

Patient Survey September 2013 – Ordering of Repeat Prescriptions

An Audit was carried out during September – December 2013 and 50 patients returned a survey form. The majority of patients tend to hand in their repeat by person with 34% of these preferring to order by telephone. Overall only 24% would prefer to order by telephone. However 76% were happy with how they were currently ordering their repeat medication.

1. How do you currently order your repeat prescription?

- 32 By person at the surgery
- 6 Email
- 12 Via Pharmacy

2. Are you happy with the way in which you currently order your repeat prescription?

- 38 Yes
- 12 No (*11 of which currently order in person and 1 by pharmacy*)

3. If No, how would you prefer to order your repeat prescriptions?

- 2 Email
- 10 By Telephone

4. Why would you prefer this method of ordering your repeat prescriptions?

Save waiting in surgery
 Saves getting things on repeat that I do not need
 Two buses to get to surgery
 Because it takes 2 buses to put in and collect
 Easier by telephone as it saves a trip to the surgery
 Easier and less time consuming
 I work and find it hard to get here sometimes, telephone is easier I can phone in break time.

It's an easy way to pick up a prescription
 I have to come down twice to order and collect
 Sometimes I cannot get down
 Ordering by telephone would save money on petrol, I have tried the service via pharmacy but this proved unsatisfactory. Phoning has not been an option.
 Easier method, never knew this option was available.

5. Would you like to have more information about any of the methods of ordering repeat prescriptions?

- 4 By person at the surgery
- 5 Email
- 2 Internet
- 4 Via the Pharmacy
- 13 By Telephone

6. Do you have a long-standing health condition?

- 28 Yes
- 15 No
- 7 Don't know / can't say

7. Are you male or female?

- 16 Male
- 34 Female

8. How old are you?

- | | |
|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 8 55 to 64 |
| <input type="checkbox"/> 1 18 to 24 | <input type="checkbox"/> 8 65 to 74 |
| <input type="checkbox"/> 11 25 to 34 | <input type="checkbox"/> 7 75 to 84 |
| <input type="checkbox"/> 6 35 to 44 | <input type="checkbox"/> 2 85 or over |
| <input type="checkbox"/> 7 45 to 54 | |

9. Are you?

- 20 Currently in employment
- 6 Unemployed/Do not work
- 19 Retired
- 3 Long Term Sick
- 1 In Education
- 1 Carer

10. Comments

By Person – this works very well for me I have had no problems
 By Person – would be very helpful to be able to do this by telephone
 By person – a very good idea by Telephone
 Via Pharmacy – all well up to now
 By person – Telephoning in a prescription will have to be done precisely due to generic names of medications and dosage
 By person - easier method, didn't know telephone option available
 Via Pharmacy – I am very happy with repeat prescribing via pharmacy thanks