

## **Breakdown of Patients Surveyed**

### **Orchard x 19 patients surveyed**

8 patients reported that the new system is worse ( 42% )

Those who made additional comments reported

3 responses were that the new system was more inconvenient particularly for people who do not drive

1 person reported that since using the new system part of their prescription was missed

“it is difficult for older people”

“The other system was easier”

“It is more awkward”

“It is more trouble”

### **People who thought the system was better said**

“The new on line system is better, easy to use and more efficient”

I have only just registered on line and have not used the system yet, but I think that it will be better and more convenient”

“ I have always ordered in person and think that the online system is better and more convenient however I tried to use the online system and it did not work. I will try again but I would really prefer to ring the practice to order my medication”

### **Changes Communicated effectively**

**11 - no (57%)**

All who responded with a No reported that they only found out from the Pharmacy

**8 - yes (42%)**

### **Somerville X 1patient surveyed**                      1 person said that the new system is worse (100% )

“Pharmacy Rpt ordering was more efficient – had problems ordering on the on line system and had to attend the practice “

### **Changes Communicated effectively**

**1 – No** Only found out by seeing a notice in the Pharmacy

### **Riverside X 1 patient**                      1 person reported that new system was better (100%)

### **Changes Communicated effectively**

1-No Only found out about new system when Pharmacy were unable to issue prescription

**Marine Lake** x 25 patients 12 reported that the new system is worse (48%)

"I cannot use on line and I worry about older people who also cannot get on line or get to the surgery"

"there are sometimes delays as GP has to authorise medication and then they have to be delivered to me"

"Causes me stress, takes up more of GP time. I am worried if I run out of catheters and whether they will arrive on time"

"I thought that the Pharmacy ordering was very efficient and convenient"

"getting access on line is a problem for people who cannot afford a computer"

"new system may cause difficulty for people who have learning difficulties"

"Communication difficulties now, there have been several slip ups when my order does not get to the pharmacy whereas previously the pharmacy ordered my equipment and there were no problems"

"The new system is inconvenient for some patients and travel has increased"

"Could not pick up my medication from the Pharmacy, had to collect it from the GP"

"it was more convenient using the Pharmacy as now I have to make 2 journeys from my home in Meols to order my prescription in west Kirby then have to go back to Meols"

"I live in Greasby and have to travel to West Kirby to order my medication. I have to order in person as I do not have a PC"

"The system is worse for people who do not have a computer"

"It is far easier to use the Pharmacy, it suited me better"

**People who thought the system was better said**

"The new system is better because you can take control of your order and it will stop stockpiling"

"I like the new on line system because it means less travel for me. It is more convenient and easy to use"

"The new on line system is definitely better, it is more flexible and easy to manage"

"the new on line system is better and I find it easy to use. People with learning difficulties may not find it easy and an alternative method should be made available for them"

"The new system is better for me but elderly people may not find it convenient"

"I find the new system better but it was difficult at first as the online system was not available on the start date"

### **Changes Communicated effectively**

No -18 (72%) A majority reported that they only found out at the Pharmacy

Yes – 7 (28%) All reported that they had seen a notice in the surgery or had been informed by staff

### **Central Park** x19                      9 reported that the new system is worse ( 47%)

It is less convenient now”

“It can be hard to get an appointment if you need medication and the doctor wants to see you”

“Occasionally I get the wrong item using the new system”

“It is rubbish! I have an extra journey now to order my medication “

“it was more convenient to obtain my medication from the pharmacy, there have been some delays using the new system”

“extra journey involved now!, I have been using the Pharmacy for years with no problems”

“It is difficult to get to my GP as I am physically disabled, I do not want to change my GP but I am worried about how I will get to the surgery to order my prescription. When I used the Pharmacy to order my prescriptions I felt more comfortable that I would never run out of medication.

“2 weeks ago I received a prescription from my Pharmacist so I have not had a problem but anticipate that I will have a problem as I worry about putting my prescription in on time. The old system was convenient and reassuring”

“The ordering system is now lengthier for me as I have to post in my request to the GP”

### **People who thought the system was better said**

“It is more convenient”

“The new system is far better for me as my son has taken responsibility for ordering my medication on line. This has made life far easier for me as I cannot physically get to the surgery on my own”

“I was told by the Pharmacy that I could continue to order from them as I was housebound”

### **Changes Communicated effectively**

No -13 (68%) A majority only found out from the Pharmacy

YES-6 (32%) Informed by practice

### **Liscard** x 5                                      4 reported that the new system is worse (80%)

“Since using the new system some items that I have requested have been missed and I think that the new system is not as accessible”

“The new system is not as convenient for me”

“ I have always ordered in person so the new system is no different to me but some people may be inconvenienced”

“It is easier for me to use the Pharmacy”

**People who thought the system was better said**

“It is more controllable”

**Changes Communicated effectively**

No -5 (100%) All reported that they had been told by the Pharmacy

**St Caths x 9**

3 reported that the new system is worse (33%)

“ I think that the new system is worse as I cannot use on line method and have to come in to the Surgery to order my prescription rather than ring the Pharmacy. However, I do think that the new system may prevent stockpiling as on several occasions using the Pharmacy I have received statins that I did not require at the time resulting in me having a stockpile of them. I would also suggest that GP's should consider prescribing 2 months' worth of medication rather than 4 weeks supply. This may reduce their workload”

“ Not sure whether the new system is better or worse yet as I have not used it. My experience so far is that it is harder as I had to sign on to use the online system ( before the Pharmacy did everything for me but using that system resulted in me having a stockpile of medication) The positive note is that I can order on line at any time convenient to me, evenings, weekends etc and I can use up a stockpile of medicines that I have and only order that item when I need it”

“ I have difficulty in attending the practice to order medication now as I work. I preferred using the Pharmacy which was more convenient. However if it stops wastage it will be better for all”

“ Patients would appreciate having 2 monthly supply of prescriptions rather than monthly because you have to start thinking about ordering after only 2 weeks”

“ the old system was more convenient for me as after using the new system I have found that the order has not been sent to the Pharmacy when I went to collect it”

**People who thought the system was better said**

“ Some Pharmacies over order, on occasions, when I attended the Pharmacy to collect my medication it would not be ready and it would be ordered twice. When I returned to collect it there would be double the amounts.

**Changes Communicated effectively**

No – 6 (66%) All reported that they were informed by the Pharmacy

Yes -3 (33%) All reported that they were informed by the Surgery