**PRESCRIPTIONS**

The percentages below represent the responses from 132 patients who replied to our questionnaire. This survey as compiled is not a true reflection of the patient population as 129 replies were from white ethnic groups and only 3 responses from other ethnicities.

**WE ASKED**

How well does the prescriptions service work for you?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Works well | Works OK | Does not work | Don’t use it |
| White Lane | 48% | 28% | 4% | 20% |
| Belgrave | 57% | 35% | 4% | 4% |

**PRACTICE RESPONSE:** The Practice is continuing to improve its service and has introduced an electronic processing service. Please ask at reception for details.

How would you like to order repeat prescriptions?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| In person | By phone | Online | Managed Service | No preference | n/a |
| 23 | 30 | 23 | 9 | 5 | 10 |

**PRACTICE RESPONSE** Current guidelines prohibit the practice from offering this service over the telephone as it is considered unsafe. We do offer all other services and are investigating ways of introducing an alternate approved telephone service.

How easy do you find it to make contact with the Surgery during regular opening times?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| IN PERSON | Very easy | Fairly easy | Neither easy nor difficult | Quite difficult | Very difficult |
| White Lane | 50% | 34% | 11% | 3% | 2% |
| Belgrave | 60% | 32% | 3% | 0% | 5% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| BY TELEPHONE | Very easy | Fairly easy | Neither easy nor difficult | Quite difficult | Very difficult |
| White Lane | 16% | 42% | 12% | 25% | 5% |
| Belgrave | 31% | 40% | 18% | 9% | 2% |

**PRACTICE RESPONSE:** The Practice is looking at the feasibility of keeping the telephone lines open during the lunch-time period.