**CANNINGTON HEALTH CENTRE DISPENSING SERVICES**

**PATIENT SURVERY 2021**

As part of our effort to maintain a high quality dispensing service, we welcome patient feedback. We would be grateful if you would complete this questionnaire and return it to the health centre.

Unless otherwise stated, please think about the last 12 months when answering the questions. If someone else takes care of your ordering and the collection of your medication, please ask them to complete the questionnaire on your behalf.

We aim to complete repeat prescriptions within 72 (working) hours of your request.

**Q1. When you have given us at least 72 hour notice, has your prescription been ready for collection on time?**

Always

Nearly always

Sometimes

Rarely

Never

Within the last 6 months, have you needed a repeat prescription BEFORE the 72 hours that we ask for?

If no - go to Q3

If yes - go to Q2

**Q2. When you have needed repeat medication in less than 72 hours, did we?**

Dispense the item that day

Give you a signed prescription to take to a pharmacy

Send it electronically to a pharmacy of your choice

Were you satisfied with our service? Yes  No

If no, what could we have done better?

|  |
| --- |
|  |

***Accuracy of dispensing***

**Q3. Do you ever receive the wrong items in your bag?**

Always

Nearly always

Sometimes

Rarely

Never

***Information and advice***

**Q4. Do the dispensers provide you with sufficient information about your medication?**

Yes  No

**Q5. Do you have confidence in the information provided by the dispensers?**

Yes  No

***Requesting repeat medication***

**Q6. How do you usually order your repeat medication?**

Deliver repeat slip to the health centre

Via the repeat prescription telephone line (Mon-Fri 9:30am – 12:00 01278 655464)

Via Online patient access

If you wish to have more information on setting up Patient Access please contact the Health Centre or look on our website: [www.canningtonhc.nhs.uk](http://www.canningtonhc.nhs.uk) and click on the link at the top of the prescriptions page.

**Q7. How satisfied are you with the arrangements for requesting repeat medication?**

Completely satisfied

Satisfied

Somewhat dissatisfied

Dissatisfied

**Q8. Would you be interested in a text reminder service?**

Yes  No

**Q9. Are you aware that we send a text message when your prescription is ready for collection? Would/do you find this helpful?**

Yes  No

**Q10. During the COVID 19 pandemic, how satisfied are you with the level of service you have received from the dispensary?**

Completely satisfied

Satisfied

Somewhat dissatisfied

Dissatisfied

***Confidentiality***

This questionnaire is for patients who have repeat medication. We have sent out 100 random questionnaires. The results will be anonymous and will be destroyed after they have been analysed.