

1.1 Repeat Prescribing Survey

Accountable Managers:

Misha, Richard, Rita

Purpose:	For the customer:	Experience
	For the business:	Reducing the workload for the process of repeat prescribing
	For the shareholder:	Improving the two above to get an increase in list size

Results

Dates of survey:	30 th March – 7 th April 2021
Patients sent survey link:	864
Patients who took part:	142

Main Action(s) from the survey

- Work on the 48hours turnaround (shorten patients journey) with the pull forward work.
- Work on prescribing all medications in one go (achieve definitive resolution) with a focus on the salbutamol prescriptions and asthmatic customers.

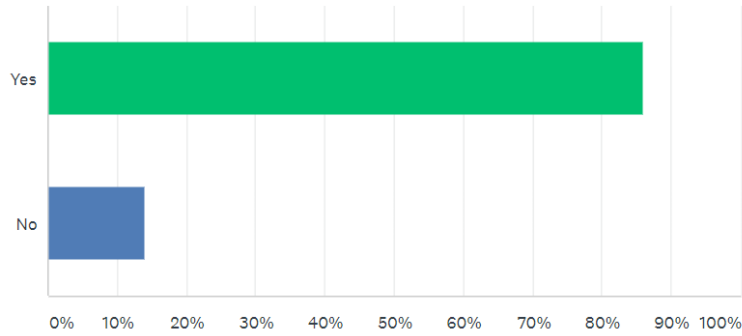
Plan for the follow up survey

Follow Up cohort:	Send survey to customers who have requested repeat prescription WITH asthmatic inhaler in the last 3 months
Date for Follow up survey:	Check and approve in May meeting so then it can be sent at the start of June.

Q1.

We aim for a 48 hour turnaround for prescription requests. Did your prescription achieve this?

Answered: 142 Skipped: 0

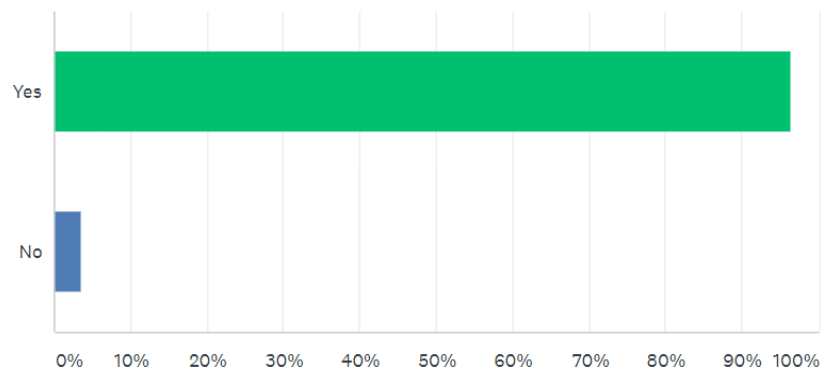


Key feedback:	Over 10% repeat prescription requests are not completed in 48 hours.
Ideas on how to improve:	The pull forward work has started already and this figure should decrease by the follow up survey.

Q2.

Did your prescription go to the place you wanted it to go?

Answered: 142 Skipped: 0

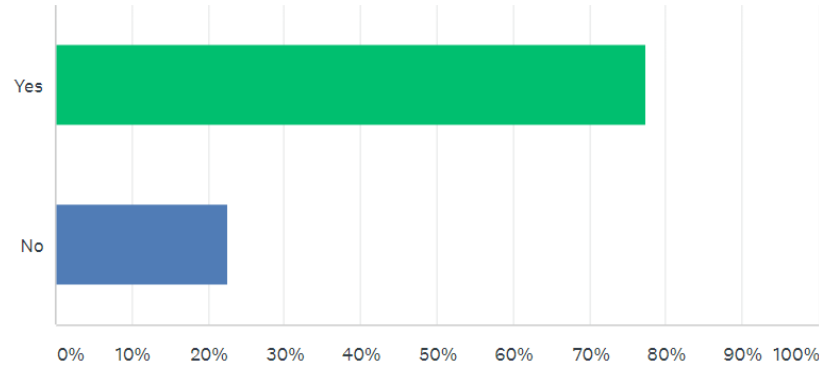


Key feedback:	The majority of prescriptions do make it to the correct place.
Ideas on how to improve:	This is a positive result and no action will be done here.

Q3.

Did you receive all the medication you requested in one go?

Answered: 142 Skipped: 0



Key feedback:	There is an issue with the medication requested being delivered in one go.
Ideas on how to improve:	This is a big problem. Rita will meet with Rich and Misha to understand the issue. Searches need to be done to show if it is the asthmatic prescriptions which are causing problems.

Q4.

Overall, how would you rate your experience with repeat prescriptions?

Answered: 142 Skipped: 0



Key feedback:	A good overall rating from the customers!
Ideas on how to improve:	This is a positive result but room for improvement.