

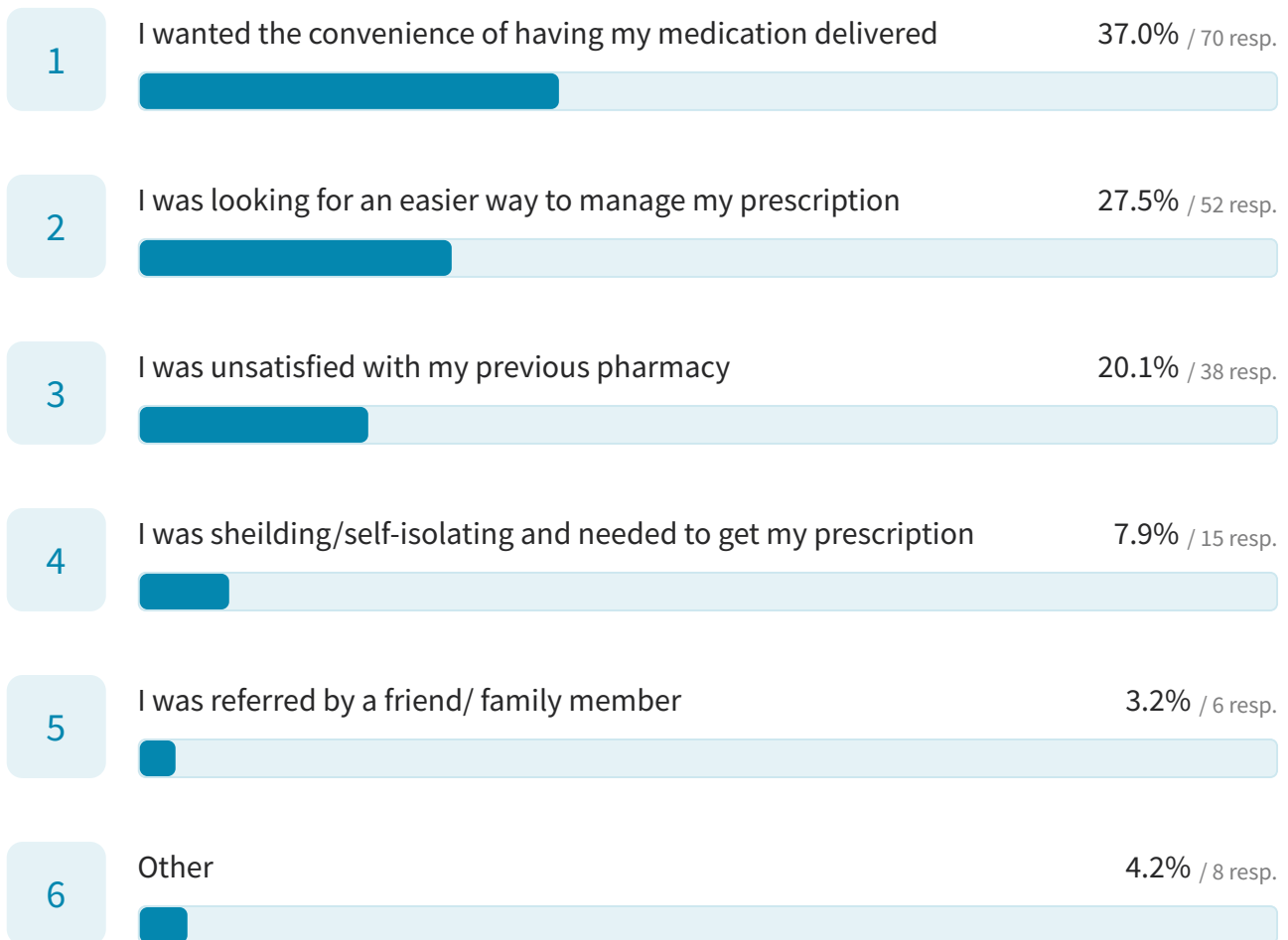


# Phlo Patient Survey

194 responses

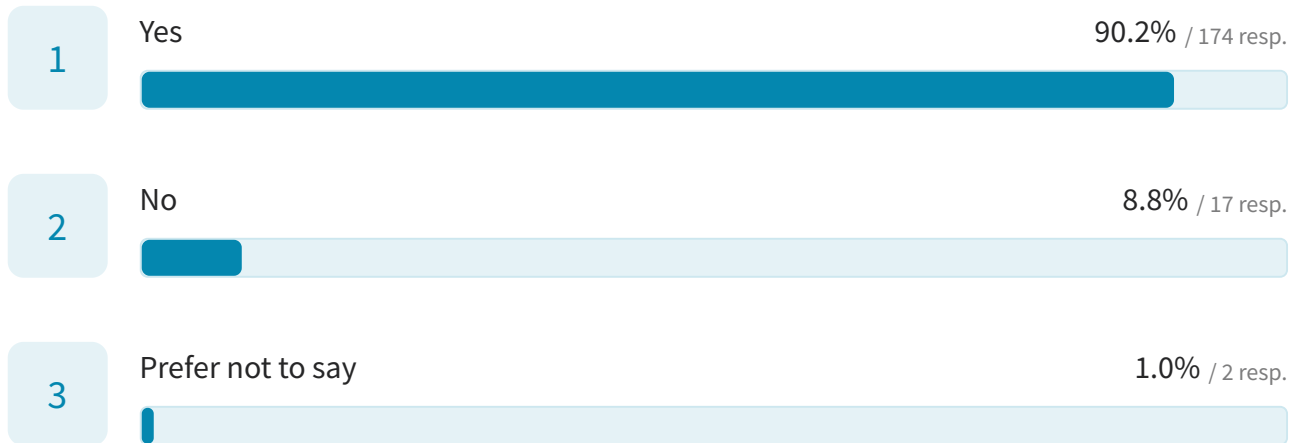
What best describes the reason you decided to join Phlo?

189 out of 194 answered



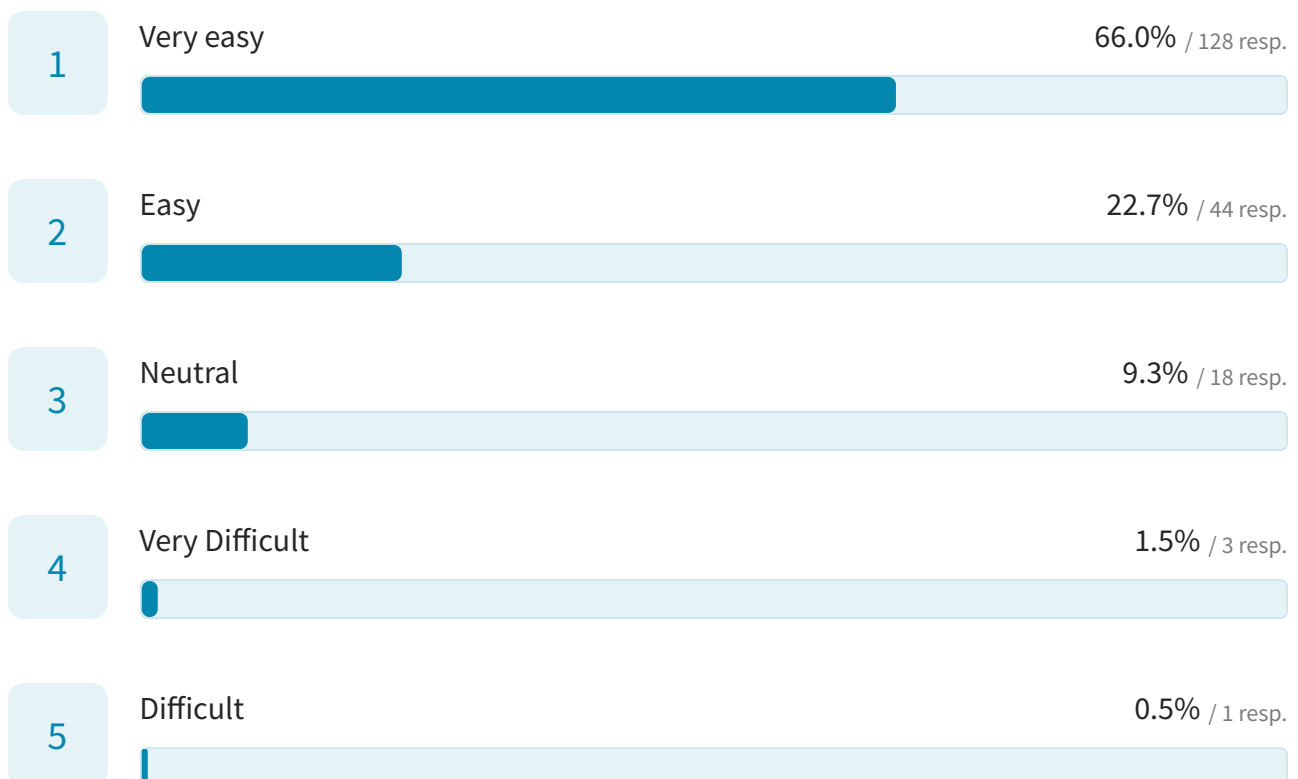
Is Phlo the only pharmacy service that you use at the moment?

193 out of 194 answered



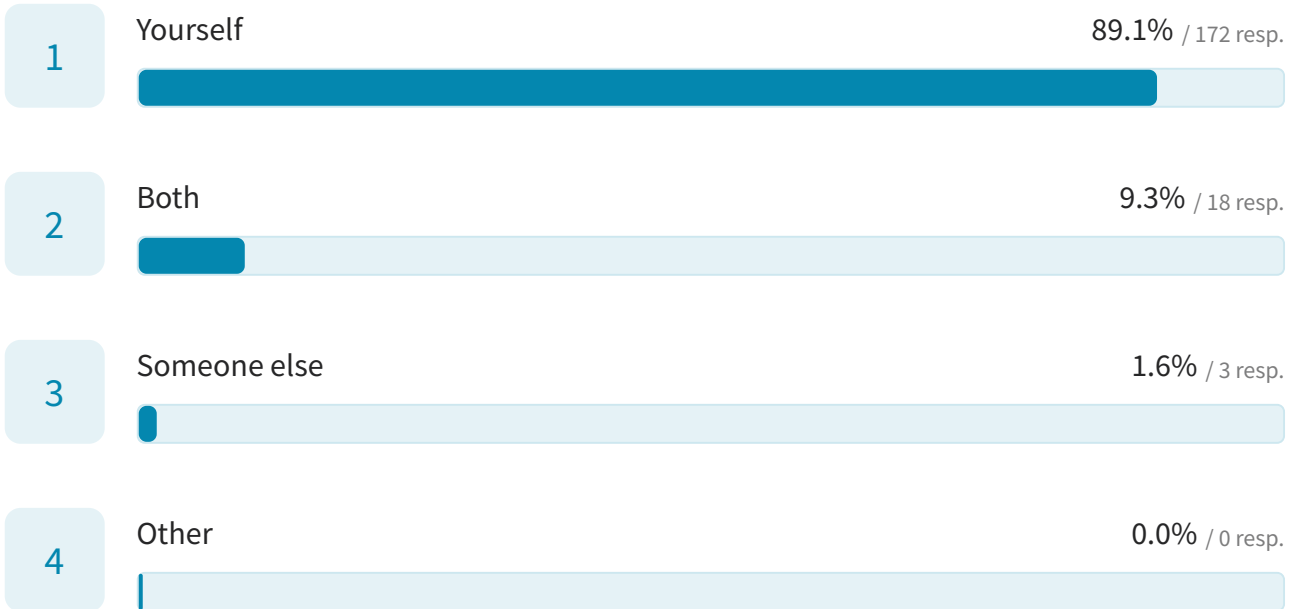
How easy did you find the Phlo app to use?

194 out of 194 answered



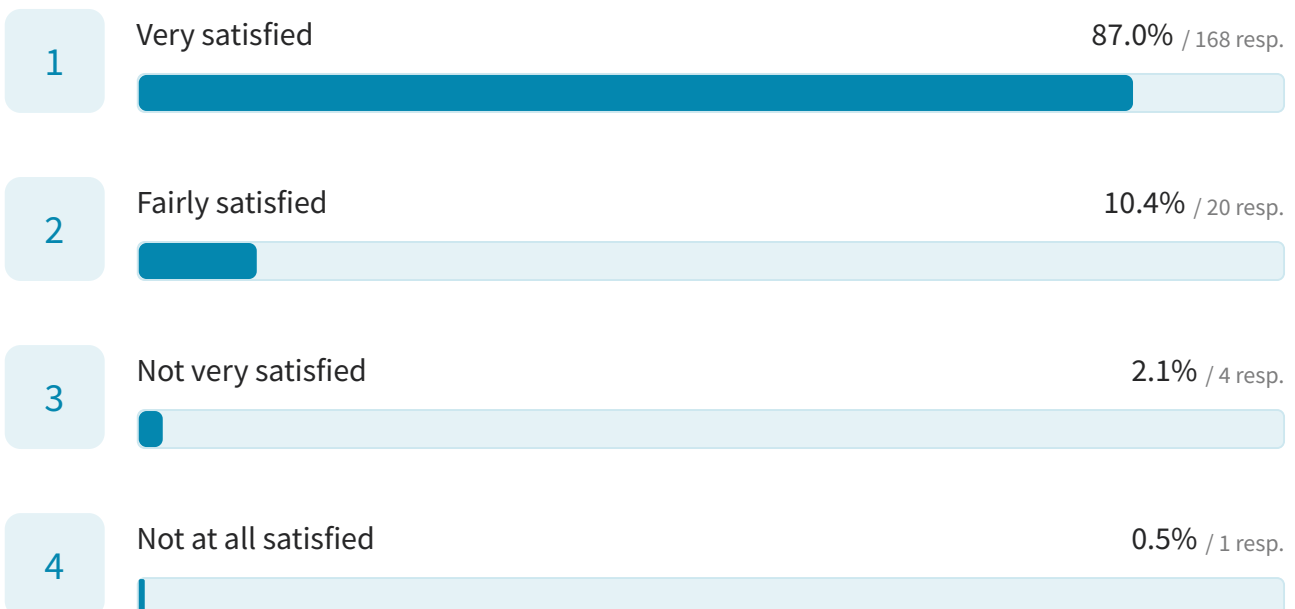
Why did you join Phlo? To arrange prescription delivery for:

193 out of 194 answered



How satisfied are you with the time it took to receive your prescription with Phlo?

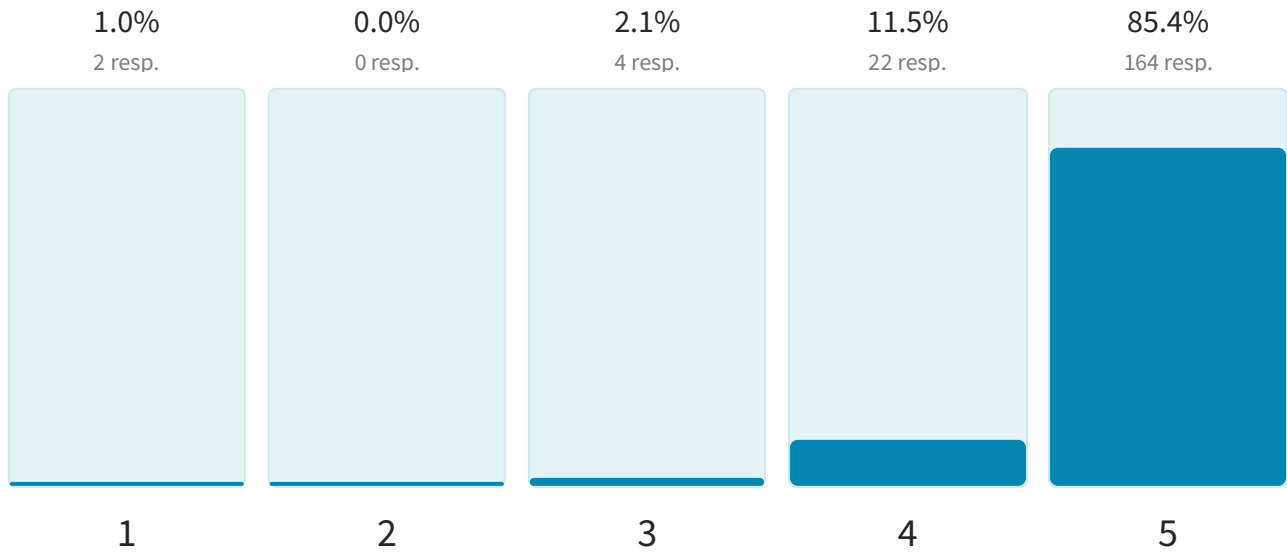
193 out of 194 answered



How likely are you to agree that Phlo has saved you time and effort when getting your prescription?

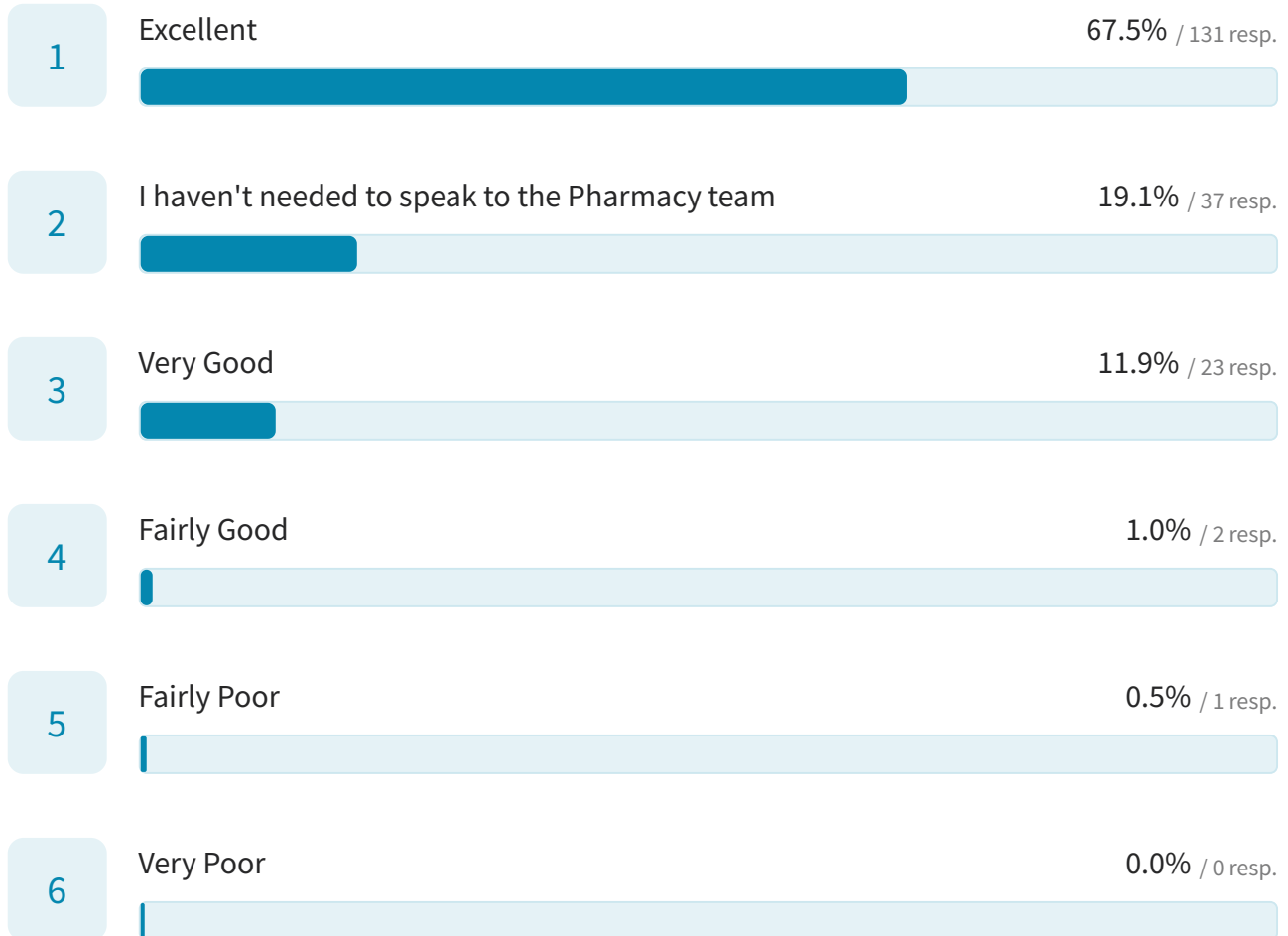
192 out of 194 answered

★ 4.8 Average rating



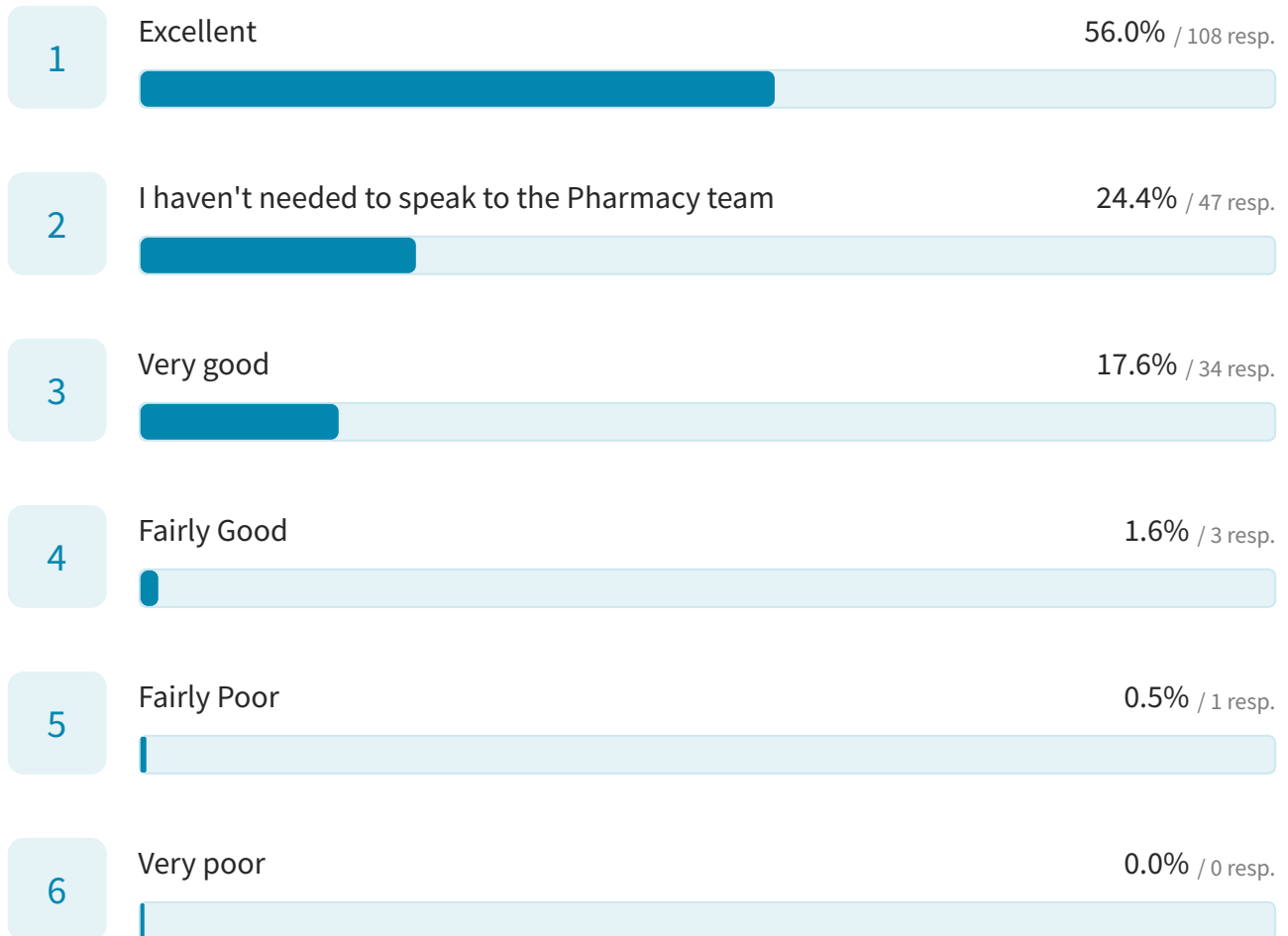
Thinking about any previous contact you have had with the Phlo team, how would you rate the professionalism of the Pharmacy staff?

194 out of 194 answered



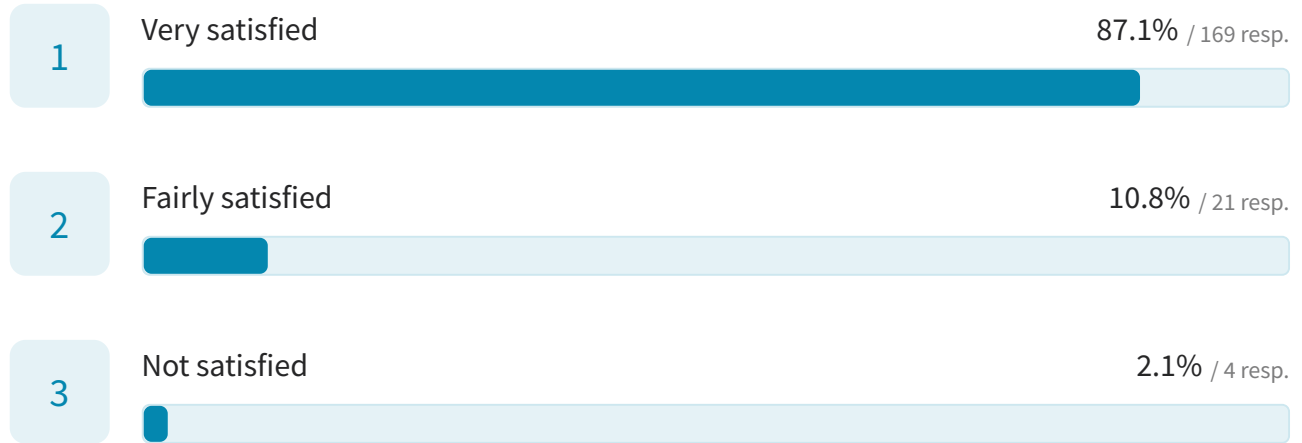
How would you rate the time it took to answer your query?

193 out of 194 answered



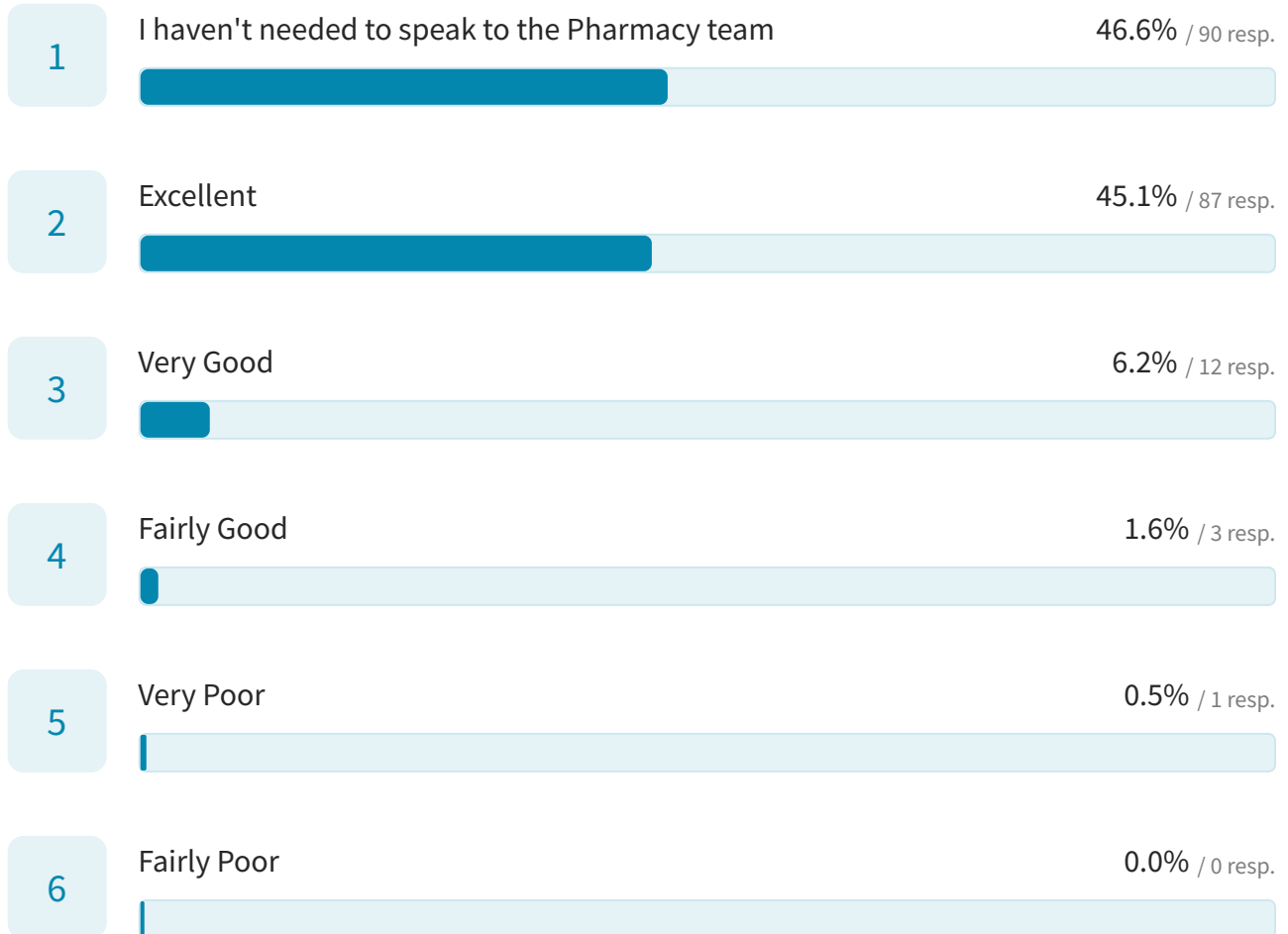
How satisfied are you with Phlo having your medication/appliances in stock?

194 out of 194 answered



If you have spoken to our Pharmacy team, how would you rate their ability to give clear and concise healthcare advice?

193 out of 194 answered

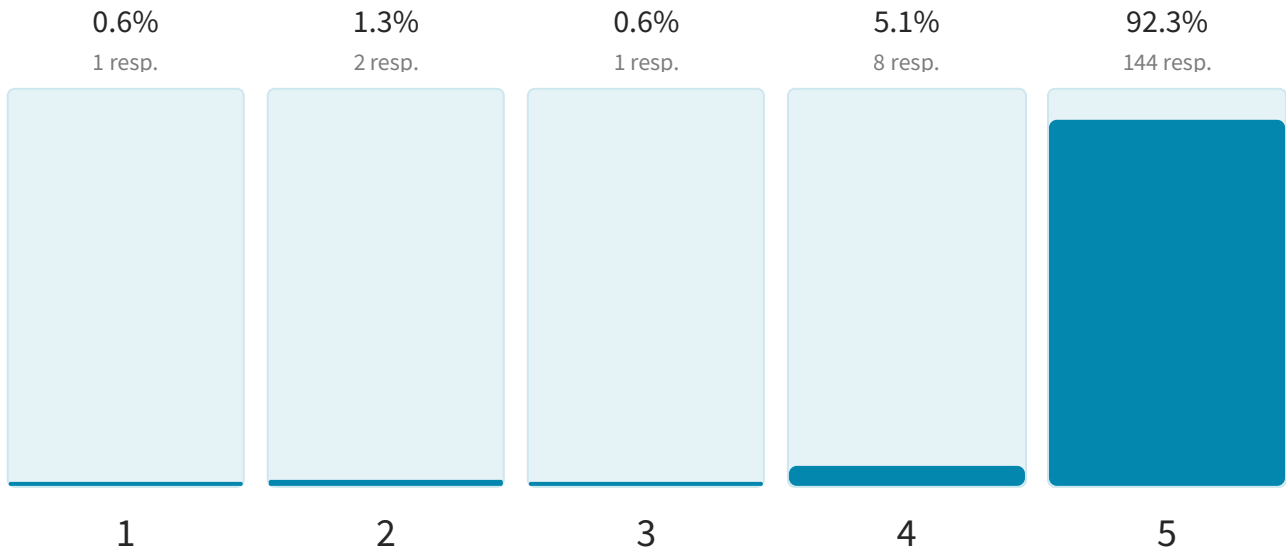




Thinking about previous contact you have had with Phlo's Pharmacy team, how would you rate the teams politeness and listening skills?

156 out of 194 answered

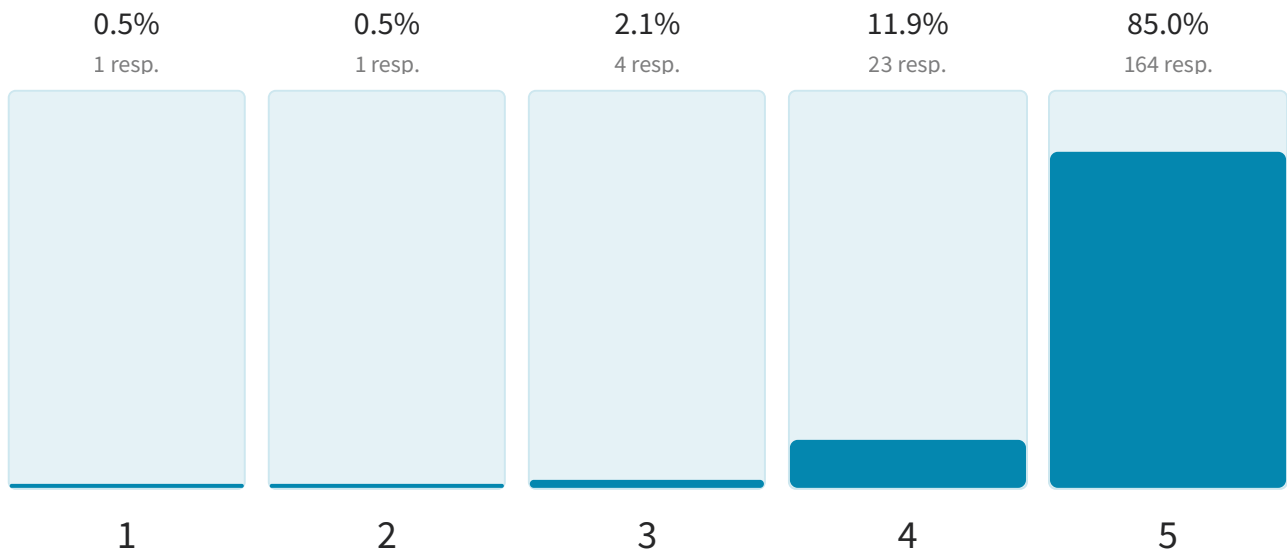
★ 4.9 Average rating



How would you rate Phlo's overall ability to provide an efficient service?

193 out of 194 answered

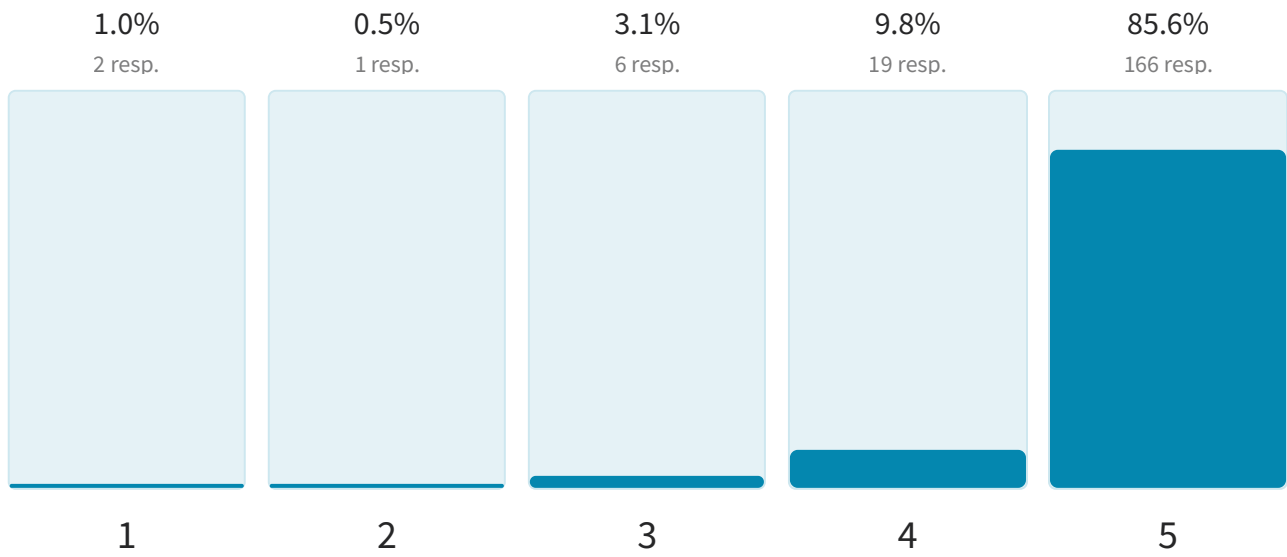
★ 4.8 Average rating



How would you rate Phlo's prescription delivery service?

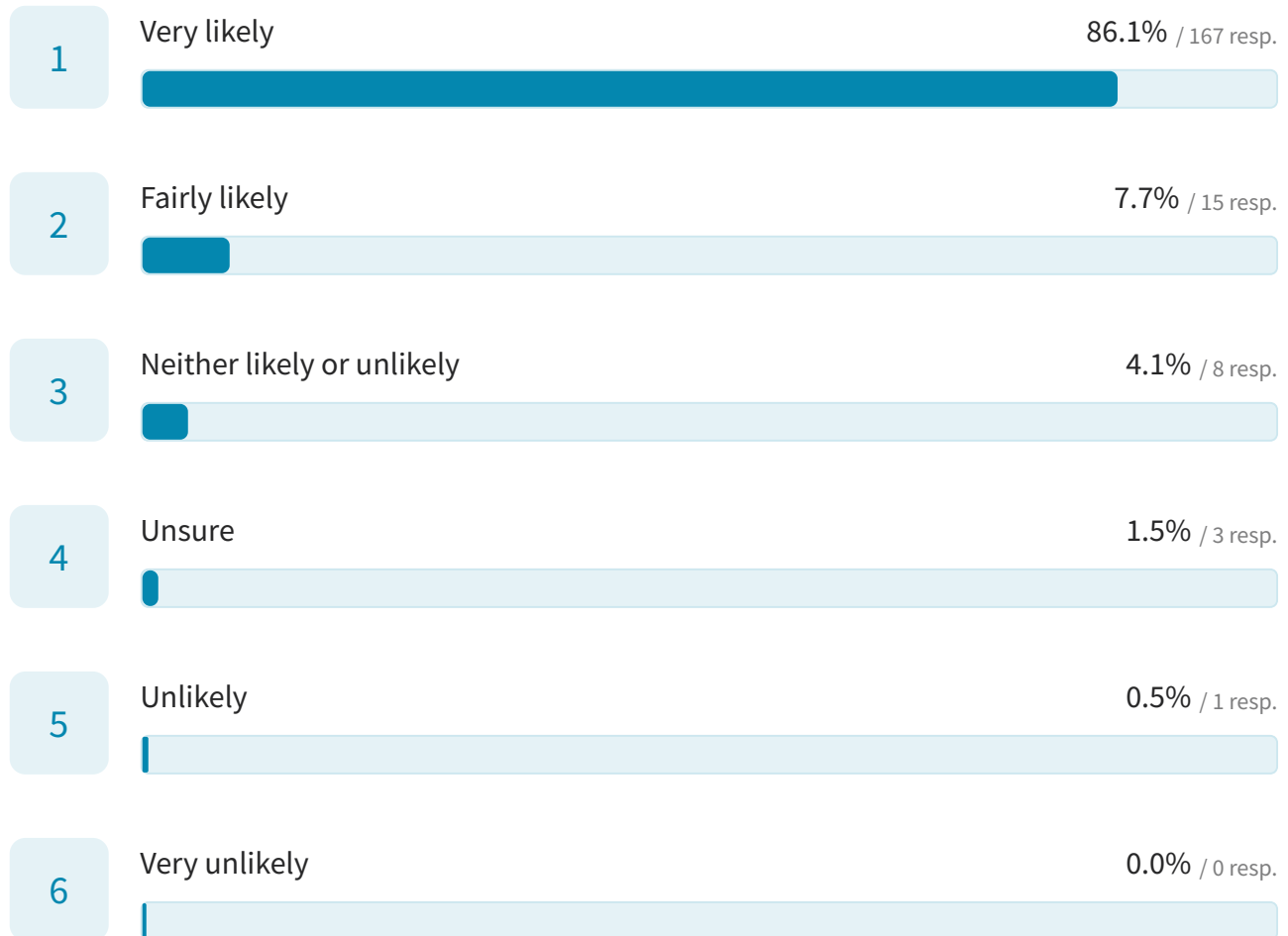
194 out of 194 answered

★ 4.8 Average rating



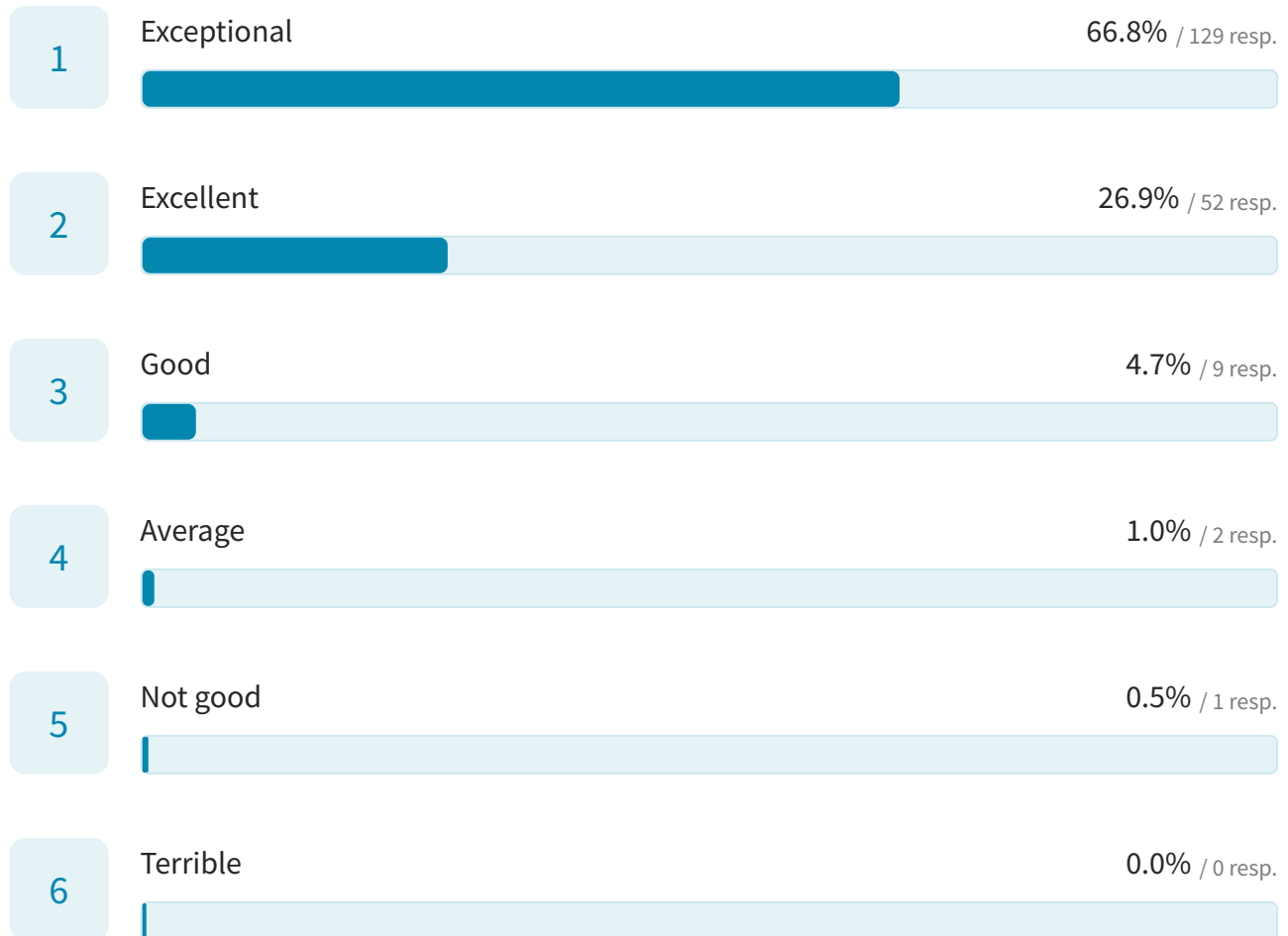
How likely would you be to recommend Phlo to a friend/ family member?

194 out of 194 answered



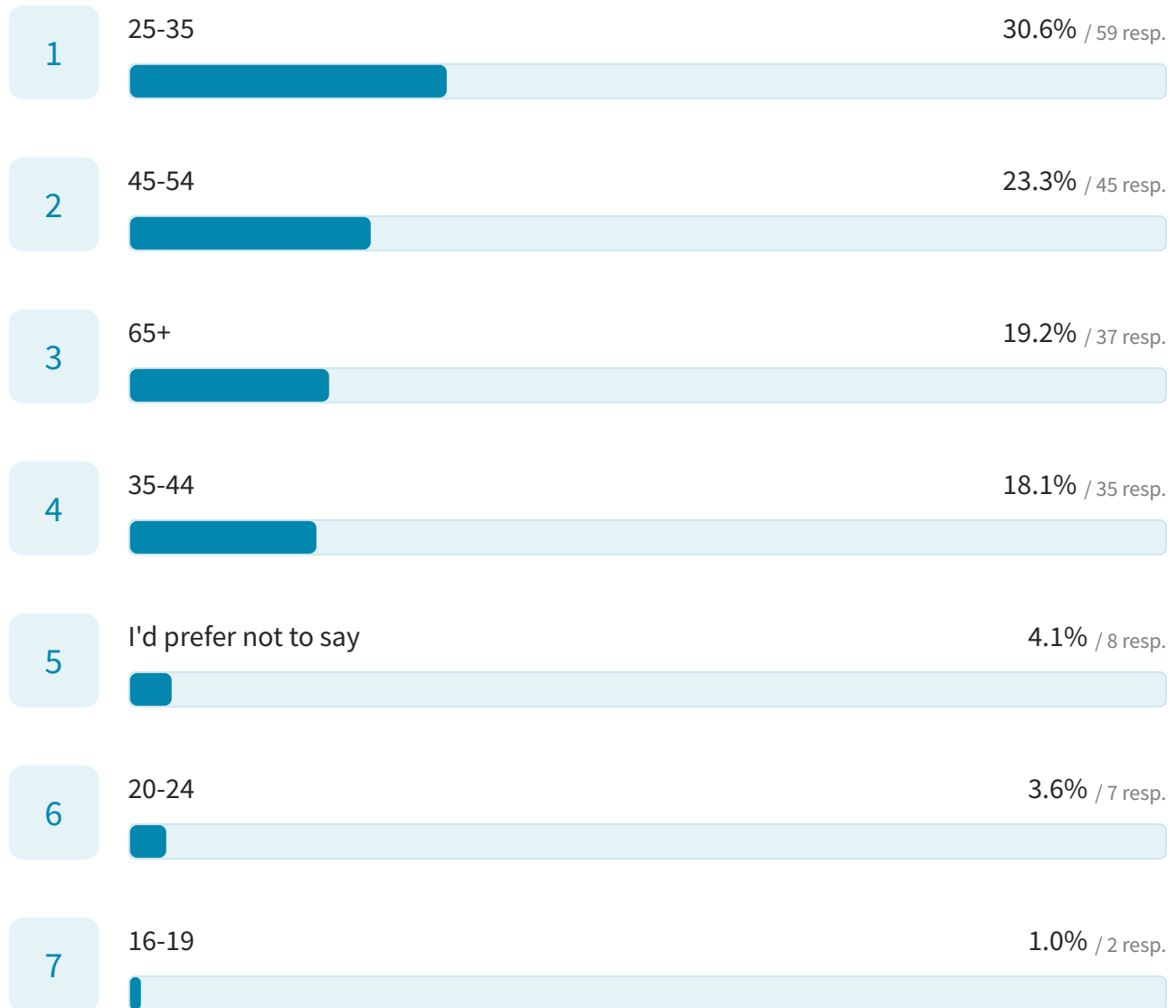
Finally, how would you rate Phlo's service overall?

193 out of 194 answered



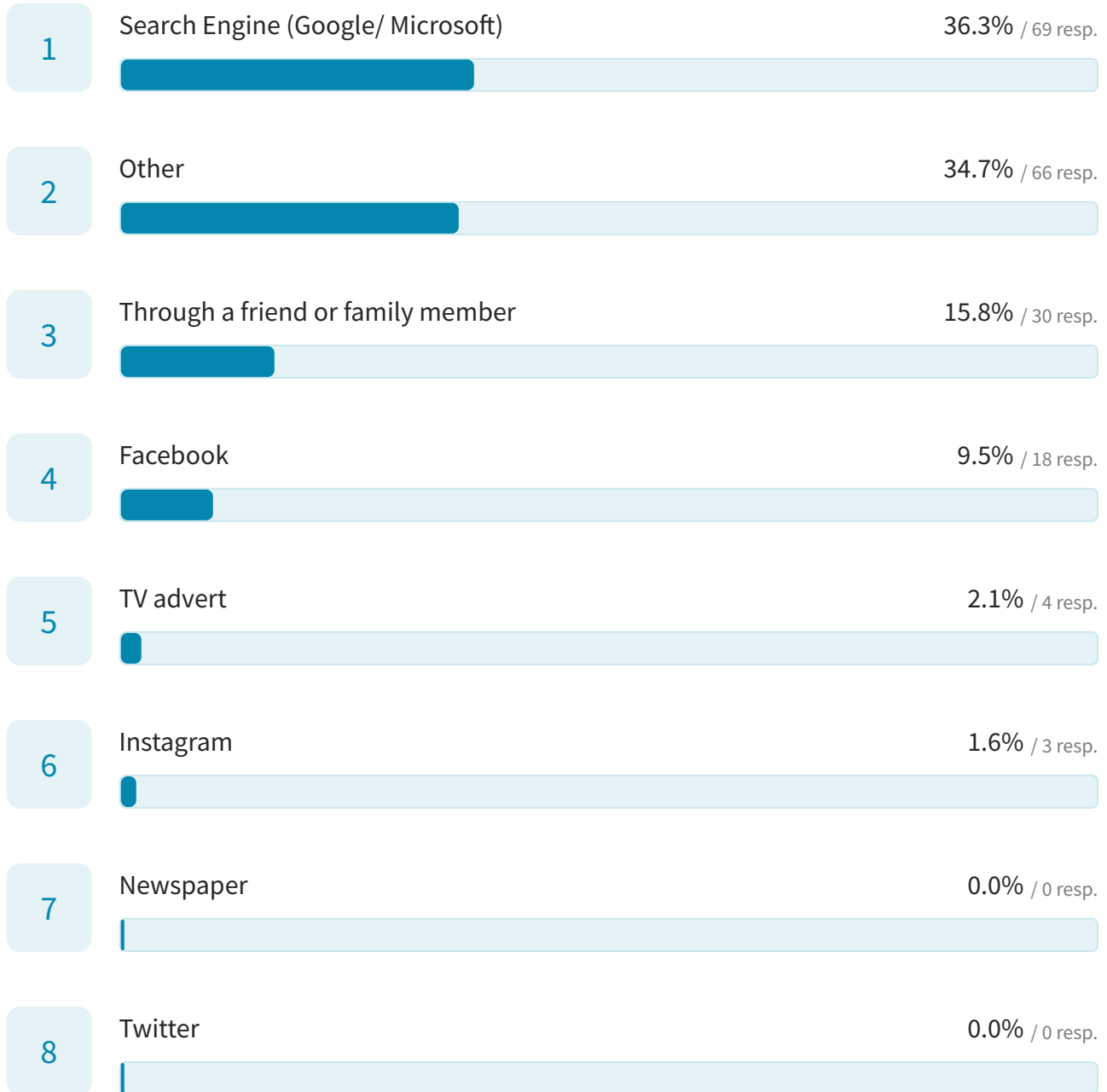
Nearly finished! Can we ask how old you are?

193 out of 194 answered



## How did you first hear about Phlo? (optional)

190 out of 194 answered



Finally, how would you describe your gender?

192 out of 194 answered

