

Dispensary Survey Information 2014/15

A total of 82 forms were returned in our Dispensary Survey the results are tabled below:

	Excellent	Very Good	Good	Average	Poor	N/K
The courtesy and professionalism of the dispensary staff	60/82 73%	9/82 11%	4/82 5%	3/82 4%	6/82 7%	0
The quality of advice given by the Dispensary Staff	51/82 62%	16/82 20%	6/82 7%	6/82 7%	1/82 1%	2/82 2%
Confidentiality at the Dispensary	46/82 56%	17/82 21%	8/82 10%	8/82 10%	3/82 4%	0
The ease of ordering repeat prescriptions	57/82 70%	12/82 15%	9/82 11%	1/82 1%	2/82 2%	1/82 1%
The time between ordering and collecting repeat prescriptions	47/82 57%	14/82 17%	13/82 16%	4/82 5%	3/82 4%	1/82 1%

Positive feedback

1. All staff are always helpful and accommodating when you have a medication crisis
2. Great
3. Always cheerful but not overwhelmingly so
4. We are outstandingly lucky in all aspects of EMC Thank you.

Negative Feedback

1. Window not open enough

Recommendations

1. To ensure all staff inform patients of various ways to order repeat medication and that the routine service for prescriptions is 2 working days
2. Ensure that staff are aware at all times the importance of the need of courtesy and a professional approach to patients
3. Ensure all staff are aware of the issued of confidentiality when talking to patients at the desk and offer the patient the opportunity to move to a more confidential area when required.