

**St JOHNS MEDICAL PRACTICE SEVENOAKS . PRACTICE SURVEY 2014**



**Survey of patient feedback on repeat prescribing at St John’s Medical Practice, Sevenoaks  
February 2014**

**Method**

A survey of patient’s feedback on repeat prescribing was administered during January and February 2014. The survey was distributed online, via a link from the practice website, and a limited number of paper versions were given out by in the surgery, at random, to patients who used the repeat prescribing service. The analysis is based on the analysis of data from 100 respondents.

**Findings**

As shown in Table 1, the majority (55%) of patients who responded used the online method of ordering their repeat prescriptions. 23% said that they requested their prescriptions in person in the surgery, and a similar proportion (22%) ordered their prescriptions via their pharmacy. No respondents used the fax method of ordering.

| <b>Table 1: Usual method of ordering repeat prescriptions</b> | <b>%</b> |
|---|----------|
| Online via the practice website                               | 55       |
| In person at the surgery                                      | 23       |
| Via pharmacy  | 22       |
| By fax  | 0        |

*N=100*

The majority of respondents (81%) were satisfied with their usual method of ordering their repeat prescriptions; 53% of respondents were ‘very satisfied’. As shown in Table 2, 11% of patients were dissatisfied.

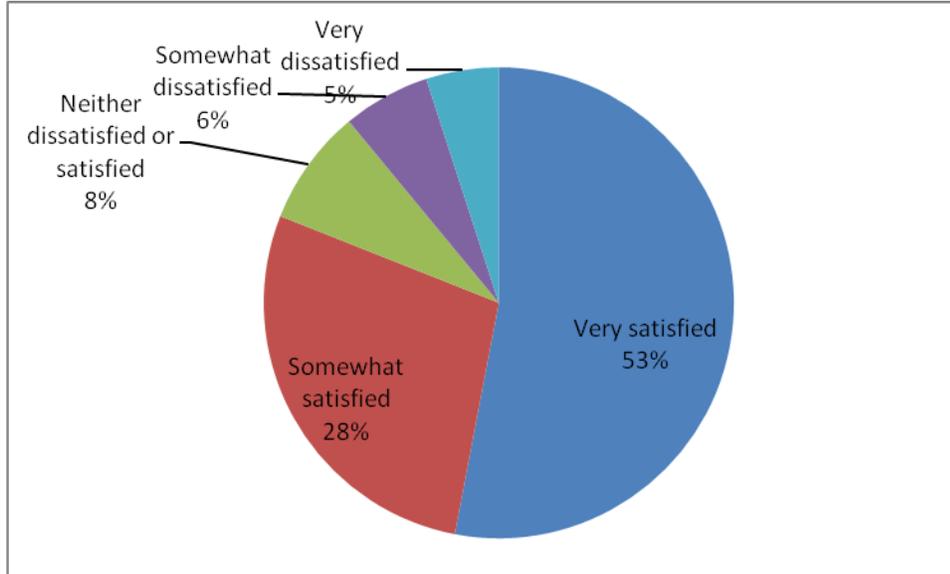
| <b>Table 2: Satisfaction with usual method of ordering</b> | <b>%</b> |
|--|----------|
|--|----------|

|  |    |
|--|----|
| Satisfied ('very satisfied' / 'somewhat satisfied')          | 81 |
| Neither dissatisfied or satisfied                            | 8  |
| Dissatisfied ('somewhat dissatisfied' / 'very dissatisfied') | 11 |

*N=100*

Chart 1, below, breaks down the levels of satisfaction further.

**Chart 1: % Satisfaction with method of ordering**



Among respondents whose usual method was ordering online, 80% were satisfied (44 of 55). Sample sizes do not allow analysis of satisfaction levels among respondents who chose other methods of ordering.

To understand the reasons that patients don't use online ordering as their main method, we asked respondents for their reasons for not ordering. There was no clear pattern, although a significant proportion (18%) stated that they did not have a computer (Table 3).

| <b>Table 3: Reasons for not ordering online</b>                                 | <b>%</b> |
|---|----------|
| No reason - I just prefer not to use this service                               | 19       |
| I don't have a computer   | 18       |
| I didn't know I could order them online   | 15       |
| I don't feel confident that my prescriptions will be available when I need them | 4        |
| I do order them online  | 45       |

*N=74 (responses add to more than 100 because of rounding)*

St John's Medical Practice recommend that patients allow 5 working days between placing an order and collecting it from the pharmacy. Respondents were asked whether their orders were usually ready when needed, and as shown in Table 4, four fifths confirmed that they were.

| <b>Table 4: Experiences of prescription collection</b>                                      | <b>%</b> |
|---|----------|
| Yes, prescriptions are usually ready at my chemist when I expect them.                      | 80       |
| My experience is mixed - sometimes my prescription is not ready.                            | 13       |
| No, I often have to wait longer than I expect to collect my prescription from the chemist.  | 6        |
| No, I often have to contact the surgery as some or all of the items are not waiting for me. | 1        |

*N=100*

A slightly higher proportion (86%) of respondents also confirmed that their order was usual correct and complete, although 13% had a more mixed experience (Table 5).

| <b>Table 5: Are items usually correct and complete?</b>             | <b>%</b> |
|---|----------|
| Yes, my order is usually complete.                                  | 86       |
| My experience is mixed: sometimes items are missing or unavailable. | 13       |
| No, I often have to contact the surgery as items are missing.       | 1        |

*N=100*

Finally, respondents were asked which pharmacy they usually used for their repeat prescriptions. 26% used Bat and Ball pharmacy, with lower proportions using other local pharmacies, as shown in Table 6.

| <b>Table 6: Usual pharmacy</b> | <b>%</b> |
|--------------------------------|----------|
| Bat and Ball Pharmacy          | 26       |
| Day Lewis, Dartford Road       | 14       |
| Oxford Pharmacy                | 14       |
| Sainsbury's, Otford Road       | 13       |
| Day Lewis, Riverhead           | 11       |
| Paydens, Sevenoaks             | 10       |
| Boots, Sevenoaks               | 8        |
| Kemsing Pharmacy               | 2        |
| Other/no response              | 2        |

*N=100*

Respondents were asked if they had any further comments on the subject of repeat prescribing at St John's Medical Practice. Freetext comments were recorded from 41. These fell into four main clusters:

- Positive  
comments on repeat prescribing systems (6)
- Changes  
and difficulties with the new online ordering system (9)
- Suggested  
improvements to the online system: more comprehensive list of items to order not just items ordered each month (9); clearer information about why items are not available to order (e.g. need renewal/not recently ordered) opportunity to specify which pharmacy; alerts/reminders; linked family accounts.
- Dissatisfac  
tion with service from particular pharmacy (3)

### **Demographics**

62% of respondents were female and 38% male.

56% of respondents were aged 65 or older and 36% of respondents aged 45-64. Seven percent of respondents were aged 25-44, and one respondent was aged under 25.