Prescription Service Experience for Patients and the Public

NHS
North East Hampshire and Farnham
Clinical Commissioning Group

INTRODUCTION

My project is around the repeat prescription service and electronic repeat dispensing (eRD). ERD in primary care can save hundreds of GP time and money by just signing one prescription for a whole year digitally.

In order to continue to improve our electronic repeat dispensing I believe it is beneficial to gain a better understanding from the patients and public about their current repeat prescription process.

Using this valuable information would allow us to experiment with making changes and improvements.

PROJECT DESCRIPTION

To gain patient and public feedback on their current prescription service and experience, and how this could be improved by both GP Practices and Community Pharmacies.

PROJECT GOALS

- Improve relationships between patients, GP Practices and community pharmacies
- Find new ways of managing work load
- Find ways to improve the current prescription services and increase electronic repeat dispensing
- Collaborate within the Primary Care Networks in order to reduce variation

HOW I AM GOING TO ENGAGE

- I plan to attend one of our local Patient Participation Groups in Farnborough as a first point of contact to discuss best ways to make contact with patients and the public.
- I would like to explore all options to continue discussions, such as social media, forums and meetings
- Increase eRD and check patient satisfaction after a period of time

EPS National Utilisation (estimated)	ERD2 National	Total number of live EPS nominations
69.4%	14.6%	32,704,505
Sep-2019	Sep-2019	Snapshot date: 01-Nov-2019
		EPS National Utilisation (DD adjusted)
		Data Under Review

KEY FINDINGS

The latest national figures available from NHSBSA have shown that we are below the national average for eRD prescriptions and increasing this will reduce GP time and workload when it is needed most.

MY LEARNINGS FROM THE EE PROGRAMME

The program has given me a more detailed insight into different areas that can help support patient and public engagement such as leadership skills, collaborative working, engaging techniques, and space to reflect and build on projects.

CONCLUSIONS

My project is still ongoing and I plan to continue it within a new job role which will be based within a GP Practice. I trust that my new role will provide more experience around the Primary Care Networks and Patient Participation Groups, which have been formed recently, and in turn allow me to successfully reach some of my project goals.

CONTACT INFORMATION

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CREDITS

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REFERENCES

Regular data is available nationally from NHS Business Services Authority NHSBSA for all prescriptions generated. This data allows us to monitor where practices are nationally.