

Meeting Re Lloyds Pharmacy

The PPG would like to express their thanks to the participants of this meeting held on Tuesday 7th July 2015 at 1.00pm.

Points agreed and suggestions to improve patient experience

1. Five day notice for repeat prescriptions requirement poster removed and service returned to 3 day's which is a normal and timely service.
2. Electronic prescriptions to be downloaded as required.
3. Prescriptions layout and type face:
 - Already reprogrammed to enhance the tick box to bold type and drug description more readable, which is an improvement.
 - A request to make the drug description the same font as the tick box was made which will enable people with sight difficulties to identify the drug more easily.
4. A suggestion was made to display drug wastage costs along with a caption such as "Are you ordering only the drugs that you need?".
5. Patients are still experiencing problems obtaining prescriptions. Some change has taken place but urgent scripts sent electronically are not always retrieved regularly and patients often have to return to reception for the receptionist to check where the script is. In most cases it has been sent but is still in the spline (computer cloud file).
6. Patients who have their medicines delivered to their home by Lloyds have to ring the pharmacy with their next repeat requirement. It was stated that the Standard Operating Procedure was for repeats to be made one week before the required date, which should result in patients only ordering what is necessary. However, in most cases patients ring a day or so after delivery, or pharmacy staff contact patients around this timescale. For patients who may forget to order their repeat, it was suggested that the driver could ask them what is the best time for the pharmacy to contact them. It was also noted that patients who collect their medicines from the pharmacy are encouraged to complete the repeat part of the prescription when collecting. There was therefore some confusion as to when repeats should be made.
7. Under an NHS system, prescriptions for a supply of say six months medication can be ordered for some long-term, stable conditions.
8. The number of prescriptions handled by the Lloyds pharmacies in Chatteris has risen over the past few years:
 - Swan Drive – 12,000 per month (8,500 three and a half years ago).
 - High Street – 7,000 per month.