

# - Pharmacy-Xpress - Community Pharmacy Patient Questionnaire (CPPQ) 2019/2020

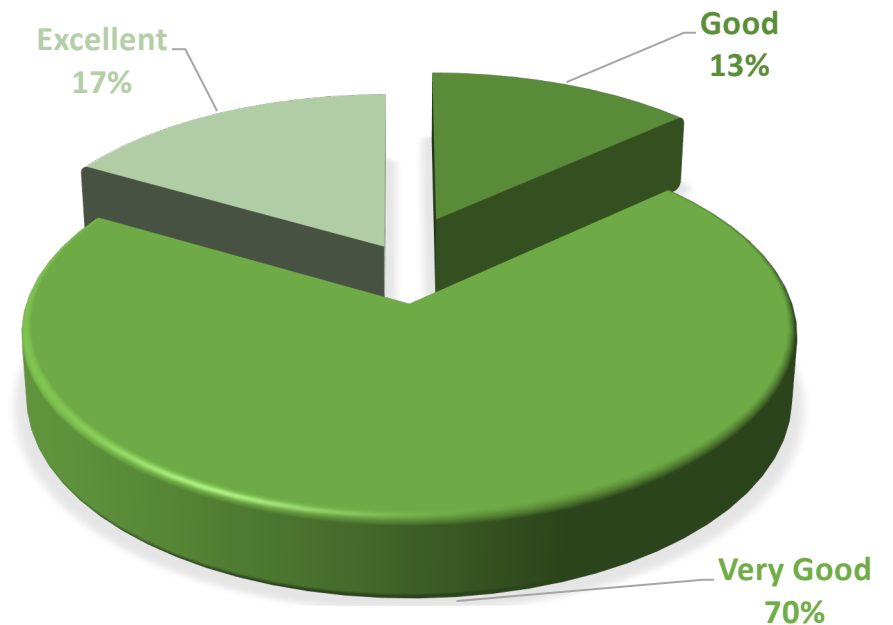
100% of our customers rate our service as good, very good or excellent

## Where did we do best?

- Customers commented that the staff are great with help and support
- Staff were always polite and took the time to listen
- The medication systems we offered, reduced the number of errors in their Care Home

## Where we can improve?

- Deliver medicines earlier in the day on some occasions
- Improve communication with in relation to out of stock items



## Our action plan:

- Look at delivery options, routes and times to see if we can improve overall efficiency and reduce waiting times
- Develop a more clear process for communication with customers when items are unavailable