

BEECHFIELD MEDICAL CENTRE DISPENSARY SURVEY 2017 Results Analysis

1 is POOR and **5 is EXCEPTIONAL**.

The PROFESSIONALISM of the Dispensary Team										TOTAL
1	0	2	0	3	0	4	16	5	112	128
The QUALITY OF ADVICE GIVEN by the Dispensary Team										
1	0	2	0	3	0	4	17	5	108	125
The CONFIDENTIALITY at the Dispensary										
1	0	2	1	3	0	4	14	5	112	127
The EASE OF ORDERING Repeat Prescriptions										
1	0	2	0	3	2	4	18	5	107	127
The TIME between ORDER and COLLECTION of Repeat Prescriptions										
1	0	2	1	3	2	4	17	5	107	127
TOTAL	0	TOTAL	2	TOTAL	4	TOTAL	82	TOTAL	546	634

Comments by the Practice:

150 questionnaires were distributed during the first 3 weeks of October, of which 129 were returned. The survey took the same format as above and the responses are recorded against each of the indicators. The majority were fully complete, but a few were completed in single sections or not fully, hence the slight disparity in responses to each of the sections above.

Of the indicators recorded (634) some 628 indicated an Exceptional (546) or nearly Exceptional (82) standard of service within the dispensary which is a massive 99% of the responses received. The few scores that were slightly negative related to an occasional delay between submitting a request and it being ready for collection – this is not normally a fault within the dispensary set up but nonetheless is an area that we will continue to monitor.

Comments recorded by those that completed the survey were unstinting in their praise for the professional, efficient and friendly way in which the Dispensary team conduct their duties, and this is a heartening response for a team that works extremely hard to deliver services of the highest order at all times.

Thank you for taking the time and trouble to provide your responses and feedback – it really is appreciated.

DMcG
Practice Manager

31 October 2017