

BILLESDON SURGERY

PATIENT PARTICIPATION DISPENSARY QUESTIONNAIRE REPORT DECEMBER 17



In November & December 2017 Billesdon dispensary conducted a survey of patient opinion about the dispensary and the services we provide.

The results will be analysed to address and improve any areas identified as needing improvement within the dispensary. The results will be used for comparisons and improvements when repeated again in 6 months.

Thank you to all patients who completed the questionnaire-your opinions and views do count! We are always happy to receive patient's views as this helps us to improve the dispensary services.

How the Questionnaire was conducted.

The dispensary conducted the survey in house and questionnaire forms were distributed to all patients who visited the dispensary during November & December 2017. The completed questionnaires were collected via collection box being placed in the waiting room area, questionnaires were completed anonymously.

Patient Participation Group (PPG)

The findings of the results were discussed at the Patient participation group on Patient Participation group on the 13th December 2017, questions raised from the results were:

- That more information on how and why the prescription takes 48 hours would help patients to understand the process of repeat prescriptions.
- During busy times the dispensary could indicate the current wait time for collecting acute prescriptions.
- If it is possible to change the details on line, so that when a prescription is ready to be collected the status is updated to inform the patient?

- Some patients were unaware that they could ask for a room away from the dispensary reception to speak to staff confidentially.



Results & Action Plan

1. 90% of patients reported that they waited less than 20 minutes when collecting a prescription, this included repeats and acute medication, 2% waited over 20 minutes and 8% came back.

This amount of time is expected and it is pleasing that only a small number of patients waited over 20 minutes, the 8% that came back can be explained as this would be for medicines that we don't keep in stock because they are very expensive or used infrequently.

Action-no direct action at present.

2. Only 64% patients were satisfied with the time it took to provide a prescription, 21% were not very or not at all satisfied. We currently ask for 48 hours, which means two **full** working days. From the discussion at the PPG meeting it was identified that some patients thought by ordering Monday pm they could collect anytime Wednesday, it wasn't clear of the actual timeframe and why it takes the 48 hours. Also it was not clearly explained that online orders made at night and over the weekend aren't processed until the next working day.

Patients at the PPG also asked if the online ordering could be updated to show when the prescription is ready for collection.

Action-Information explaining the life cycle of prescriptions so that patients will have a full understanding of what happens to the prescription from printing to dispensing and why it takes 48 hours to process. Clearer information on the two working day rule and examples of when ordered and when it will be ready for collection will be displayed in the surgery and on the website. Online ordering out of hours will be updated.

The IT department have been contacted and the system does not have the facility to show on line that the prescriptions are ready.

3. 80% of patients were satisfied the method used to order medication, options are by post, ordering at the surgery by person or through a repeat slip or on line-currently we do not take telephone orders. 14% were fairly satisfied and only 6% not very or not at all satisfied.

There were a number of comments on the dispensary not offering a telephone service.

Action-A discussion on the telephone service has recently been discussed between the dispensary manager & the dispensing Dr, because of the staff hours needed to offer a telephone service and the potential for errors made over the telephone it was decided not change the services offered, although this will monitored over the next 6 months.

4. 73% patients reported very good stock and medicines needed in the dispensary, 14%thought fairly good and 13% thought fairly or very poor.

Action plan –On occasions the reason we are out of stock is because the stock balances in the dispensary is not always correct, this is something that the dispensers are working on, we do have a full stock check planned for the early part of 2018, once corrected & maintained this should improve greatly.

5. 80% of patients reported very good when waiting to be served, 16% thought fairly good and 4% thought poor or very poor.

Action plan-monitor over the next 3 months to see if further changes are needed. Dispensers are alerted to the fact that patients are waiting by the use of a bell, in the past the bell is not always responded to immediately as the dispensers could be dealing with another patients medicines, the daily jobs for each dispenser has recently been reorganised so that a dispenser can respond quicker, safely and deliver a higher level of customer service.

6. 80% reported that it is very good to have somewhere to go if you wanted to speak to a dispenser away from the dispensary, 2% didn't know and 8% thought fairly poor or very poor.

Action-posters will be placed on the notice boards around the dispensary notifying patients of this option.

7. On rating the staff on the following areas of customer service-

- 65% reported very good at being polite and taking the time to listen- 25% thought fairly good and 10% poor or very poor.
- On answering queries-75% reported very good, 16% fairly good and 8% poor or very poor.
- On service received from the dispensary staff – 80% reported Good,14% fairly good and 6% reported poor or very poor.
- On providing an efficient service- 76% reported very good 17% thought fairly good and 7% reported poor or very poor.

On these results it is clear that we could improve the customer service received by the patients at Billesdon dispensary.

Action plan –more time spent with staff training on customer services, in house training and competency checks will be made to improve staff customer service levels, external training courses researched for use if required.

8. Overall 74% reported that the staff were very good, 17% fairly good and 9% poor or very poor.

Conclusion

Whilst the results from the questionnaire show that the dispensary is performing well, it also clearly shows areas that improvement can be made in some areas to enhance services to patients.

Results and actions will be published on the dispensary notice boards and on the practice website.

Actions will be started in January 2018.

The questionnaires will be repeated in 6 months' time when our aim is to improve services by at least **10%**.