

Whitchurch Surgery

Dispensary Patient Survey 2018

The practice offered questionnaires to those patients presenting at the practice to order or collect medication during early 2018. The percentage of patients who kindly participated with our dispensary questionnaire was 9.98% of the dispensing practice population.

Q1. How do you usually order repeat prescriptions?

In person	69%
Patient Access	5%
By Fax	1%
By Email	23%
Via the Website	2%

Q2. How satisfied are you with dispensary opening hours?

Very satisfied	84%
Fairly satisfied	12%
Neither satisfied nor dissatisfied	3%
Dissatisfied	1%

Q3. How helpful do you find the dispensers in dealing with queries?

Very helpful	95%
Fairly helpful	3%
Not very helpful	1%
Unhelpful	0
Doesn't Apply	1%

Q4. In the past 6/12 months how easy has it been to speak to a dispenser on the telephone?

Very easy	50%
Fairly easy	12%
Not very easy	2%
Haven't tried	36%

Q5. Once requested how soon is your prescription ready for collection?

Immediately	18%
Same Day	7%
Next Day	12%
24 hours	12%
36 hours	15%
48 hours	36%

Q6. Would you benefit from the dispensary opening at 8am?

Yes	17%
No	82%

Thank you to all who took the time to complete a questionnaire. Your feedback is very much appreciated.