

Dispensing Services Quality Scheme 2018-19

Practice/Dispensary Name and Address
<p>Calow and Brimington Practice Brimington Medical Centre, Foljambe Road, Brimington, Chesterfield S43 1DD</p> <p>Dispensary located at the branch Calow Surgery, 12 Rose Avenue, Calow, Chesterfield S44 5TH</p>
Individual Name, Role and Contact Details (email and telephone)
<p>Gary Rigby, Practice Manager, Email gary.rigby@nhs.net, telephone 01246 220166</p>
Audit Title
<p>Patient Satisfaction Survey</p>
Problem or objective identified, and why?
<p>The objective is to review our dispensing patient's experience and satisfaction with the service we provide. Identifying from the feedback recommendations to both maintain standards and identify areas to further improve our service to our dispensing patients.</p> <p>We initially had problems identifying a suitable audit, due to having a particularly small dispensing patient population together with a small team of one dispenser. So this particular audit was selected, following discussion with the Primary Care Support team, and enables a more comprehensive audit of our patients experience regarding waiting time to collect prescriptions when in the dispensary, having the stock of medicines needed, cleanliness and comfort of the waiting area, manner, advice and service by the staff. Patients' overall view of our service including how they think we could improve</p>
Methodology and sample sizes
<p>The Practice has undertaken a dispensing patient survey around its service and how patients perceive the service they receive</p> <p>The survey was undertaken for a month between 29th January and 26th February 2019 when there was no extenuating circumstances to affect the results, namely no staff absences or other anticipated interference or loss of service.</p> <p>Patients were asked to complete a simple questionnaire about our dispensing service. The questionnaires were aimed at patients attending the dispensary.</p> <p>56 questionnaires were completed and returned. This represents 8.67% of dispensing patients. Not every patient answered every question, so the numbers answering vary from question to question.</p> <p>There were no patient identifiers on the questionnaires, thus making it anonymous although there was a space for patients to add any other comments and that may involve them identifying themselves if they asked for a response to the comment.</p> <p>The results were collated and analysed in order that it could be summarised in the report. The overall ratings are based on the average of all the ratings for the question.</p>

Outcomes of the Audit
Questionnaire Summary

Table Summary of Responses		
Patient Experience	% Rated Good or Better	Recommendations
The time to provide your prescription	96.94	Maintain Standards
Cleanliness	100.0	Maintain Standards
Comfort and convenience of the waiting area	100.0	Maintain Standards
Having in stock the medicines / appliances you need	100.0	Maintain Standards
How long you have to wait to be served	100.0	Maintain Standards
Having somewhere available where you could speak without being overheard, if you wanted to	87.49	While an excellent overall response this is the only area receiving marks below that of good. Notices informing patients to notify the dispenser if they wish to speak in privacy are in place. However this will now be reviewed to improve our service performance further.
Being polite and taking the time to listen to what you want	100.0	Maintain Standards
Answering any queries you may have	100.0	Maintain Standards
The service you received from the dispenser	100.0	Maintain Standards
The service you received from the other dispensary staff	98.21	Maintain Standards
Providing an efficient service	100.0	Maintain Standards
The staff overall	100.0	Maintain Standards
The dispensary overall	94.64	Maintain Standards

Detailed Summary of Results from the Patient Questionnaire

Q1. Why did you visit the dispensary today?

To collect a prescription	No. of Patients	Percentage
for yourself	35	62.5
for someone else	6	10.71
for both yourself or someone else	8	14.29
Other reason	5	8.93
Not answered	2	3.57

Q2. If you collected a prescription today, were you able to collect it straight away, did you have to wait or did you come back later to collect it?

	No. of Patients	Percentage
Straight away	43	76.78
Waited	0	0
Came back later	3	5.36
Not answered	10	17.86

Q3. How do you rate this?

Rating	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	2	3.57
Very Good	7	12.5
Excellent	42	75
Not answered	5	8.93

Q4a. Thinking about any previous visits as well as today's, how would you rate the dispensary for.....?

Cleanliness	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	0	0
Very Good	21	37.5
Excellent	35	62.5

Q4b. Thinking about any previous visits as well as today's, how would you rate the dispensary for.....?

The comfort and convenience of the waiting area (e.g. seating or standing room)	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	5	8.93
Very Good	25	44.64
Excellent	26	46.43

Q4c Thinking about any previous visits as well as today's, how would you rate the dispensary for.....?

Having in stock the medicines / appliances you need	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	3	5.36
Very Good	15	26.78
Excellent	38	67.86

Q4d. Thinking about any previous visits as well as today's, how would you rate the dispensary for.....?

How long you have to wait to be served	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	2	3.57
Very Good	13	23.21
Excellent	41	73.21

Q4e. Thinking about any previous visits as well as today's, how would you rate the dispensary for.....?

Having somewhere available where you could speak without being overheard, if you wanted to	No. of Patients	Percentage
Poor	3	5.36
Fair	2	3.57
Good	6	10.71
Very Good	20	35.71
Excellent	23	41.07
Not answered	2	3.57

Q5a. Again, including any previous visits to the dispensary, how would you rate the dispenser and the other staff who work there?

Being polite and taking the time to listen to what you want	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	0	0
Very Good	6	10.71
Excellent	50	89.29

Q5b. Again, including any previous visits to the dispensary, how would you rate the dispenser and the other staff who work there?

Answering any queries you may have	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	0	0
Very Good	10	17.86
Excellent	46	82.14

Q5c. Again, including any previous visits to the dispensary, how would you rate the dispenser and the other staff who work there?

The service you received from the dispenser	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	0	0
Very Good	3	5.36
Excellent	53	94.64

Q5d. Again, including any previous visits to the dispensary, how would you rate the dispenser and the other staff who work there?

The service you received from the other dispensary staff	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	0	0
Very Good	11	19.64
Excellent	44	78.57
Not answered	1	1.79

Q5e. Again, including any previous visits to the dispensary, how would you rate the dispenser and the other staff who work there?

Providing an efficient service	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	0	0
Very Good	5	8.93
Excellent	51	91.07

Q5f. Again, including any previous visits to the dispensary, how would you rate the dispenser and the other staff who work there?

The staff overall	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	0	0
Very Good	8	14.29
Excellent	48	85.71

Q6. Taking everything into account - the staff and the service provided - how would you rate the dispensary?

Overall	No. of Patients	Percentage
Poor	0	0
Fair	0	0
Good	0	0
Very Good	6	10.71
Excellent	47	83.93
Not answered	3	5.36

Q7. If you have any comments about how the service from this dispensary could be improved, please write them in here?

Responses received

Can't think of any improvements

V helpful at all times – careful and taking trouble to assist with advice

Amazing staff, always polite

4c – always in stock

4e – I think there is some where

The service from the whole service is always excellent. Nothing is ever too much trouble

Excellent, service very polite, providing a efficient service and local to me

You can't improve on excellent

Cannot be improved

None x 3

Always impressed that my name is always remembered

Always get great service and with a smile.

No suggestions to improve the dispensary but please do not let Donna leave (ever)! The surgery would go to pot.

I don't understand why we sometimes have to queue up just to hand a repeat prescription in. would it be possible to put in a box on the counter when there is a queue? We feel we are very lucky to have a dispensary at our surgery. It's far more convenient than having to go to a chemist.

Everyone seems to do the best they can. They seem to be under pressure a lot of the time.

Staff at the practice are always polite and helpful. Never had any problems in the 2 years I have been attending

Q8. How old are you?

Ages	No. of Patients	Percentage
16 - 19	0	0
20 - 24	0	0
25 - 44	0	0
35 - 44	5	8.93
45 - 54	7	12.5
55 - 64	12	21.43
65+	32	57.14

Q9. Are you

	No. of Patients	Percentage
Male	27	48.21
Female	28	50
Not answered	1	1.79

Areas for improvement

1. From the direct questions - Having somewhere available where you could speak without being overheard, if you wanted to.
While an excellent overall response this is the only area receiving marks below that of good. Notices informing patients to notify the dispenser if they wish to speak in privacy are in place. However this will now be reviewed to improve our service performance further
2. From the comments - I don't understand why we sometimes have to queue up just to hand a repeat prescription in. Would it be possible to put in a box on the counter when there is a queue?
There is a box on the counter but this will be reviewed to identify if we can improve our patient service further.

Re-audit date

August 2019

Audit Report

NHS England Officer completing the review	Francesca Barnes Francesca.barnes1@nhs.net 0113 825 9045		
Completed audit approved?	Yes/No	Date	
Feedback/Comments			