

**Dispensary Survey 2020**

The dispensary survey was carried out at Brill and Long Crendon Surgeries over a two week period in March 2020.

Total completed returned questioners = 161

Brill: 134 (compared with 59 last year), Long Crendon: 27 (Compared with 49 last year). This was due to staff overlooking the need to give these forms to patients to complete.

The table below shows the total results from both surgeries combined. (See Appendix 1 for the individual surgery results).

Question	RESPONSES				
	Excellent	Very Good	Good	Average	Poor
Courtesy and professionalism of the Dispensers	76%	23%	1%	-	-
Quality of the advice given by the Dispensers	67%	26%	5 %	-	-
Confidentiality at the Dispensary	58%	33%	9%	-	-
Ease of ordering repeat prescriptions	72%	30%	6%	-	-
Time between ordering and collecting of repeat prescriptions	72%	33%	19%	-	-

The results from this survey are similar to those of last year. We have maintained our level of service in the following areas: ease of ordering repeat prescriptions and the time between ordering and collecting of repeat prescriptions.

It has highlighted three key areas that need to be improved.

- Courtesy and professionalism: 76% excellent vs 85% last year
- Quality of the advice given by the dispensers: 67% excellent vs 71% last year
- Confidentiality at the dispensary: 58% excellent vs 71% last year

**Action plan**

- Display prominent posters in the waiting area advertising to the patients the availability of a room for confidentiality purposes.
- Ensure dispensary staff are aware of comments and survey findings, particularly confidentiality
- Continue to advertise online prescription ordering service
- Continue to advertise services on Unity Health website
- To provide training for all dispensary staff to improve quality of advice given

Thank you to all of you that took the time to complete the 2020 dispensary survey and for all of your feedback regarding the service that you have received. The team is delighted to see so many positive comments.

We do however acknowledge that we don't always get it right, and are very open to any ongoing feedback and suggestions that you may have on how we can improve the service.