

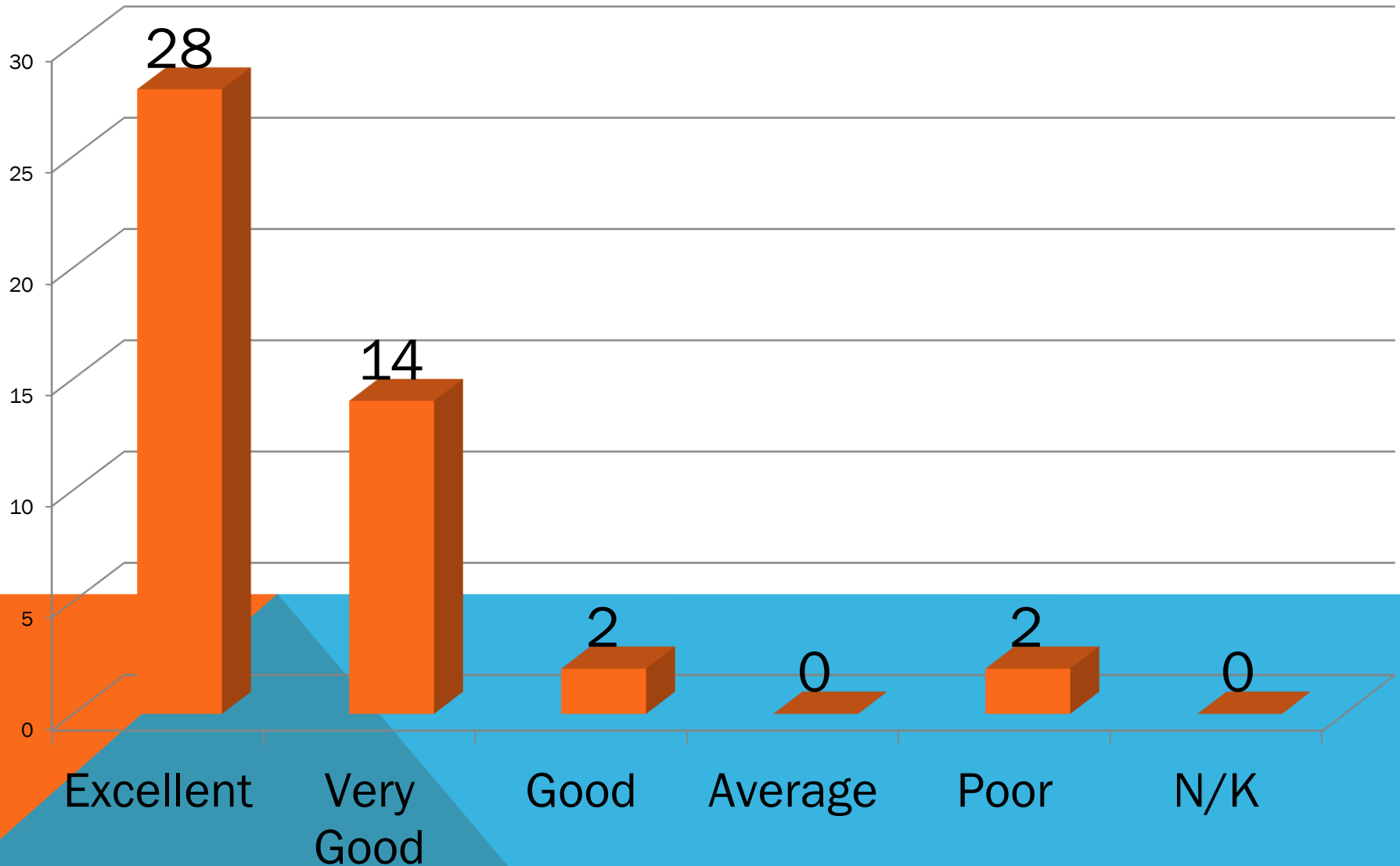


DISPENSARY SURVEY 2015 16

During November 2015, 50 patients completed a survey relating to our dispensary.

Here are the results.....

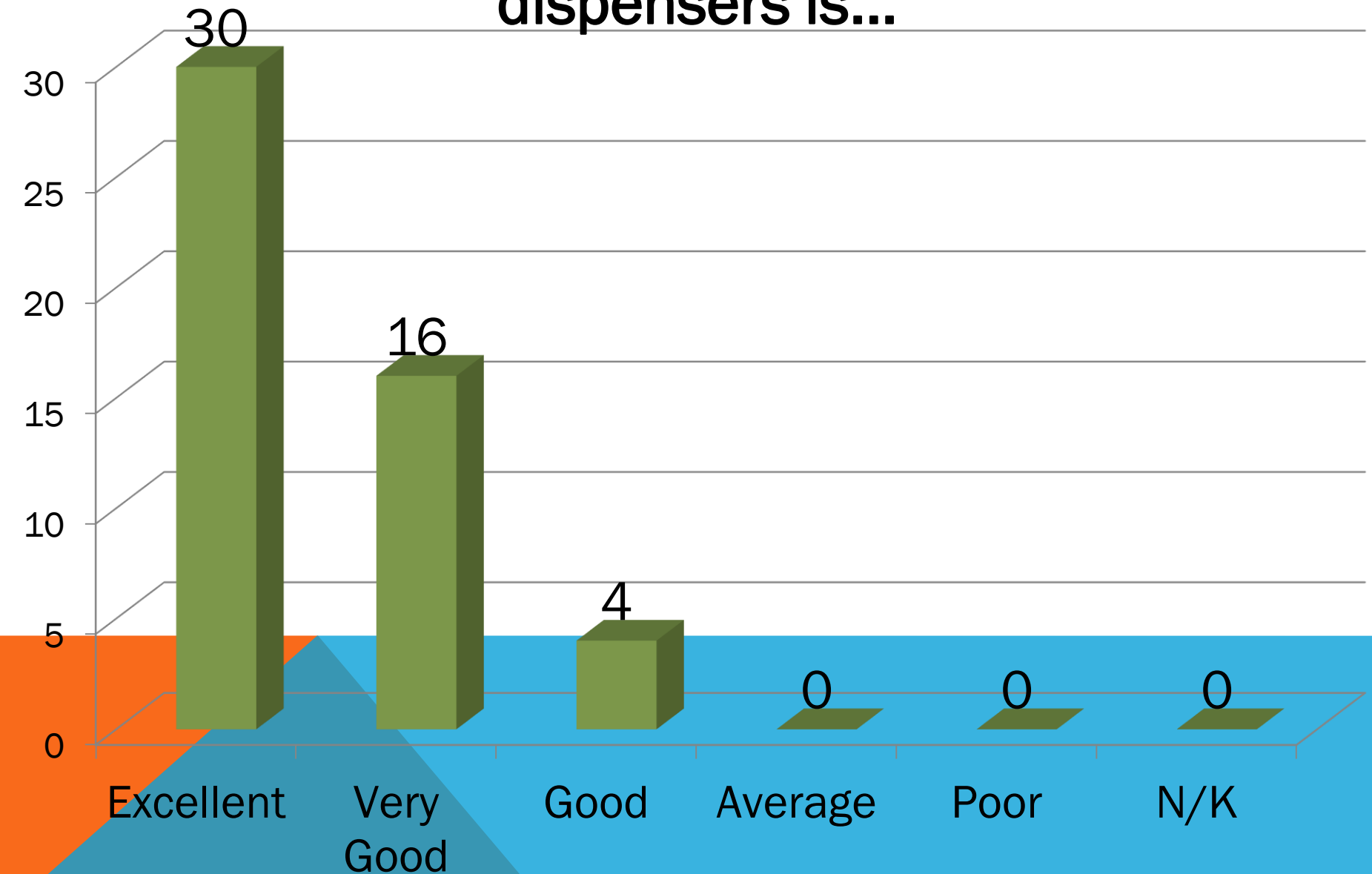
1. The courtesy and professionalism of the dispensers is...




60% of Patients Surveyed
felt that the 'courtesy and
professionalism 'of the
dispensers is 'Excellent'!



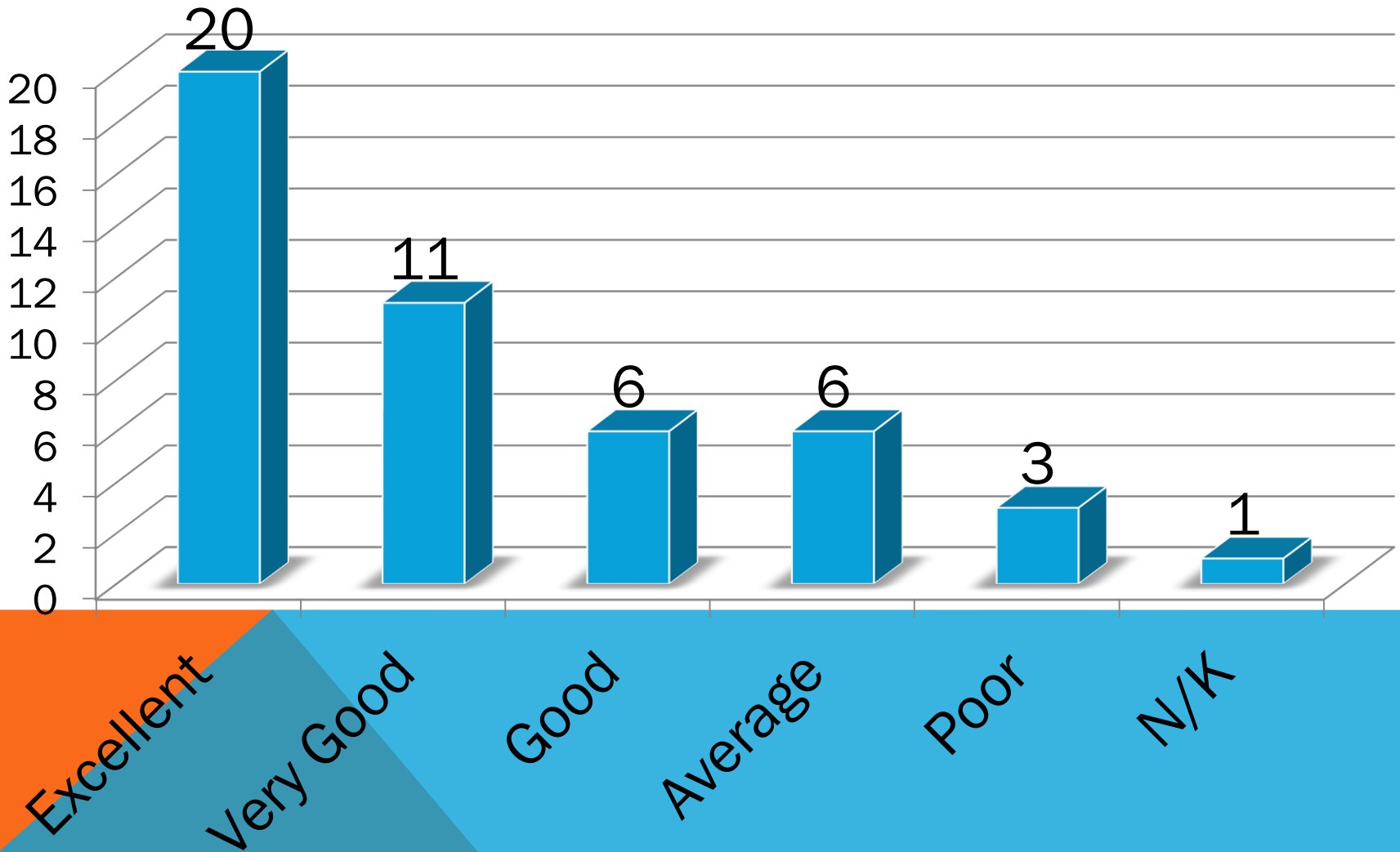
2. The quality of advice given by the dispensers is...



**60% of Patients Surveyed
felt that the ‘quality of
advice’ given by the
dispensers is ‘Excellent’!**



3. Confidentiality at the dispensary is...



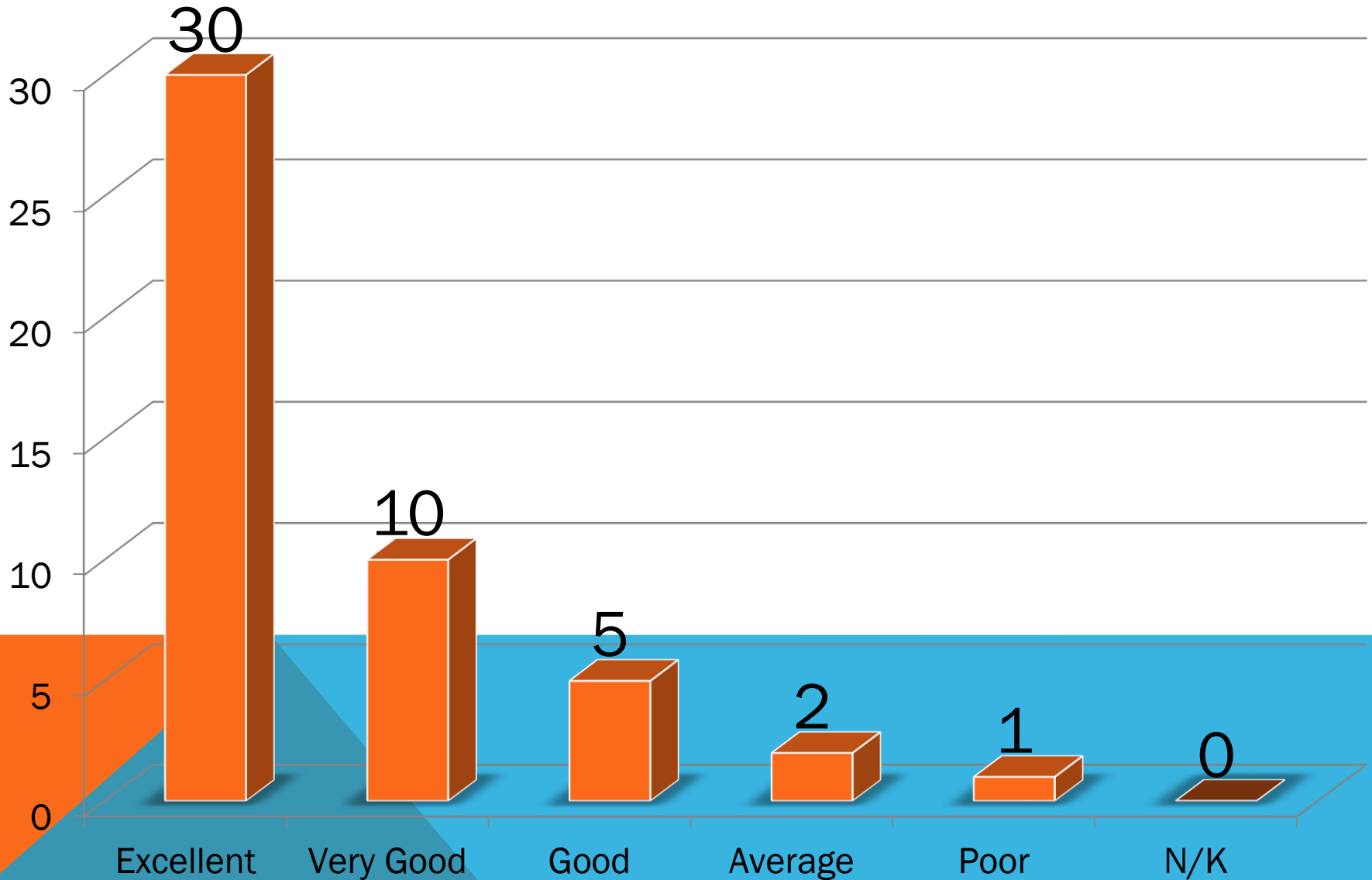
Only 42% of patients felt that the confidentiality at the dispensary is 'Excellent'.

And 6% felt that it was 'Poor'.


We feel that this is not good enough. We can easily improve this by keeping the dispensary door closed and playing music in the waiting room.



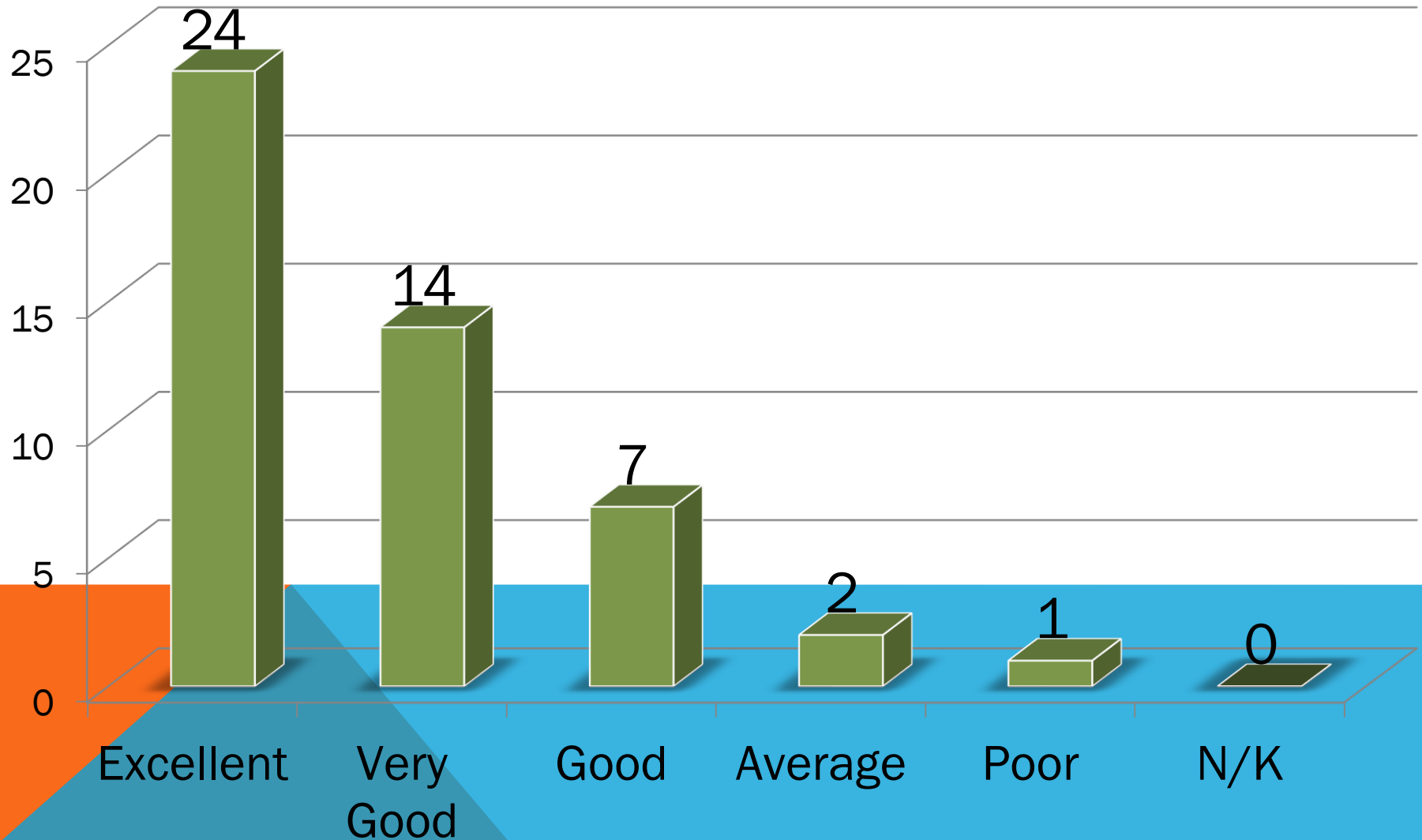
4. The ease of ordering repeat prescriptions is...



**63% of Patients Surveyed
felt that the 'Ease of
ordering prescriptions' is
'Excellent'!**

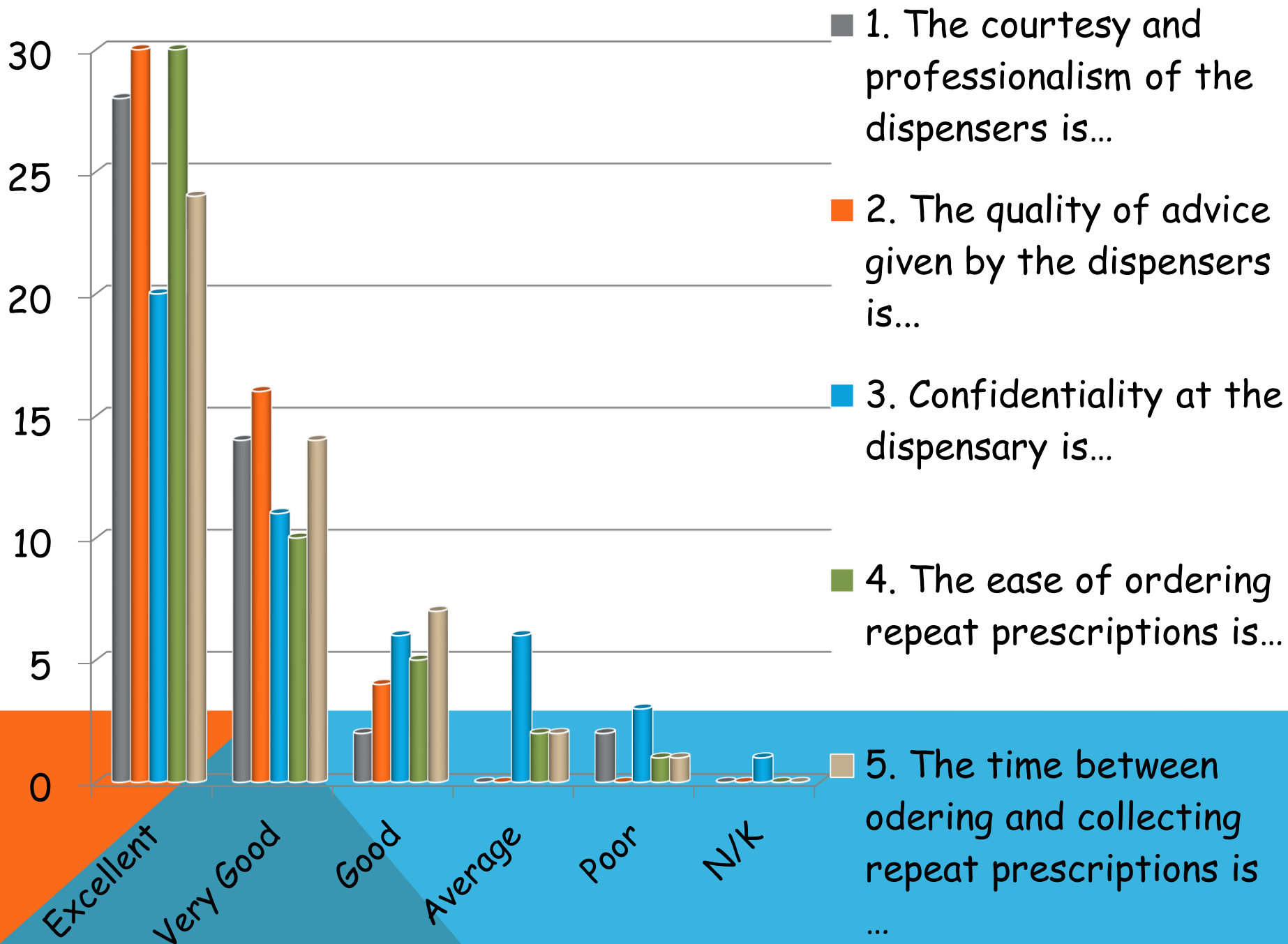


5. The time between ordering and collecting repeat prescriptions is ...



93% of Patients Surveyed felt that the 'time between ordering and collecting prescriptions' is 'Excellent' 'Very Good' or 'Good'!





PATIENT COMMENTS.....

Prefer to have the door shut when discussing medication

The staff are all really polite, caring and helpful

Marvellous service from dispensary - thanks

Great service, very happy

Everyone is always happy to help

Need the door shut for confidentiality

Many thanks for all that you have done for me

THANK YOU....

We always try to listen to patient feedback and act on it accordingly.

Thank you to everyone who has completed our survey. We are really pleased with the results.....

- The survey has shown that patients sometimes feel that they lack privacy in Dispensary when they are discussing their medications.
- We are going to trial keeping the door to the Dispensary closed in future to shield the dispensary from the main waiting area.
- We also play music in the main reception area to help our patients have privacy when talking to the receptionist.

- We feel that we are really lucky to be able to offer the dispensary service to our patients, and our patients seem to appreciate it too.
- Thank you for your continued support through what has been a very difficult year.