

LOXWOOD MEDICAL PRACTICE

Your partner for a healthier future

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DISPENSARY PATIENT SATISFACTION SURVEY 2015/16

Loxwood Medical Practice is a 5,500 patient rural dispensing and training practice in West Sussex. Our practice area is geographically very large and we are based 10-15 minutes' drive from a significantly sized village or town with a pharmacy. Many patients live in isolated areas with limited or no access to public transport.

Our dispensing service is very important to 97% of our patients who live within the area we have permission to dispense to. The dispensing team have struggled to keep up with demand over the last few years as the script turnover rises annually. The team now dispense over 9000 scripts per month. Our workforce is limited by space within the dispensary itself and the design of the hatch area has led to difficulties providing confidentiality for patients. We have tried to overcome the limitations of the building by providing queue barriers and notices in the reception area. It was therefore helpful for our dispensary team to conduct a survey looking at the views of the patients who use the service. We compared the results with a similar survey undertaken in 2014 to determine if the changes we have put in place have been successful. The results can flag up a drop in standards or safety, as well as highlighting patient satisfaction across different areas of the service.

All dispensary staff under-go rigorous training and continue to develop further their professional skills.

It is worth noting that 1% of our patients can no longer receive their medications from the dispensary as their dispensing status has been removed. Patients affected by this include those living in Billingshurst and Rudgwick. These patients are unhappy about having to get in the car again and travel to a pharmacy when the medications are available at the practice they have just attended.

The practice opening hours are from 8.00am to 6.30pm and the dispensary is open from these times. It does not close at lunchtime. We aim to turn around prescriptions for repeat medications within 48 hours.

We focused on asking about the courtesy and professionalism of the staff, patient views on quality of advice given, confidentiality at the counter, ease of ordering repeat prescriptions and turnaround time for repeat ordering.

Friends of Loxwood PPG

We have an established PPG that has been present at the practice for a number of years. The PPG was initially established with a group of like-minded older patients, mostly retired, who have provided financial support and help to the practice in many ways, helping at coffee mornings such as Macmillan, flu clinics and support us by providing feedback on practice surveys.

In the last few years we have taken advantage of electronic advances and have established a 'virtual PPG' to widen the groups and ages of people involved. The group covers all age ranges.

We are planning a Health Fayre in September 2016 in which the PPG will play a significant part. This will bring the whole community together, including the local primary schools: It will provide an excellent platform for health education and empowering patients to take control of their own health, in line with our practice mission statement

'Your partner for a healthier future'.

Dispensary Patient Satisfaction Survey 2015/16

Our method

We surveyed 56 randomly selected patients between 1.1.16 and 4.4.16. Patients were asked to complete a questionnaire survey anonymously with an opportunity to comment at the end. Patients were asked to rate answers as

Excellent
Very Good
Good
Average
Poor

Many patients took the opportunity to comment at the end of the questionnaire.

Results of survey

1. Courtesy and Professionalism of dispensers
Excellent 95%
Very good 5%
2. Quality of Advice given by Dispensers
Excellent 80%
Very good 20%
3. Confidentiality at the counter
Excellent 84%
Very good 11%
Good 5%
4. Ease of repeat prescriptions
Excellent 82%
Very good 18%
5. Time between ordering and collecting repeat prescriptions
Less than 24 hours 45%
24-48 hours 52%
48 hours or more 3%

There were no average or poor rankings.

POSITIVE COMMENTS

General

A great team.

The dispensary staff and reception are fantastic. As are medical staff!

Glenda is always fantastic!

In my eyes all of the ladies in the dispensary could not give you a better service.

If you need (medication) they will always help straightaway.

I have always found doctors and staff excellent.

Everyone at Loxwood has always gone above and beyond what I would expect. They are always helpful and happy.

The service in this particular dispensary is excellent.

Always friendly and helpful

Very good service for us old 'uns. Excellent.

Excellent service.

Courtesy and Professionalism

I can't speak highly enough of treatment and professionalism of the practice. Very happy.

Super, friendly, amazing service!

So kind, friendly, helpful, sympathetic, in short, just brilliant!

Great team, always cheerful and helpful.

Sometimes I have visited the health centre for another reason and have been told my prescription (repeat) is ready early.

It is the personal knowledge the dispensers have of the patients as well as their patience and compassion which helps make their department so special.

Very polite staff

Always helpful

CONSTRUCTIVE CRITICISM

It would be useful to have a facility for ordering earlier than usual when going on holiday.

DISCUSSION

The survey was discussed within the practice by email and with the dispensary team.

Courtesy and professionalism were viewed as Excellent by 95% of those surveyed in 2016 compared to 76% in 2014.

Quality of advice was seen as Excellent by 80% in 2016 compared with 55% in 2014.

The addition of queue guideposts has been quite successful in allowing patients at the hatch a degree of privacy when discussing their requirements with staff. This was reflected in an increase of 'Excellent' from 49% (2014) to 84% in 2016 with regard to **Confidentiality**.

We also have a privacy room available for those patients who wish to discuss a matter completely in private. Patients are now able to **order repeat prescriptions easily** from our website using the on line ordering facility. Use of this system is increasing and is reflected in the increase in those rating our system as Excellent from 73% to 82%.

Unfortunately it will not be possible to routinely offer a **24 hour turnaround for repeat scripts** given the demands on the dispensary staff, but we will continue to provide this when required on medical grounds. This is demonstrated by an increase in 24 hour turnaround of scripts from 30% in 2014 to 45 % currently. Scripts taking longer than 48 hours to dispense have dropped from 8% in 2014 to 3% in 2016.

Staff were congratulated on the excellent results.

This survey has been very reassuring to the dispensary team. It is clear that their work is greatly valued by the patients and there have been many very positive comments.

There was **only one constructive criticism** suggesting we might look at allowing patients to order medications on repeat early if going on holiday.

ACTION PLAN

- 1. The survey results will be sent to PPG members and will be available on the practice website.**
- 2. As part of our discussions following the survey we will advise patients that whilst they are unable to order repeat medication early on line, it is possible to use the email form on the website to do this, which will then be passed to the dispensary for action.**
- 3. A notice will be placed next to the Dispensary hatch regarding holiday ordering. Patients will also be informed that on line ordering services on our website can only be accessed whilst the patient is in the UK.**
- 4. The practice is looking into the possibility of extending the dispensary area to provide a safer and more efficient service in the future as demand increases.**
- 5. The survey will be repeated in 2 years.**

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