

The Tolsey Surgery Dispensary Survey 2014

A Dispensing Patient survey was conducted, as in previous years, during the last 3 weeks in February 2014 to ascertain the level of patient satisfaction with the service provided. The survey was largely the same as last year's in order to make a fair comparison of results.

The number of forms completed was 36. This is similar to last year.

The first section, dealing with the patient's visit on the day, indicated that we have maintained a high level of service with 67% of patients collecting their medication straight away and 27% waiting in the dispensary. Only 6% had to come back later, a 50% reduction on last year. Satisfaction with the time taken to provide prescriptions increased to 97%.

The second section is about satisfaction with different aspects of the Dispensary. Again the majority of answers were excellent or good. 97% of patients are happy with the current opening times of the Dispensary. These have not changed, but this has increased from 92% last year. There was another increase this year in the "excellent" response to the comfort and convenience of the waiting room. As stated last year, it was an area targeted for improvement and we continue to provide a good selection of new magazines and a tidier environment. We have maintained our high standards of having the correct medicines in stock. Use of our formulary has helped to achieve better stock control and this year 97% of responses were Excellent or Good. Question 7 asked for a rating on the length of time waiting to be served. Again, all answers were excellent or good. Further changes in staffing levels have contributed to maintaining this improvement from last year. We have registered year on year improvement in Staff politeness, only ranked as excellent or good, but excellent rose from 92% to 97%. Also, the excellent response to staff answering queries rose from 81% to 83%.

Disposing of medicines continues to be highly rated, although there was one "poor" response with a patient comment. Unfortunately, the patient did not leave contact details, so we are unable to personally address the issue.

A new online system of ordering repeat prescriptions introduced last year showed an initial hike in online ordering in the survey. However, this year the numbers have considerably reduced. On checking in the dispensary, it is evident that more patients are ordering online, but obviously the patients that completed our survey did not reflect this.

We constantly strive to improve our service and we would look to help more patients use our online facilities this coming year. We will also wish to maintain the high levels of service in serving patients, stock control and comfort of the surroundings.

Judy Sharp
March 2014