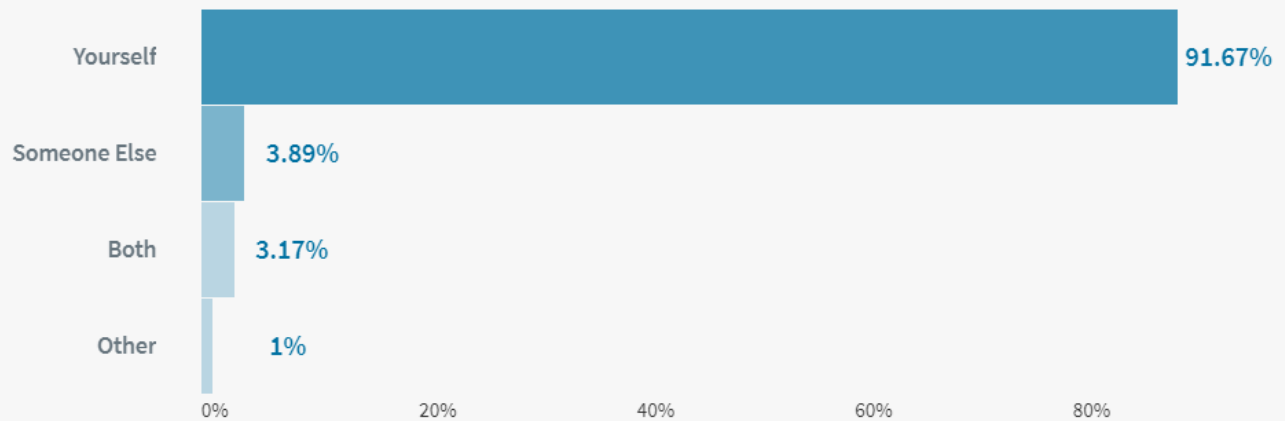


The NHS repeat prescription patient feedback

Over 91% of customers order for themselves

Did you use the service to obtain a prescription for:

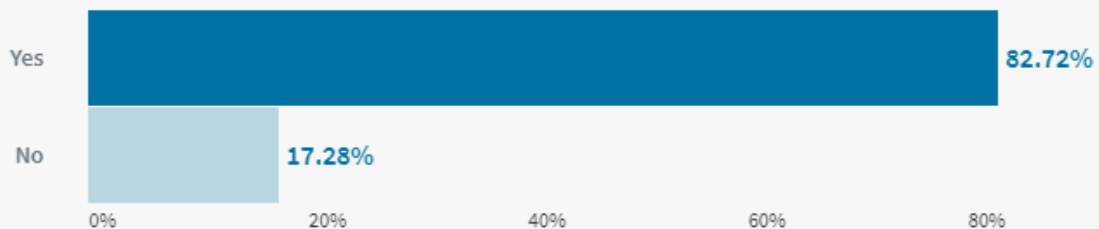
Answered: 1,956. Skipped: 0



82% of patients are happy with delivery timescales

Did you receive your order within the time period you expected?

Answered: 1,956. Skipped: 0.



86% of patients rated our pharmacists as good or very good

If you have contacted one of our pharmacists, please rate them on the following factors, otherwise skip to the next question

Answered: 560. Skipped: 1,396

89% rated us good on being polite and taking the time to listen



85% rated them good on answering any queries they had



83% rated them good on providing an efficient service



87% of patients found it easy to speak with a pharmacist



86% rated our pharmacists good overall



Very good Fairly good Fairly poor Very poor Don't know

81% of patients rated our customer care staff as good or very good

If you have contacted our customer service team, please rate the staff on the following factors, otherwise skip to the next question

Answered: 737. Skipped: 1,219

89% rated us good on being polite and taking the time to listen



84% rated us good on answering any queries they had



81% rated our staff as good on providing an efficient service



82% rated us good on the ease of speaking with a customer service adviser



81% rated us good on the P2U staff overall

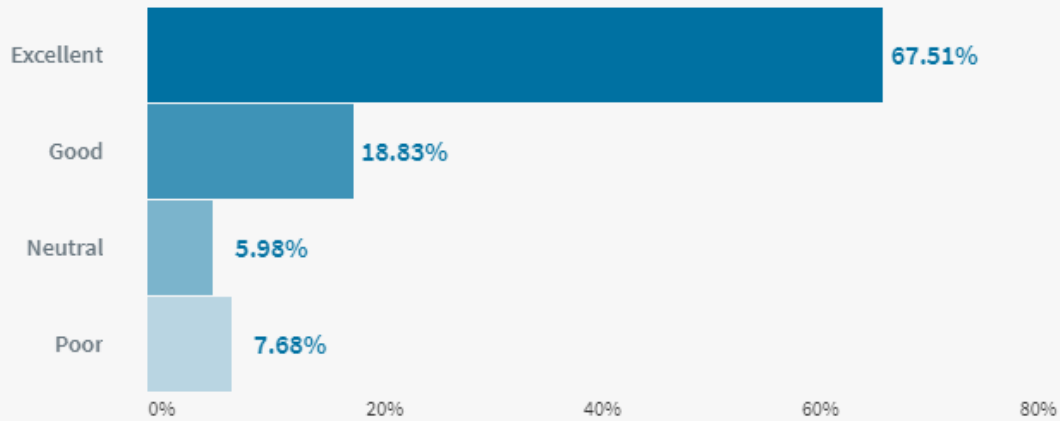


Very good Fairly good Fairly poor Very poor Don't know

86% of our patients rate us as either 'Good' or 'Excellent'

Overall, how do you rate Pharmacy2U?

Answered: 1,588. Skipped: 368.



Over 91% of patients rated our ordering and delivery service as good. And we're great at resolving any problems. 92% of patients told us we're good at dealing with any delivery issues.

Answered: 1854. Skipped: 368

91% rated us good on the ease of ordering medication



89% rated us good on having the medication that they need in stock



91% rated us good on the quality of packaging used for delivery



95% rated us good on the condition of the packaged medication



The majority answered 'don't know' for problems after delivery indicating they didn't have any. Of those that did 92% rated us good on dealing with problems after delivery

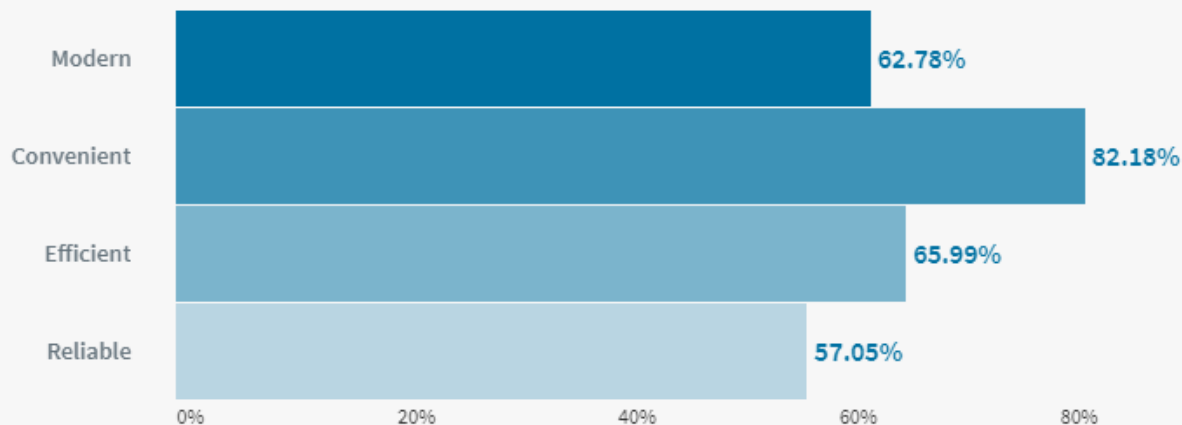


Very good Fairly good Fairly poor Very poor Don't know

Our patients describe us as convenient, efficient, modern and reliable

Which of the following would you use to describe Pharmacy2U? Please pick as many as you feel are relevant

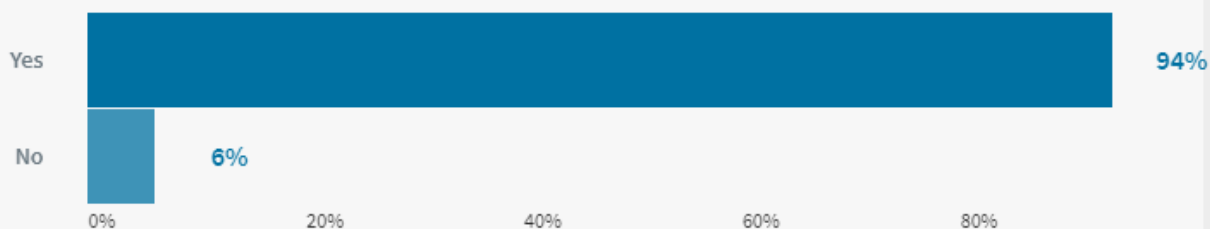
Answered: 1,588. Skipped: 368.



94% of patients use our free reminder service

Does Pharmacy2U send you reminders to reorder, when your repeat prescription is due?

Answered: 1,956



How was this research conducted?

NHS patients who ordered their repeat prescriptions with Pharmacy2U between August and October 2018 were invited by email to participate in an online survey. A total of 1,958 completed it. The survey was anonymous unless the patient volunteered their details. Responses were not incentivised.