

BEECHFIELD MEDICAL CENTRE DISPENSARY SURVEY 2019 Results Analysis

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

The PROFESSIONALISM of the Dispensary Team										TOTAL
1	0	2	0	3	1	4	11	5	108	120
The QUALITY OF ADVICE GIVEN by the Dispensary Team										
1	0	2	0	3	1	4	14	5	105	120
The CONFIDENTIALITY at the Dispensary										
1	0	2	2	3	3	4	11	5	104	120
The EASE OF ORDERING Repeat Prescriptions										
1	1	2	0	3	1	4	14	5	104	120
The TIME between ORDER and COLLECTION of Repeat Prescriptions										
1	0	2	0	3	1	4	12	5	107	120

Comments by the Practice:

140 questionnaires were distributed during October, of which 120 were returned. The survey took the same format as above and the total responses are recorded against each of the indicators.

The patient assessments in each of the 5 domains showed a patient satisfaction level ranging between 96% and 99% which is consistent with the exceptional service we aim to provide, and the professionalism of the team that provides that service.

Of the very few negative comments raised, these were mostly related to a perceived lack of confidentiality at the Dispensary hatch, and the occasional difficulty with ordering repeats on line. Whilst we endeavour to ensure that patients remain distant from the hatch whilst waiting (there is a waiting point), and play background music to also reduce the likelihood of sound transference, the team are vigilant and aware of the issue, but constrained by the layout of the building. The question of online ordering is something that we are able to assist with, but is dependent on a remote provider rather than the practice.

The vast majority of comments received were effusive in their praise of the Dispensary team, which recognises the hard work and commitment that they put into their day to day roles for the benefit of our (almost) 20000 patients.

FRIENDS AND FAMILY TEST

As an intrinsic element of this questionnaire, we also asked respondents to indicate the likelihood of them recommending Beechfield Medical Centre to their Friends and Family, based on their latest visit. The results of this were:

Extremely Likely	104
Likely	12
Neither Likely nor Unlikely (Neutral)	2
Unlikely	2
Extremely Unlikely	0
Did not know	0
Total	120

These results will be added to the running total provided monthly to NHS England, and are also available on www.beechfieldmc.co.uk

Thanks to all of you that took the time and trouble to complete this survey and provide us with appropriate feedback and – importantly – the reassurance that we are providing a service that continues to be of benefit to you and to the high standards that we aim for and you expect. It is really appreciated.

DMcG
Practice Manager

November 2019