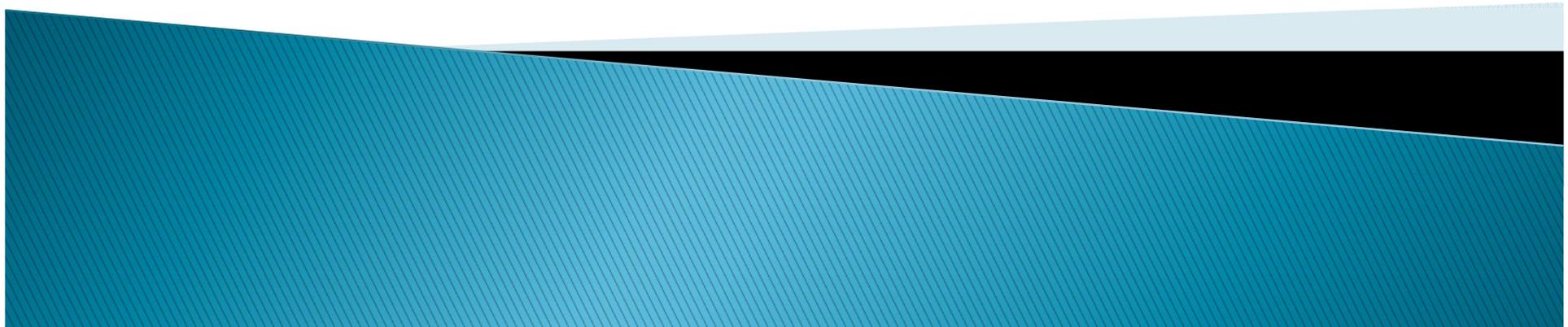


# Repeat Prescriptions Ordering by telephone

Results of patient consultation  
November 2016



# Background

- ▶ We currently allow patients to order repeat medication on line.
- ▶ 24 hour answer phone service.
- ▶ Recognised as carrying risk by NHS safety organisations.
- ▶ We have had a couple of near misses.
- ▶ We recognise it is convenient – particularly in a rural area.
- ▶ PRG made aware of consultation.
- ▶ Used Flu Saturday to launch consultation.



# Consultation question

- ▶ There were two questions.
- ▶ Do you order your repeat medication via the telephone?
- ▶ If Yes, and this was option was not available, how would you order your repeat prescriptions?
  - By returning repeat slip provided with medication
  - Our safe and secure online ordering service
  - In person
  - By fax
  - By signing up to a chemist/pharmacy scheme that orders it for you
  - Another method – please tell us



# Consultation period

- ▶ Forms handed out to circa 950 people who attended Flu Saturday.
- ▶ Also, available in Practice for the 3 weeks after Flu Saturday.
- ▶ Open to dispensing and non dispensing patients.
- ▶ Responses were collected.



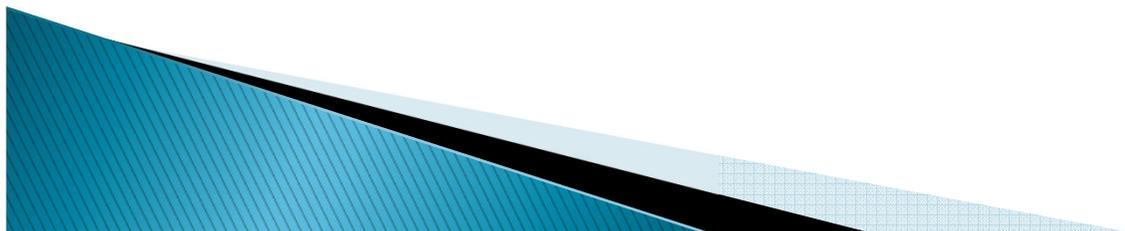
# Research during consultation

- ▶ How many patients order by telephone?
- ▶ We collected data for the week commencing Saturday 15<sup>th</sup> October.
- ▶ Some order more than once a month.
- ▶ One patient rings most days for one item at a time!



# Number of telephone orders placed in a week – 15/10/2016

<b>Weekend orders</b>	<b>55</b>
Monday	31
Tuesday	59
Wednesday	46
Thursday	36
Friday	41
<b>Total</b>	<b>218</b>



# Results of consultation

- ▶ 134 patients (44%) who responded do order their medication via the telephone.
- ▶ 9 patients (3%) 'sometimes' do.
- ▶ 158 (53%) responded advising they do not order their medication via the telephone.
  
- ▶ 301 responses in total



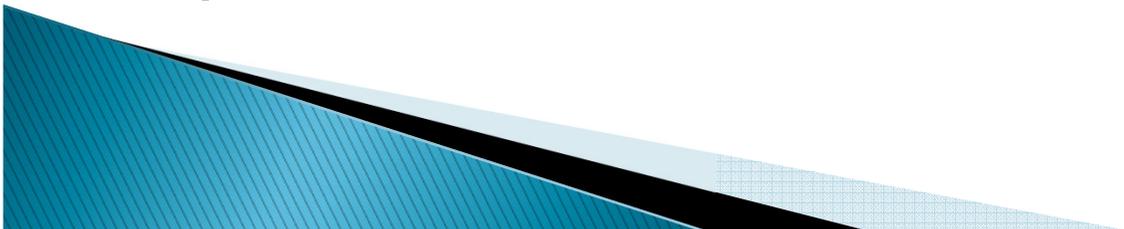
# Options

- ▶ Of the 47% who currently order their medication by telephone (always or sometimes), their alternative options were as follows. Some patients ticked more than one option.

Return repeat slip	43%
Use our online service	19%
In person	27%
By fax	0%
By chemist/pharmacy sign up scheme	6%
Other or no option chosen (with comment)	5%

# Other options and comments

- ▶ Option 6 – we still prefer the phone.
- ▶ Option 6 – the problem with the chemist sign up is that will order everything each month, which I do not always need.
- ▶ Option 6 – my script is always correct after I phone in.
- ▶ Option 6 – why don't you call back and confirm orders to everyone or answer the phone rather than an answer machine.
- ▶ Option 1 – but we would still like to use the phone.



# Other options and comments

- ▶ Option 6 – we prefer to still use the phone.
- ▶ Option 6 – the phones work well.
- ▶ Option 1 and 3 but I try to avoid medication and buy my inhalers from the chemist and fybogel too as I do not like your flavour.
- ▶ Option 1 and 3 but I like the telephone service.
- ▶ Option 6 – any option other than the phone would cause us difficulty. Can't see why ordering on the phone is any less secure than other ways.



# Other options and comments

- ▶ Option 6 – I am not sure how I will order things. Why is it so difficult on the telephone. Just seems an excuse to stop something.
- ▶ Option 6 – would have to use family member to drop in slip.
- ▶ Option 6 – I find your on line ordering much more difficult than Amazon, E Bay and Paypal.
- ▶ Option 6 – I can not afford to get the bus twice to the surgery to deliver my request and then pick up the items.



# Other options and comments

- ▶ Option 6 – there will always be people who make mistakes at the surgery and the chemist. Is this just cost cutting?
- ▶ Option 6 – I will have to post it.
- ▶ Option 6 – our prescription varies in when we need items and how many we get each time.
- ▶ Option 6 – there is no other way.
- ▶ Two lengthy letters of response expressing concerns.



# Comments from those that do not use the telephones

- ▶ Some times even when returning the slip, my order can still be overlooked and things not ordered as there are so many things I have it is over 2 pages of repeat listing.
- ▶ My sister collects for me already and that works well.
- ▶ I was not aware the telephone was an option to re-order medication.
- ▶ We have used the local pharmacy for a while and they call us every month to check what we need and then deliver free of charge. We just sit back and take the pills!



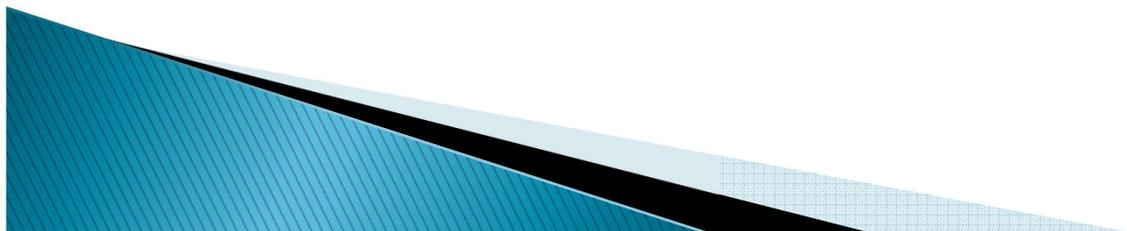
# One interesting view

- ▶ I am not sure you are going to get a good statistical picture with this. How many people who answer no to ordering on the telephone are going to send this back?
- ▶ In fact, a larger % of people who said no to answering on the telephone returned the survey than those who said yes.



# Way ahead

- ▶ Share findings with staff and Partners.
- ▶ Thank patients in November newsletter and advise that results/outcome will follow.
- ▶ Meet and consult with PRG.
- ▶ Agree on the way forward.
- ▶ Create a communication plan of any change agreed.
- ▶ Implement change.



# Our proposal

- ▶ Still accept telephone request but only to answerphone.
- ▶ Message explains that this is not our preferred method of ordering.
- ▶ To leave a succinct message with details of the medication required.
- ▶ We will not accept messages around 'everything on repeat'.
- ▶ Promote other ways of ordering.
- ▶ Monitor incidents and review in 6 months.

