



Morland House Surgery  
Audit of Dispensing Services 2013

**1. Introduction:**

During September and October 2013 patients collecting prescriptions were asked to complete the attached questionnaire. The format of the questionnaire was similar to one used in 2009 to assess levels of patient satisfaction with the Morland House Dispensary and thus allowed for comparison. One additional question was added. This question related to our online repeat prescription service which was not available in 2009.

**2. Response to the questionnaire:**

150 questionnaires were issued and to date 102 have been returned.

**3. Findings from questionnaire:**

Respondents were asked to rate the dispensary on 10 individual factors with a rating ranging from Very poor/ Fairly poor/ Fairly good/ Good/ Excellent. The results under each factor were as follows with the highest scores in bold:

<b>Factor</b>	<b>Very poor</b>	<b>Fairly poor</b>	<b>Fairly good</b>	<b>Good</b>	<b>Excellent</b>	<b>N/A or no comment</b>	<b>Total no of responses</b>
Opening Hours	0	0	4	25	<b>44</b>	29	102
Comfort & convenience of waiting area	0	0	7	39	<b>56</b>	0	102
Having in stock the medicines you need	1	3	7	24	<b>61</b>	6	102
How long you had to wait to be served	0	3	9	33	<b>55</b>	2	102
Staff being polite and taking time to listen to what you want	1	3	5	14	<b>79</b>	0	102

Staff answering any queries you may have	0	0	9	14	<b>75</b>	4	102
Dealing with repeat prescription requests	2	2	4	13	<b>78</b>	3	102
Online Prescription Service	0	2	4	12	29	<b>55</b>	102
Disposing of medicines you no longer require	1	0	1	6	35	<b>59</b>	102
Access to the dispensary (location, parking)	1	0	6	28	<b>64</b>	3	102
Cleanliness of the building	1	0	0	25	<b>74</b>	2	102

**Q4 *If you have any comments about how the service from the dispensary could improved, please write them here.***

Comments were as follows:

**Positive responses:**

- An excellent facility and one stop shop
- The staff have always been polite and very helpful to our needs
- The staff are wonderful, very helpful and have gone above and beyond for me on more than one occasion. Thank you ladies!
- I am pleased with the service over many years
- Very helpful and patient
- Great service
- No improvements necessary. Excellent service and all people working at Morland House surgery go out of their way to help.
- If it works don't interfere.
- All very good
- Everything very good service
- Polite and helpful staff
- Superb
- I can't praise your service highly enough. Thank you all.
- Excellent service- thank you.(2)

- No improvement needed.

#### **Improvement Requests:**

- To be able to leave message on answerphone
- Telephone access times to be increased
- Better management of repeat prescription requests (2)
- Better communications between staff members and patients
- Could be improved all round
- Opening hours to be displayed next to dispensary window

#### **4. Action in response to the audit:**

Having reviewed what was generally very positive feedback from users of the dispensary we have agreed to take the following actions in response to the patient survey:

- 1. Answerphone messages:** We do not encourage prescription requests to be made by phone because of the risk of misunderstandings and errors. We would therefore ask that patients visit the surgery in person or alternatively to use our online booking service and email facility to order repeat prescriptions.
- 2. Repeat prescription service.** The dispensary currently deal with nearly 8000 prescriptions each month for our 10,427 patients (5244 of whom are eligible to use our dispensary). We constantly review our systems to assist with improving the services we offer and to make the repeat service as easy as possible for patients. Patients can order their repeat prescriptions in a number of ways:
  - Online via our website [www.morland-house.co.uk](http://www.morland-house.co.uk)
  - By dropping off their repeat slip at the dispensary in person or by post
  - By leaving the request slip with our dispensers when they collect their medication
  - By email

We will give continued publicity to the different methods for ordering repeat prescriptions including the online ordering service.

#### **3. Dispensary Opening Times:**

We have displayed the opening times on the notice board by the dispensary window.

#### **4. Communications:**

The dispensary team members endeavour to answer all queries and requests from patients but will on occasion refer to the practice manager or the doctors for advice. If patients have outstanding concerns that have not been resolved we would ask that they raise these with their doctor or the practice manager.

November 2013