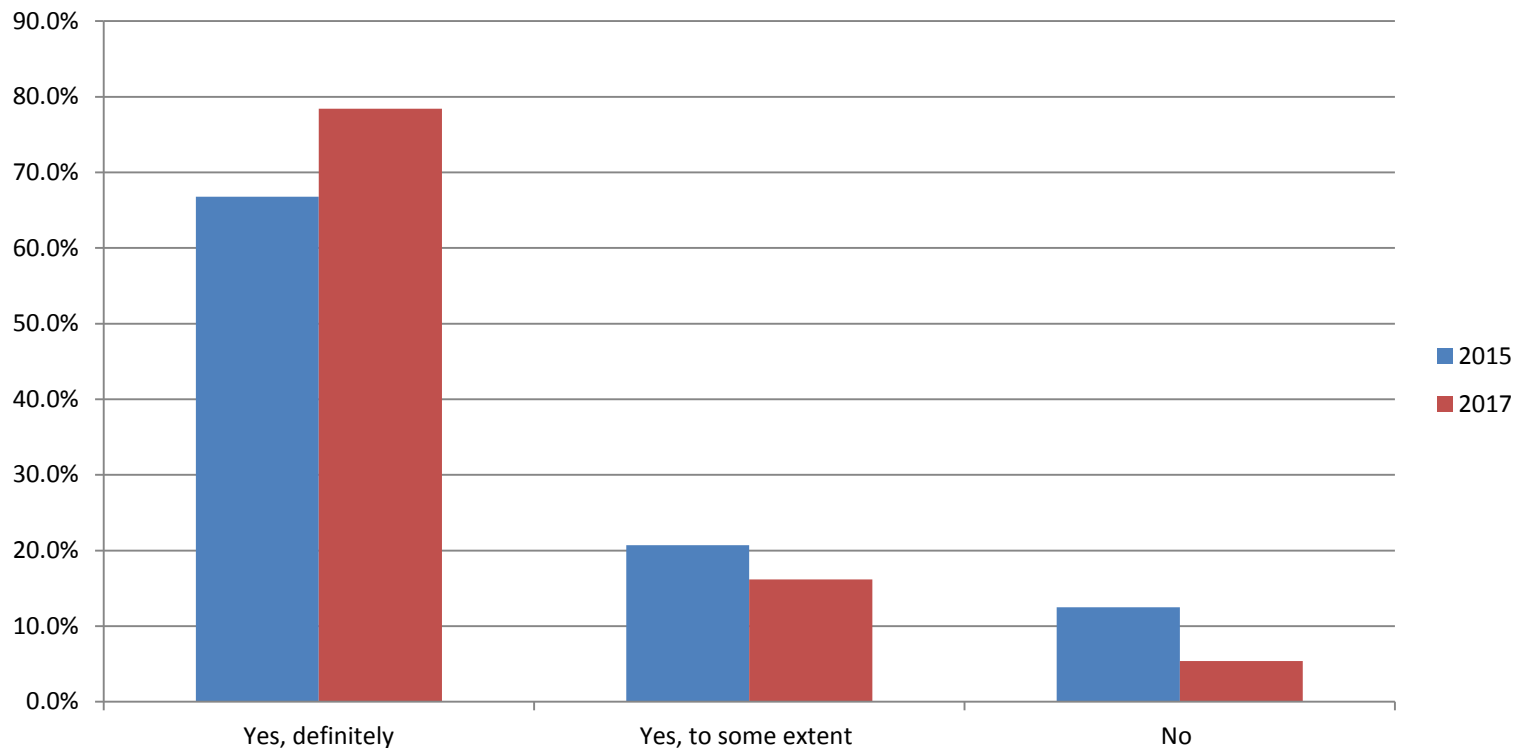
No:

2015 - 9.6%

2017 – 3.4%

6.2 pp improvement

Q.8 Were you involved as much as you wanted to be in decisions about your treatment?



Yes, definitely:

2015 – 66.8%

2017 – 78.4%

11.6pp improvement

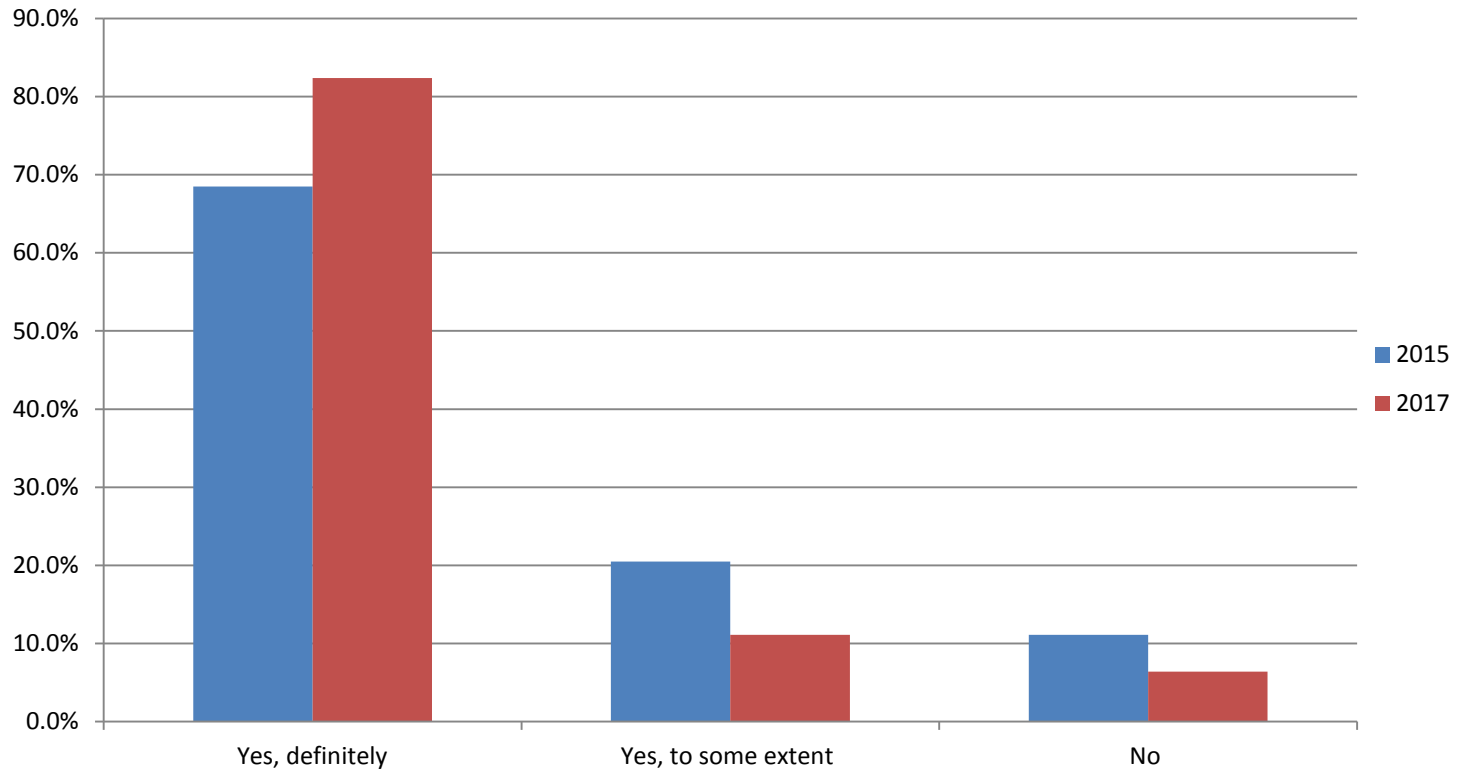
No:

2015 - 12.5%

2017 – 5.4%

7.1 pp improvement

Q9. Were you informed about the side effects of any treatment provided to you?



Yes, definitely:

2015 – 68.5%

2017 – 82.4%

13.9pp improvement

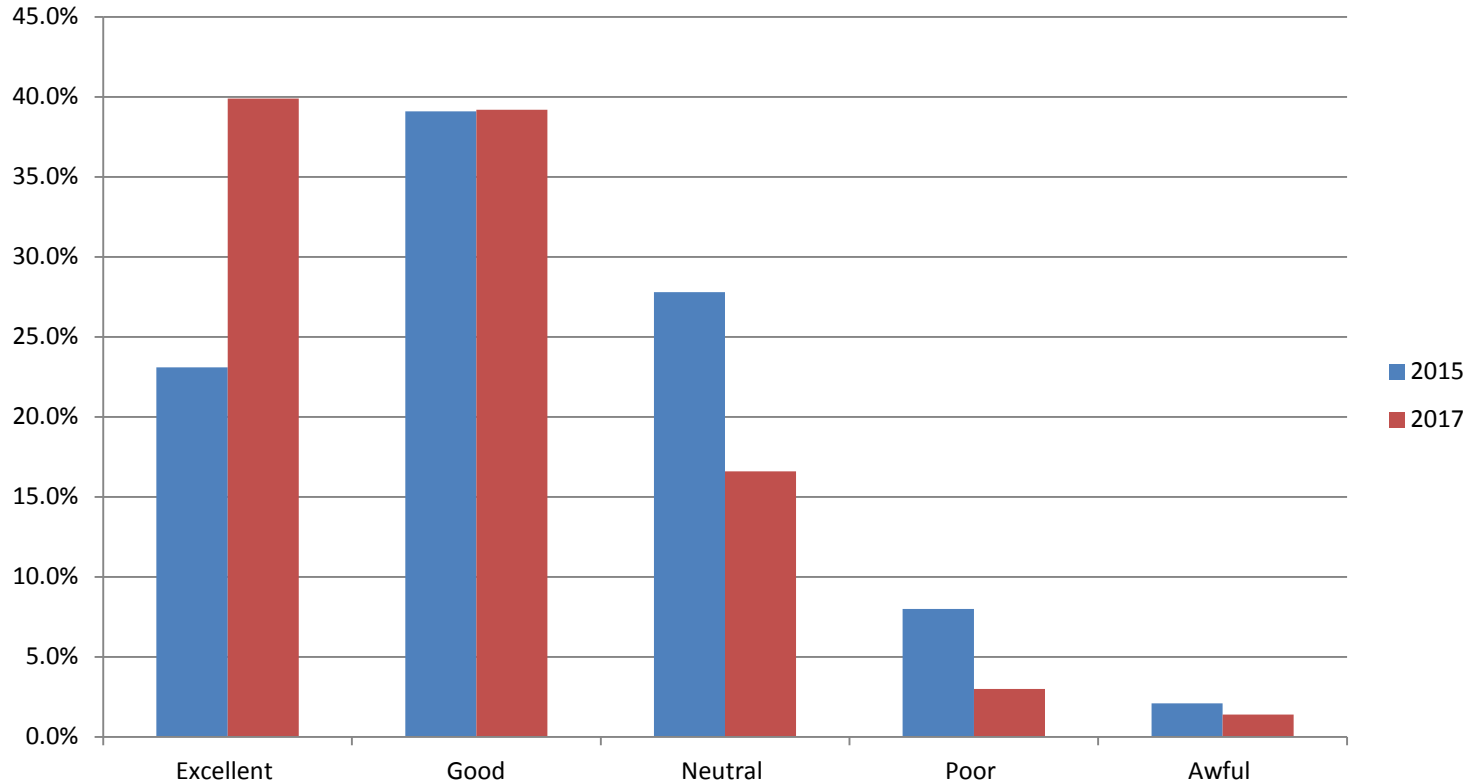
No:

2015 - 11.1%

2017 – 6.4%

4.7 pp improvement

Q10. How do you rate our price competitiveness?



Excellent + Good:

2015 – 62.2%

2017 – 79.1%

16.9pp improvement

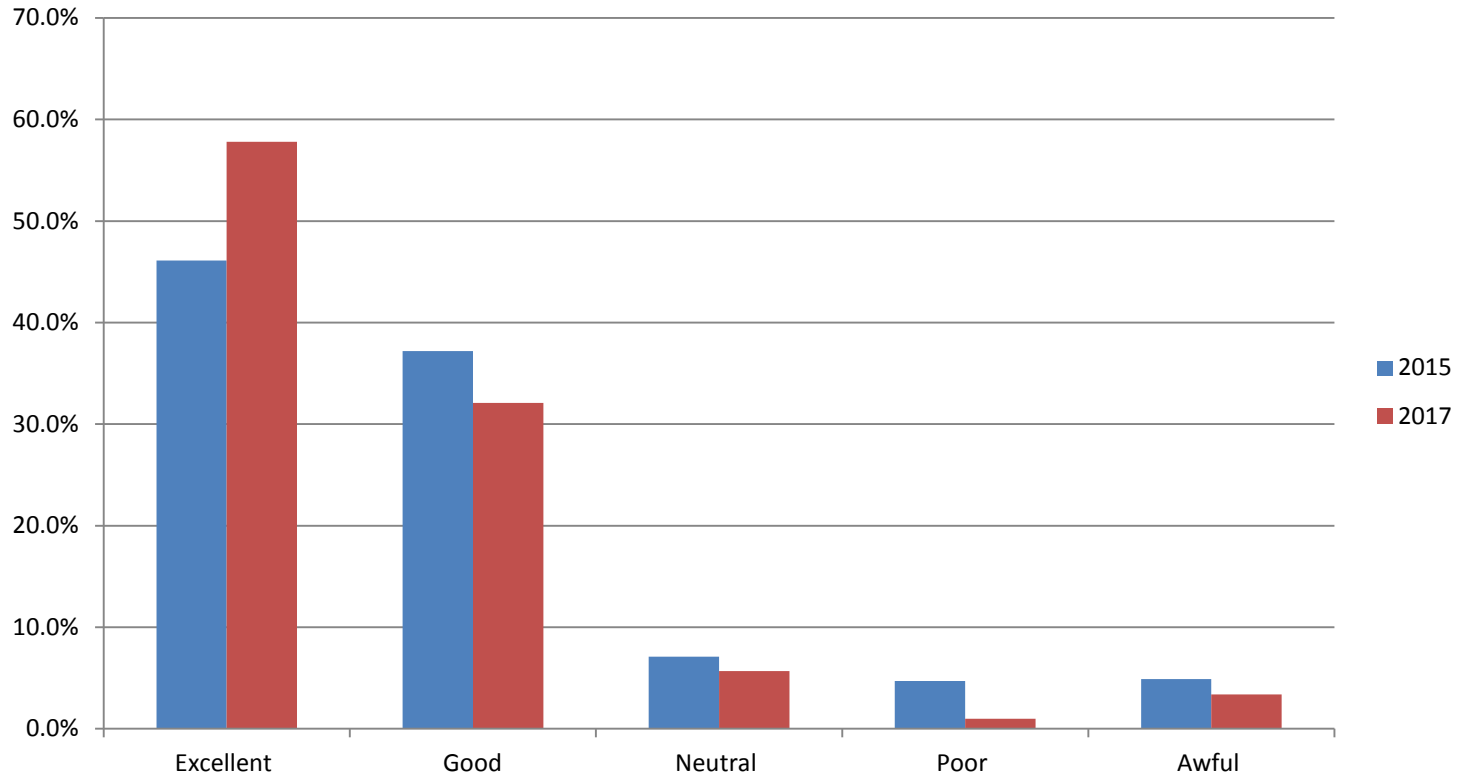
Poor + Awful:

2015 – 10.1%

2017 – 4.4%

5.7 pp improvement

Q11. Overall, how do you rate the Pharmacy2U Online Doctor service?



Excellent + Good:

2015 – 83.3%

2017 – 89.9%

6.6pp improvement

Poor + Awful:

2015 – 9.6%

2017 – 4.4%

5.2 pp improvement

Q12. 2015 Quotes

“Service available 24/7. Everything dealt with on-line and the order arriving by post. No need to collect a prescription or visit a pharmacy. “

“The functionality of reordering and, especially the time this takes, could be vastly improved”

“Practical and not embarrassing . Very good service all round.”

“Confidentiality is preserved”

“I found the pharmacy to be understanding and discreet and professional. Also it gives peace of mind in knowing a GP has guided any treatment.”

“I had no response at all to my report of poor result of treatment, which is why I stopped ordering it, when I had hoped for alternative or perhaps more effective recommendations.”

“Service is easy to use and gives peace of mind, especially for services that the user may find embarrassing discussing face to face.”

“Why do you advertise a cream you don't stock!”

“I sometimes have alittle difficulty finding my previous order page...essentially, I would repeat this prescription “

Q12. 2017 Quotes

“Fantastic service! Getting to see your doctor about simple issues is a problem! Pharmacy2u make it so easy! Thanks “

“An easy to use service with everything explained and saving an unwanted visit to the doctors. added bonus much cheaper than other similar sites. “

“I have found the change from Chemist Direct to Pharmacy2U to be unsettling. I am not comfortable with the different approach that is now adopted.”

“The overall service is great and you fulfil all your obligations and this gives me confidence to buy from you again. Please keep up your good work. “

“It is discreet. The questionnaire is more thorough than a GP would be in a five minute appointment and you don't have to take a morning off work and travel for an hour like I would have to to see my GP. It is worth twice the price to me, just for time saved.”

“Doctor approval time could be quicker but apart from that it's a 5* Rating from me. Cheapest around by miles”

“Didn't like being told I needed to give blood samples for several things. I found this unnecessary to the product I was requesting.”

“I was rather baffled by the doctor asking me why my email address was different to my name! I used my wife's email account as it is a secure NHS email account rather than my one with sky! “