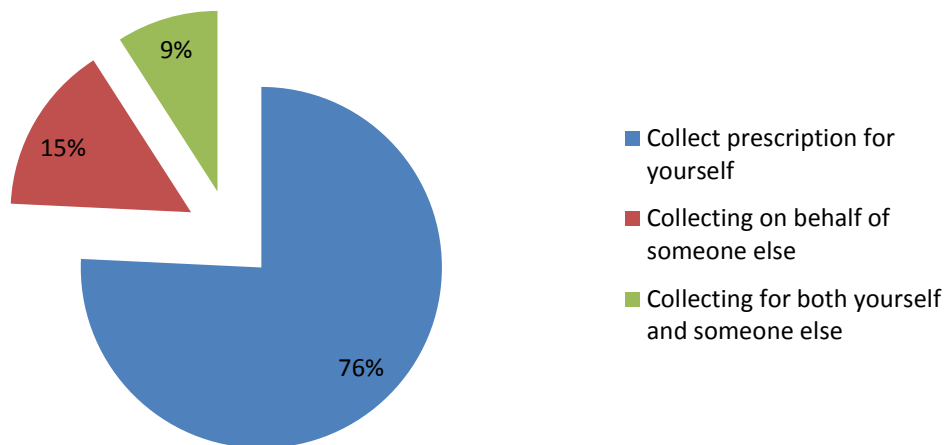
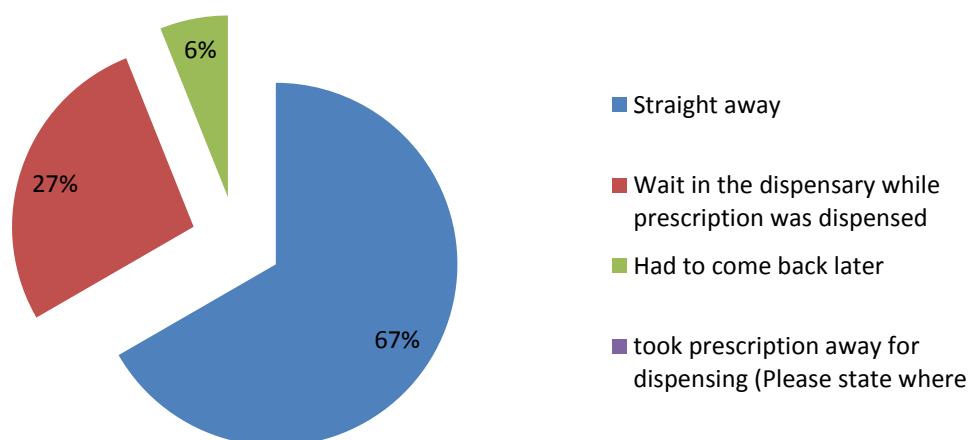


DISPENSARY SURVEY 2014 RESULTS SUMMARY

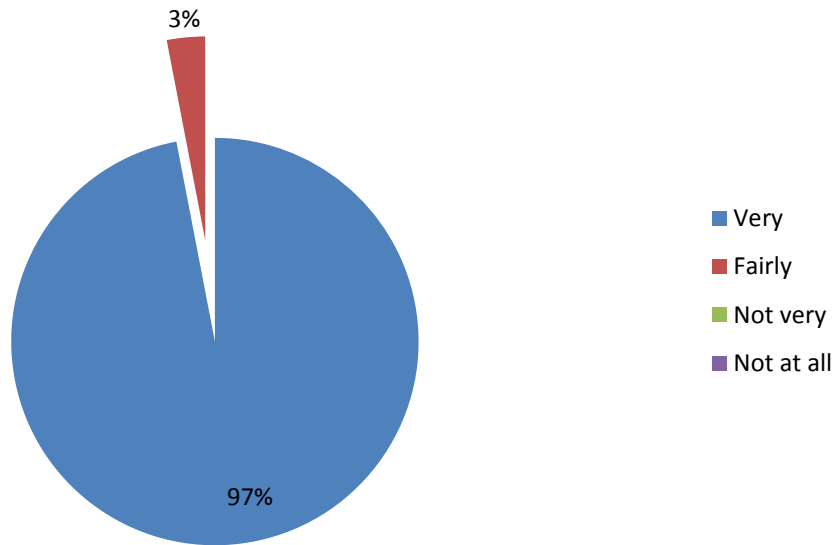
1. Why did you visit the Tolley Surgery Dispensary today?



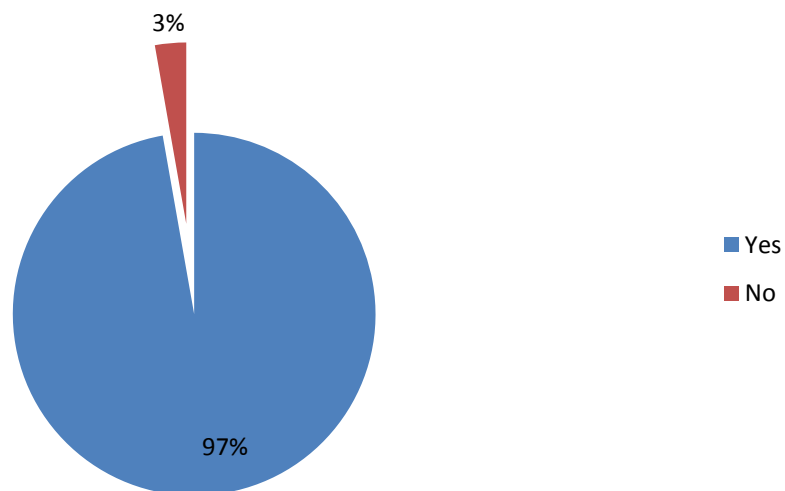
2. If you collected a prescription today, were you able to collect it straight away, did you have to wait or did you come back later to collect



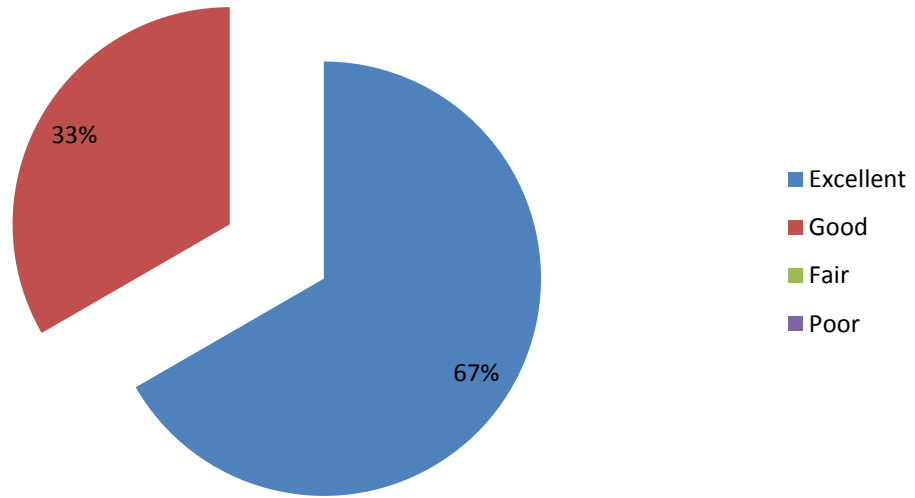
3. How satisfied were you with the time it took to provide your prescription?



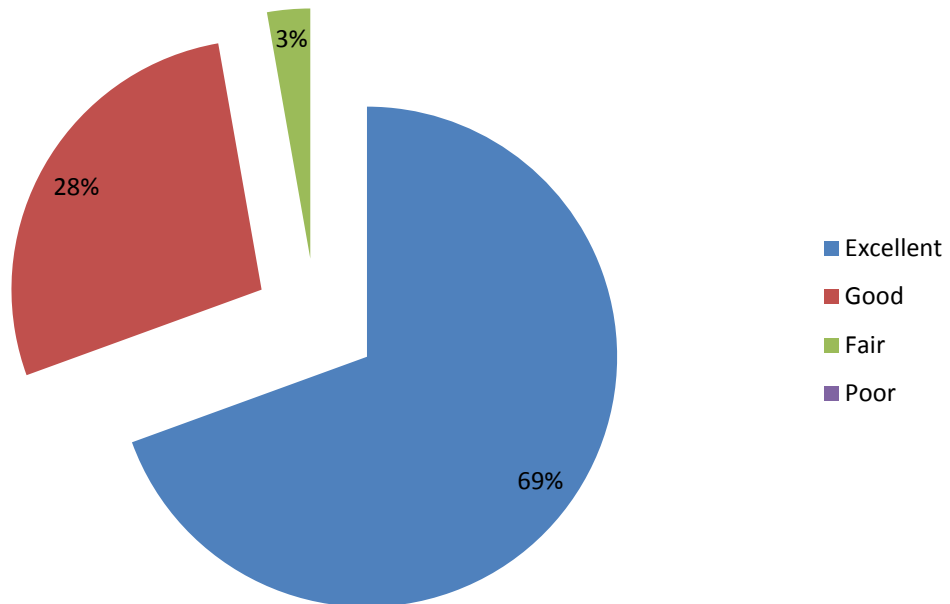
4. Opening times. The tolseey is currently open from 8.30am to 2pm and 3pm to 6.30pm: Is the Tolsey surgery dispensary currently open at times that are convenient to you?



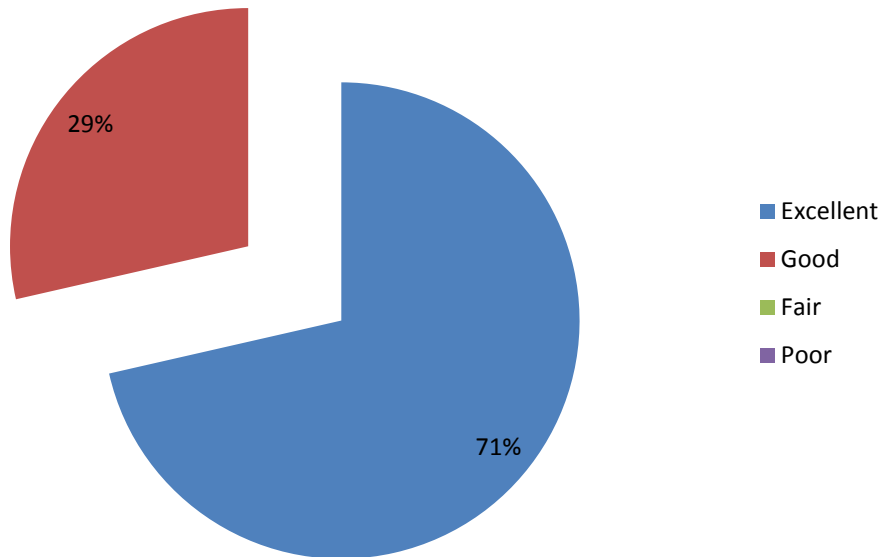
5. Comfort and convenience of waiting area



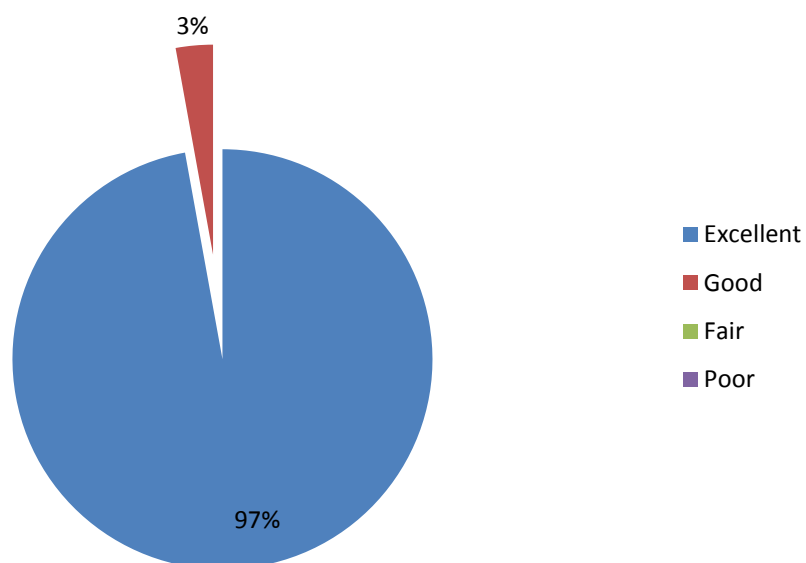
6. Having in stock the medicines you need



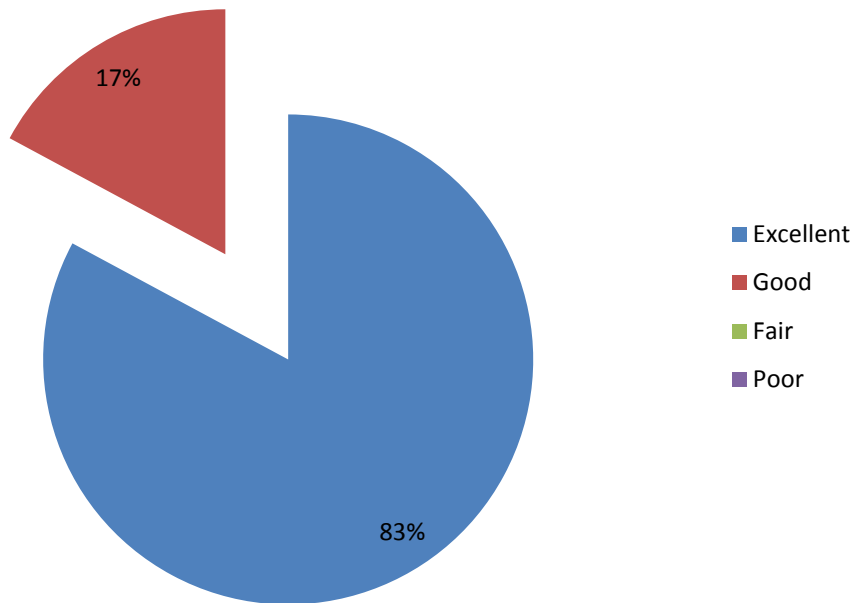
7. How long you had to wait to be served



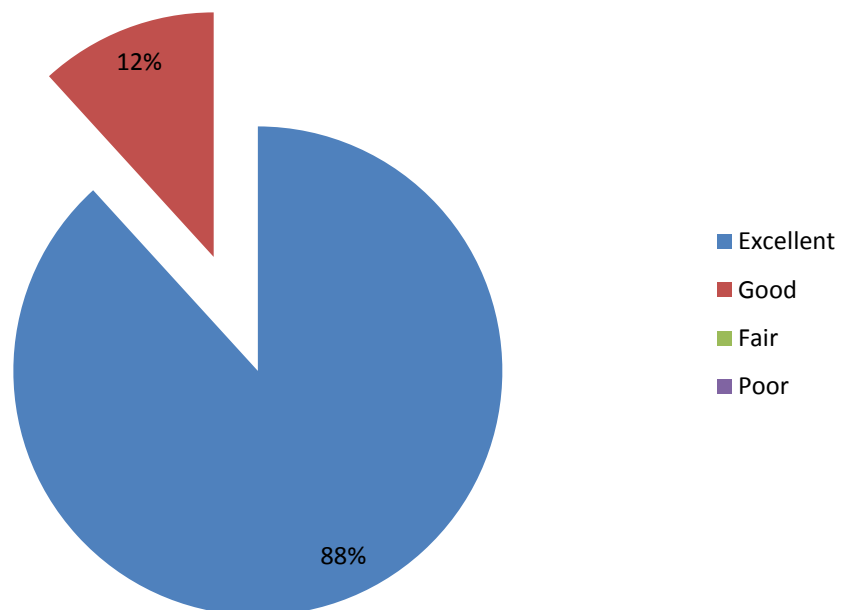
8. Staff - politeness and taking time to listen to what you want



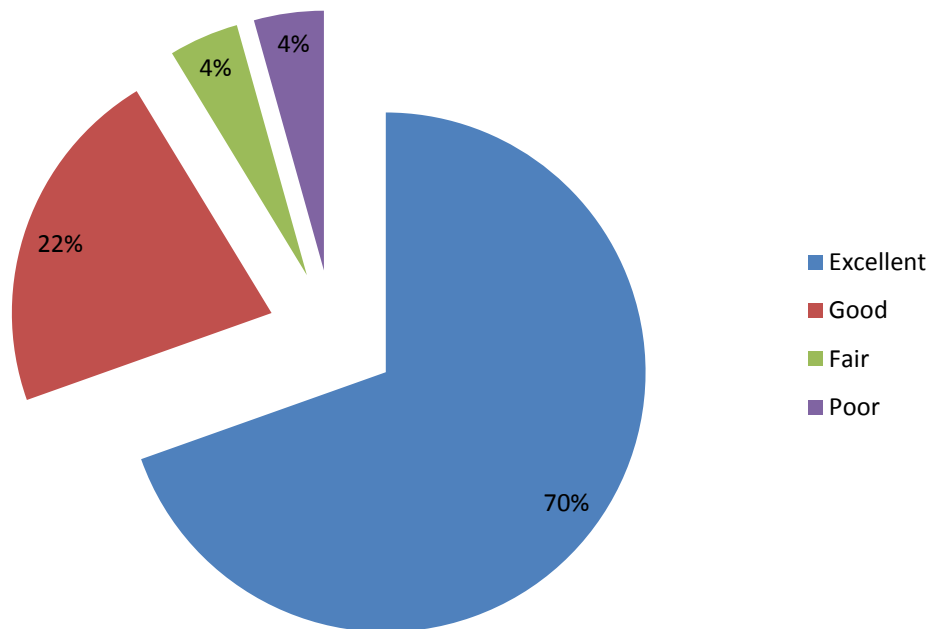
9. Staff - answering any queries you may have



10. Dealing with repeat prescriptions



11. Disposing of medicines you no longer require



If you rated any of Q5 to 11 as 'poor', please explain below

One patient comment that scored Poor: They would not take back some open and unopened boxes and never needles. I couldn't dispose of them.

Response: All medication is accepted back for disposal, whether open or unopened. With regard to needles, patients supplied with needles should be given a sharps container for disposal. There is a health and safety risk in transporting needles to and from the surgery, and in our staff handling sharps. Unfortunately, the patient did not leave contact details so we are unable to answer them personally.

13. How do you normally request repeat prescriptions

