



St John Health Care Shop Survey

Dear Customer,

St John Health Care would like to hear about your shopping experience. Your feedback will then help us continue to improve our service to you.

We would be most grateful if you could take just five minutes of your time to complete this short survey and return it to us (see return details at the end of this survey).

Yours sincerely,

St John Health Care Shop

Your gender (please circle)

Male

Female

Your age (please circle)

Under 18

20-35

35-50

50-65

Over 65

Your profession (please circle)

- Student
- Patient
- Carer
- Medical professional
- Other (please state)

How would you rate your shopping experience at the St John Health Care Shop? (please circle)

1 2 3 4 5 6 7 8 9 10

Poor

Exceptional

How accessible is the St John Health Care Shop (please circle)

1 2 3 4 5 6 7 8 9 10

Poor

Exceptional

How often do you shop at the St John Health Care Shop? (please circle)

- Once a week
- Monthly
- Rarely
- Never

What products would you like us to supply that we do not already stock

Please list

How helpful are our staff?

1 2 3 4 5 6 7 8 9 10

Poor

Exceptional

St John Health Care offers a home delivery services to its customers – is this something you were aware of or would want to use? (please circle)

- Yes I am aware but have not used this service
- Yes I am aware and already use this service
- I was not aware of this service
- I would be interested in using this service

Do you have any comments you would like to make about the home delivery service?

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What is your customer experience when you visit St John Health Care Shop?

1 2 3 4 5 6 7 8 9 10

Poor

Exceptional

How knowledgeable are staff at St John Health Care shop?

1 2 3 4 5 6 7 8 9 10

Poor

Exceptional

Do you have any other comments or recommendations you would like to add?

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Please return your completed survey either by email to tracey.baudains@ambulance.org.gg or by post c/o Tracey Baudains, St John Ambulance & Rescue Service, The Rohais, St Peter Port, Guernsey, GY1 1YN