

2nd July 21

Community Pharmacy Patient Questionnaire (CPPQ) 2019

We have recently conducted the CPPQ in this pharmacy, as required by the terms of the NHS community pharmacy contractual framework. And, as a matter of good practice we would like to share with you the area where the survey identified the greatest potential for improvement and the action being taken to improve performance, along with the areas in which the pharmacy is performing strongly:

Areas where the pharmacy is performing strongly	Brief commentary
99 Very Satisfied, 1 Fairly satisfied. Service and Support	Helpful for deliveries especially over COVID, talking to surgeries over problems beforehand website is really good. Long opening hours. Range of services, covid test kits and PCR testing.
98 top, 2 fairly good, Efficiency and speed of service	Short waiting times, owings and rapid antigen testing availability.
99 excellent, 1 very good	Overall Rating
Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
<ol style="list-style-type: none"> 1. Private room awareness 2. Covid security and support 3. Repeat Ordering 	<ol style="list-style-type: none"> 1. 1/100 thought consultation room needed more soundproofing as heard laughing through the door once – so draught excluders now added around the door and under it. 2. 2/100 requested more covid advice. We have a cleaning rota and sanitiser by the door, socially distanced floor markings, limited number of patients instore, post box by the door for repeat prescriptions, people can use our free website online repeat prescription ordering service or via our app, security barriers for the staff and we are still offering free delivery to shielding and isolating patients. We are supplying rapid antigen tests to people, team members are testing at least twice a week, we are testing council workers and doing PCR testing (Polymerase Chain Reaction). 3. 4/100 said repeat ordering is slow and items are missed out. Audit shows all repeats are ordered the same day and delays are due to GP shortages, errors when the surgery sends them to another pharmacy & surgery printing mistakes. We try and sort out the issues where we can but patients complain they have to go and collect prescriptions by car or transport to Stokewood as Old Anchor doesn't hold prescriptions any more. We have more people on electronic Repeat Dispensing and over 1000 people (since April 2020) are now registered to do online ordering.

Yours sincerely
Mr S. Dajani
Pharmacist