

New Hope firm rates pharmacies

Wilson Health Information, a leading consumer insight firm based in New Hope, has named Good Neighbor Pharmacy highest in overall pharmacy customer satisfaction in the 2007 WilsonRx Pharmacy Satisfaction Survey.

The 2007 survey, the largest of its kind, was mailed to 67,028 households in January and received responses from 33,531 pharmacy customers throughout the continental United States.

Results are available for sale as national and market reports and licenses.

Good Neighbor Pharmacy, a cooperative purchasing group of 2,700 independently owned pharmacies is owned by AmerisourceBergen (ABC). Good Neighbor is rated number-one in 27 of the 63 satisfaction measures, including overall convenience, pricing and insurance, professional and store service and web site issues. Good Neighbor's customers are more likely to intend to return and recommend their pharmacy to a friend or relative.

Walgreens is the number-one chain drug pharmacy and the most commonly used pharmacy nationally as well as the number-one pharmacy in 14 of 37 markets covered. Medco tied for the top rated mail order pharmacy with Caremark (CVS) and Prescription Solutions. Publix is the number-one supermarket pharmacy.