

Review of Repeat Prescription Ordering Service – June 2017

Introduction

On 20th March 2017 Castlegate and Derwent Surgery held an open forum with patients and local pharmacies which was hosted by Healthwatch Cumbria (HWC). The aim of the meeting was to enable patients to express their concerns regarding the repeat prescription ordering service and to allow for the practice to explain why changes had been made to remove third party ordering.

Following the meeting HWC submitted a report to the practice with feedback obtained from the meeting and providing formal recommendations.

One of the recommendations was for the practice to undertake a review of the repeat prescription ordering service. This document therefore provides information to the review which took place in June 2017.

Acknowledgements

Castlegate and Derwent Surgery would like to thank Healthwatch Cumbria for their involvement and support in arranging and facilitating the meeting.

We would also like to thank the Patient Participation Group (PPG) for their involvement and feedback.

Undertaking the Review

The report was received and checked for factual accuracy and was then circulated to the PPG for discussion at the next meeting which was 15th May 2017. At the meeting Mrs S Hughes-Rudd (SHR), Practice Manager, discussed the report and asked the group for volunteers to assist with the review. Four group members volunteered and SHR agreed to contact them to arrange for a meeting to take place. There were no further comments made about the report by the group.

Unfortunately one of the members was unable to continue with the sub group, however meetings were held with the other three.

Feedback from the sub group following the changes is as follows:-

- The change occurred rapidly towards the end of last year with insufficient notice and communication provided to patients and pharmacies. The practice has already apologised for this and lessons have been taken away.
- The removal of third party ordering was for safety and quality reasons but also to empower patients to take control of their own health rather than rely on a third party to do this for them.
- The existing system offers choice for patients as follows:-
 - 24 hour telephone access to leave a message to re-order medication

- Drop box within the hospital, which is available outside of practice open hours
- On-line access via Patient Online

- In addition to the above, the practice has also instigated a “prescription booth” which is open between 10-12 Monday to Friday and prescription queries can be dealt with, training delivered for on-line and prescriptions ordered face to face. This service is unique and is being assessed regarding it’s usage over the next few months.
- Patients have now had an opportunity to get used to the change and complaints have ceased and it is felt that generally the system works well.
- There are patients who are may be unable to order their prescription themselves for various reasons and it is important that they are aware of our list of vulnerable patients that we hold where the practice can offer support; also that patients are aware that they can have an advocate act on their behalf i.e. family member, carer or friend where they consent.

It was felt that the practice needed to continually communicate to patients the various methods and that there is support available to assist those who are not confident or feel they are unable to manage. It was agreed that this would be achieved through the practices website, newsletter, and messages on the TV screens.

The practice is continually monitoring how it deals with prescriptions acute and repeats to ensure obligations are achieved to the patient and contractual regulations for example the Health and Social Care Board.

S Hughes-Rudd
29/06/2017