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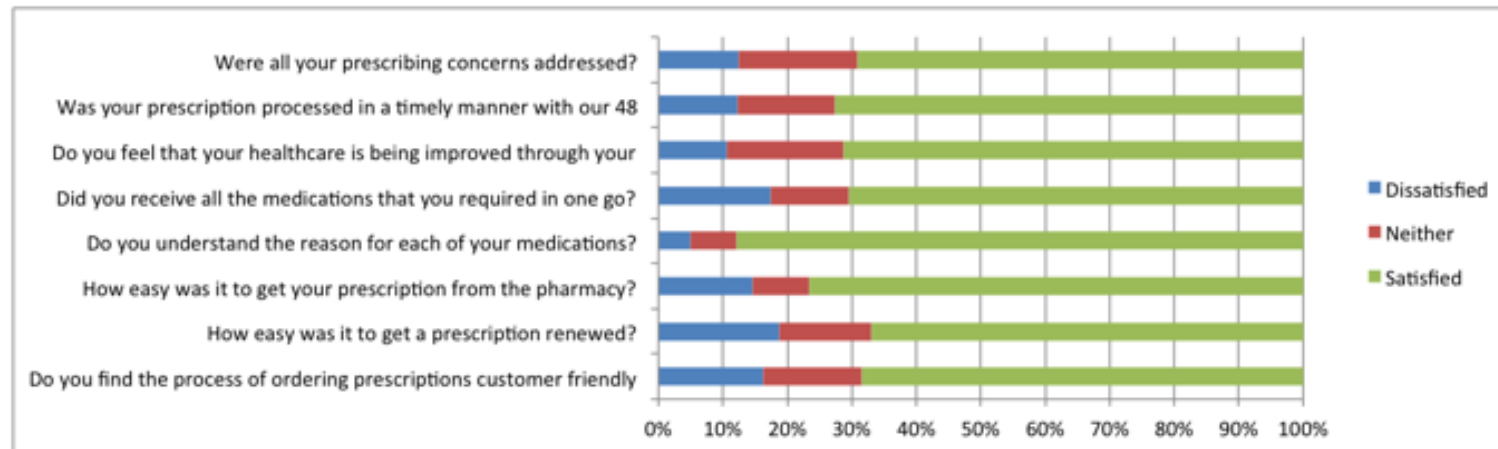
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Associates
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Survey 1: Prescribing Survey. Total Responses: 356

How satisfied or dissatisfied are you with each of the following?

Answer Choices	Dissatisfied	Neither	Satisfied
Do you find the process of ordering prescriptions customer friendly and responsive?	16.33%	15.16%	68.51%
How easy was it to get a prescription renewed?	18.82%	14.12%	67.06%
How easy was it to get your prescription from the pharmacy?	14.54%	8.90%	76.56%
Do you understand the reason for each of your medications?	5.04%	7.12%	87.83%
Did you receive all the medications that you required in one go?	17.40%	12.09%	70.50%
Do you feel that your healthcare is being improved through your medications and the support we give you through your prescriptions?	10.65%	18.05%	71.30%
Was your prescription processed in a timely manner with our 48 hour turnaround process?	12.20%	15.18%	72.62%
Were all your prescribing concerns addressed?	12.46%	18.40%	69.14%



Where patient experience is best

- 87.83% of the patients understood the reason for each of their medications.
- 76.56% of the patients responded that it was easy to get the prescription from the pharmacy
- 72.62 % of the patients received their prescription within the 48 hours turnaround process.
- 71.30% of the patients felt that their healthcare has improved through their medications and the support we give them through their prescription

Where patient experience can be improved

- 70.5% said they received all the medications that they required in one go
- 69.15% said that all their prescribing concerns addressed
- 68.51% of the patients found the process of ordering prescriptions customer friendly and responsive
- 67.06% said it was easy to get a prescription renewed

Action Plan for 2019

- The practice will review the process of ordering and renewing prescription to ensure it is more customers friendly and efficient.
- The practice will review the process of aligning medication and issuing all medications in one go.