

# Lombard Medical Centre Patient Reference Group Survey

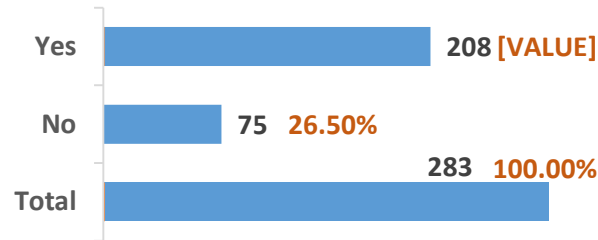
2015/2016

## Results with Charts

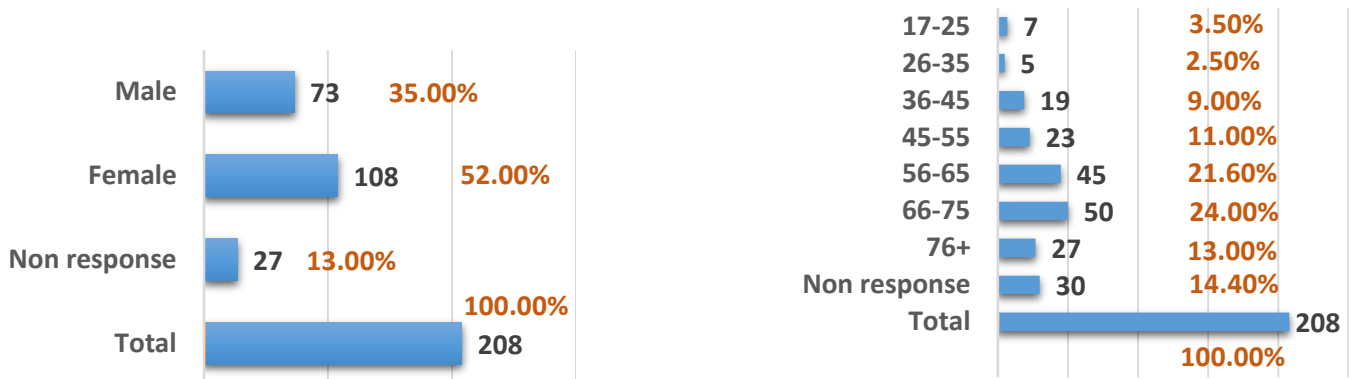
(There were 283 returns of which 208 were responders who received repeat prescriptions)

The scope of the Survey was to establish whether or not the issuing of repeat prescriptions was leading to a wastage problem with regard to prescription drugs, medicines and appliances.

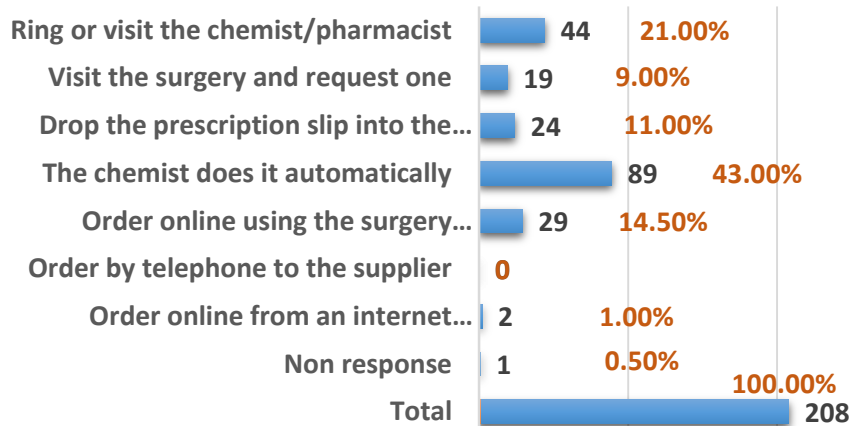
### Q.1. Do you receive regular repeat prescriptions?



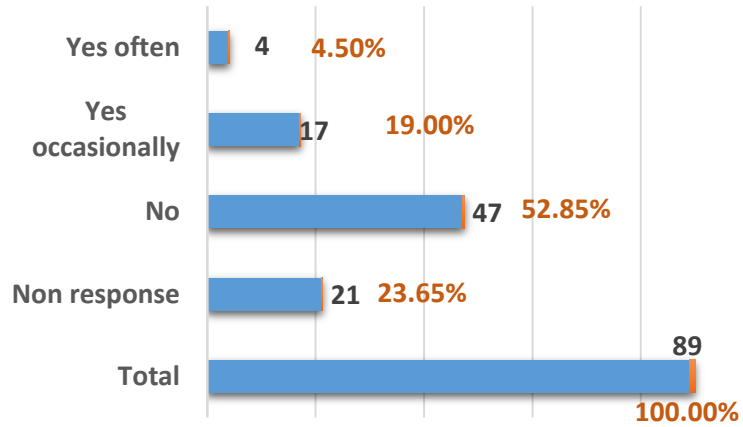
Yes responses broken down by Gender and Age



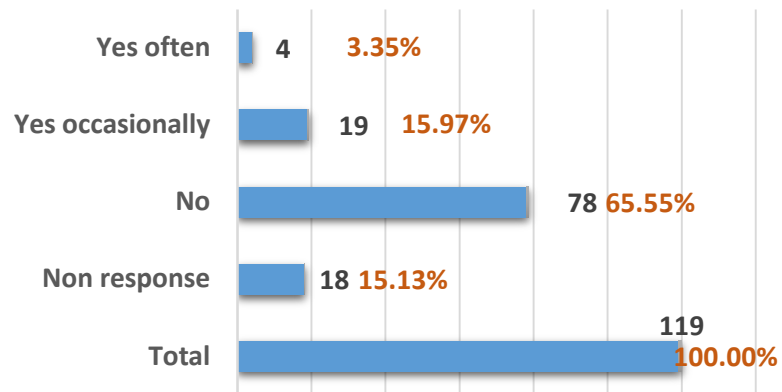
### Q.2. What do you do when you need a repeat prescription?



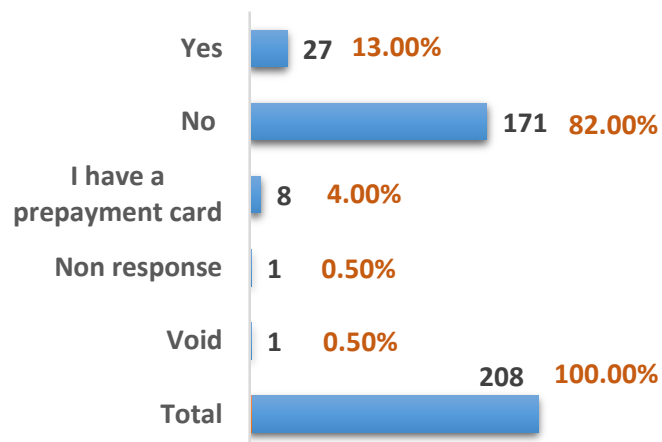
Of those for whom the chemist dispensed automatically, how many experienced dispensing errors?



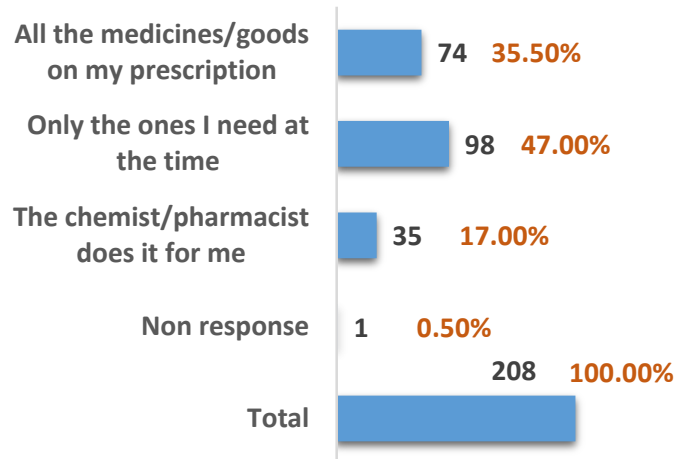
Of those ordering their own repeat prescriptions, how many experienced dispensing errors?



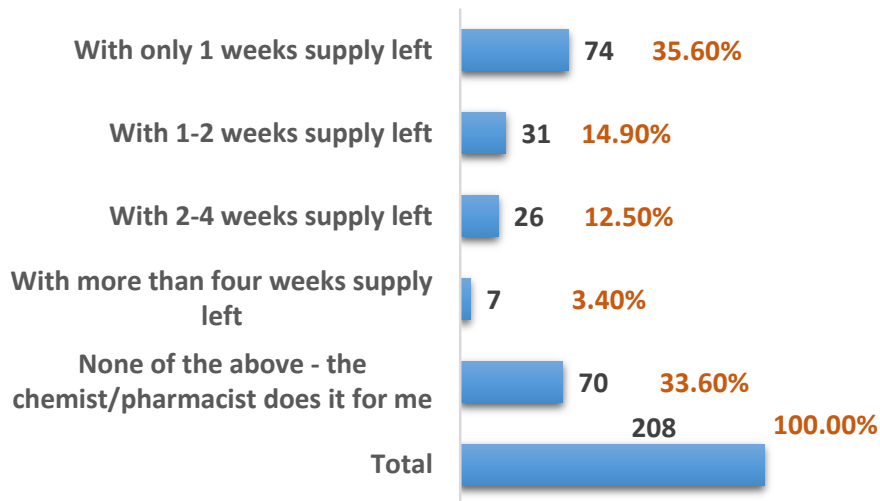
Q.3. Do you pay for your prescriptions?



**Q.4. Which medicines/goods do you order regularly?**

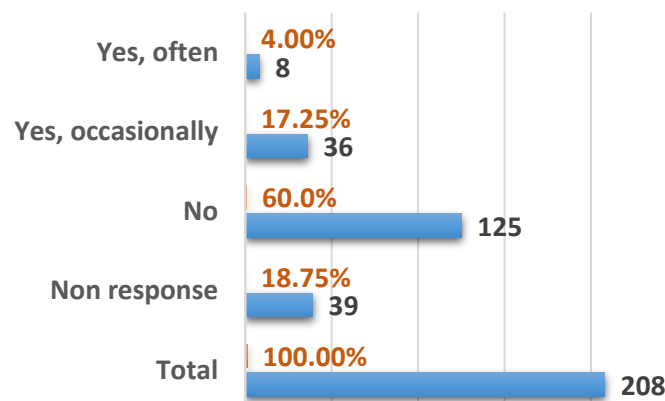


**Q.5. When do you normally re-order your repeat prescription?**

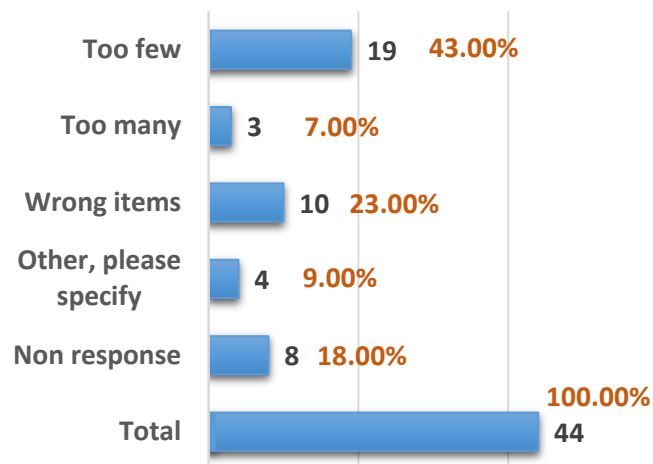


Of those responding that the pharmacist orders, the majority reported they received their repeat order every month. A small minority received them every two months with a couple of returns recording every two weeks and “as and when”

**Q.6. Has your prescription ever been wrong?**

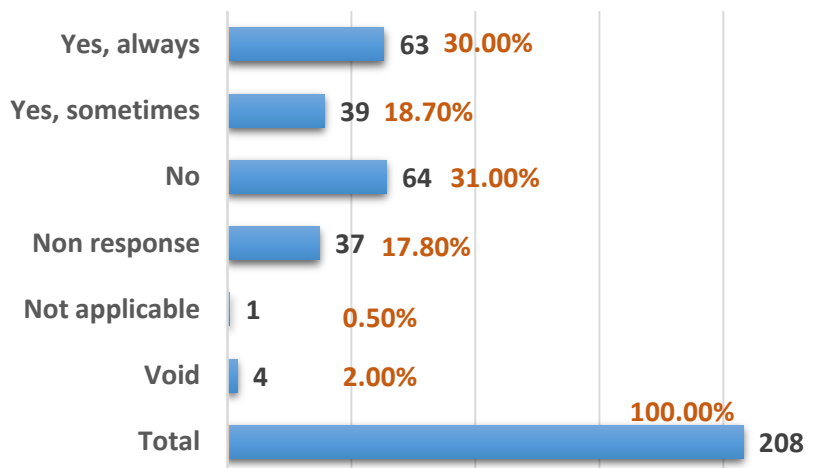


If the response was YES

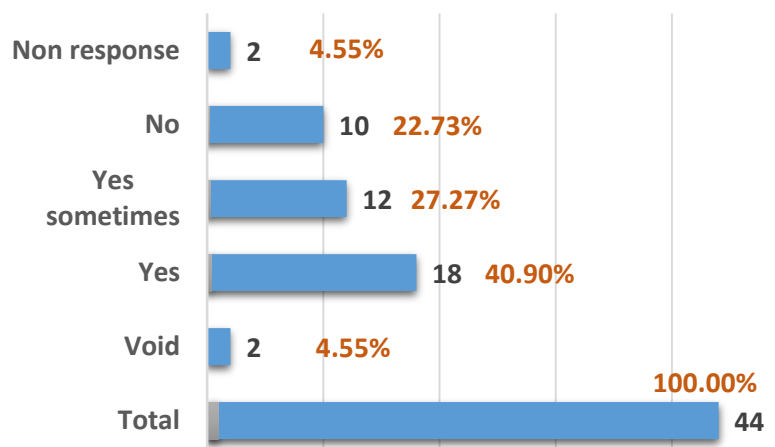


Of those reporting an “Other” mistake the mistake was related to missing items.

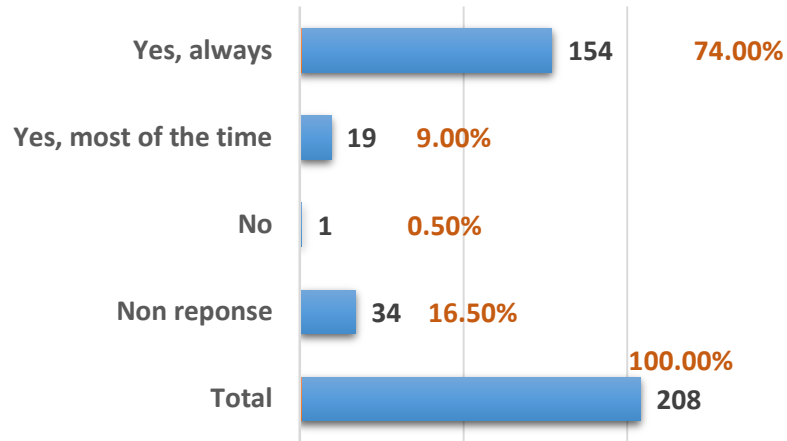
**Q.7. Do you ever check what medicines/goods you have been given before you leave the chemists?**



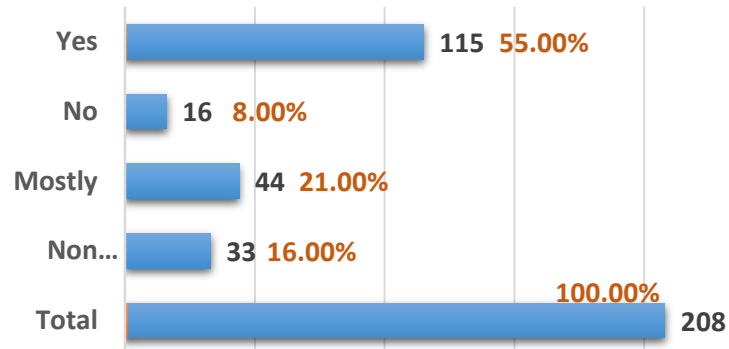
*How many patients, reporting a mistake in their dispensed prescriptions, checked their medicines before leaving the chemist?*



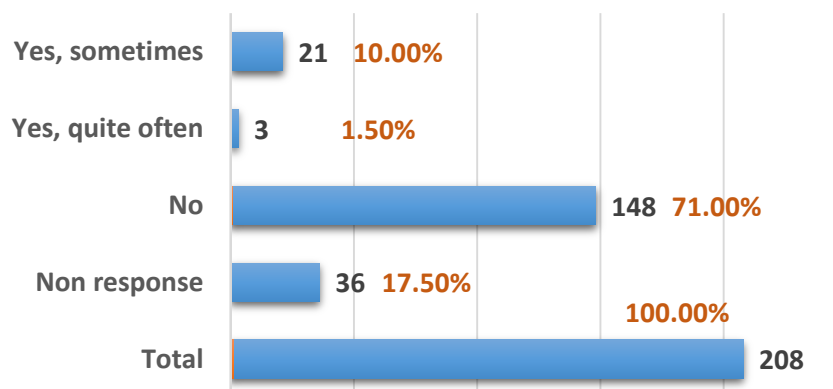
**Q.8. Do you take your medication according to the instructions from the Dr /Nurse/Pharmacist?**



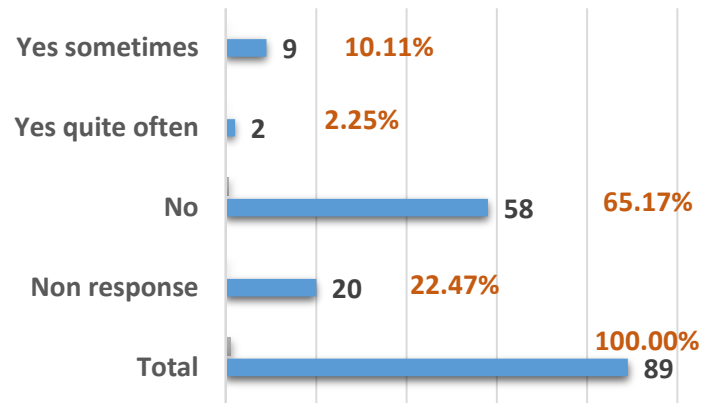
**Q.9. Do you use up your regular medication/goods you order?**



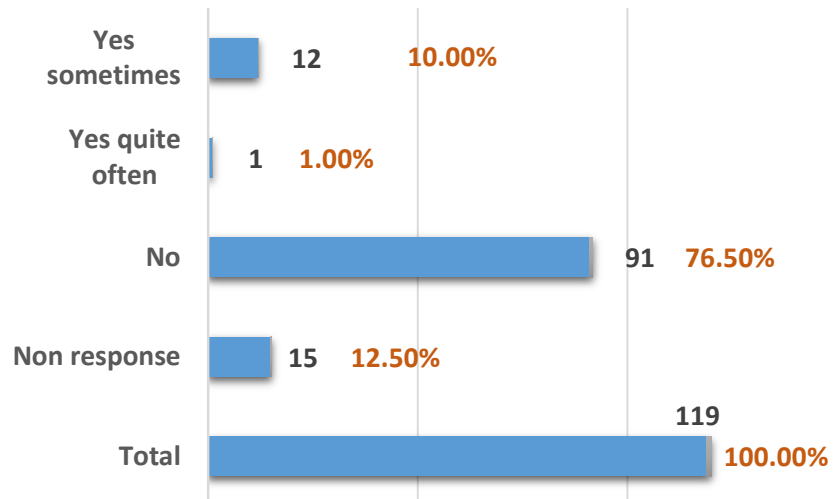
**Q.10. Do you ever receive medicines/goods you no long take or use?**



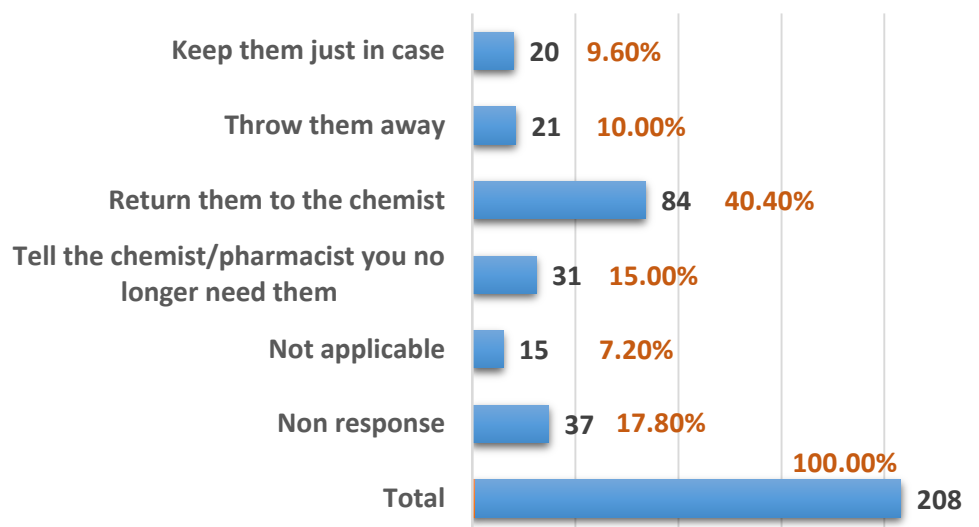
How many of those patients for whom the chemist dispensed automatically, received items they no longer take or use?



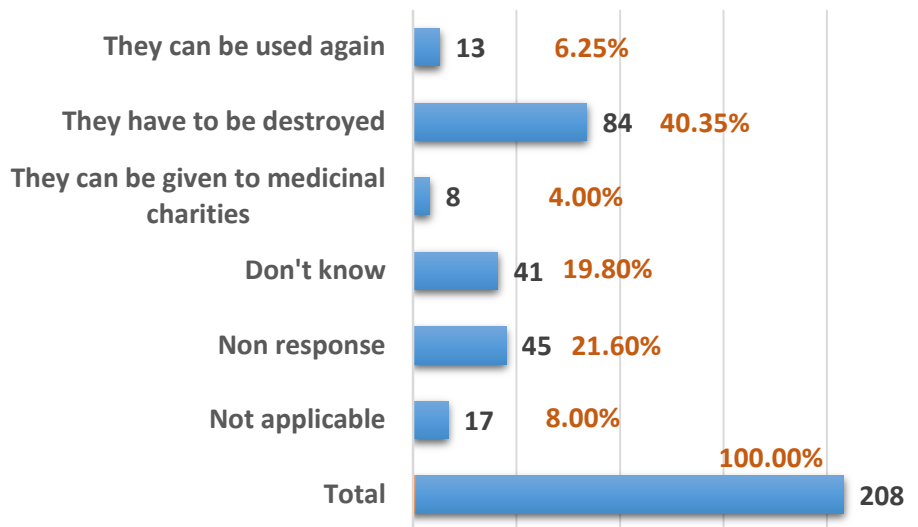
How many of those who ordered their own prescriptions received items they no longer use or need?



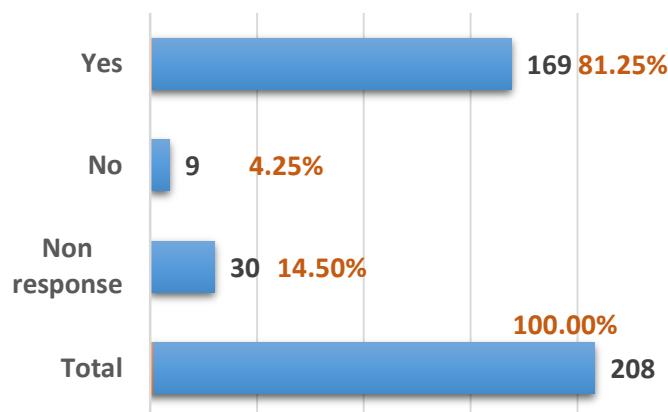
Q.11. What do you do with medicines/goods you receive but don't want or need any longer?



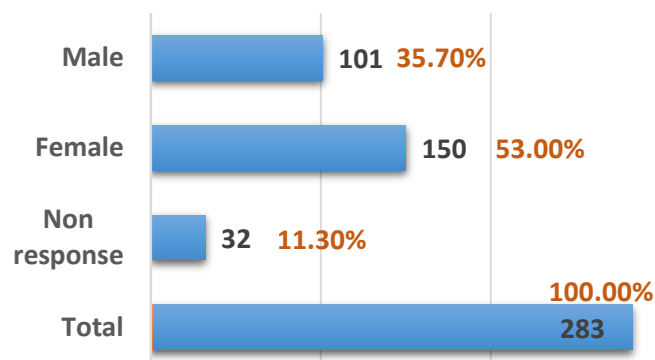
**Q.12. If you return them to the chemist/pharmacist and they are unused in their packaging what do you think happens to them?**



**Q.13. Are you aware that when taking repeat prescriptions you need to have a regular review at least annually with a Dr / Nurse/ Pharmacist?**

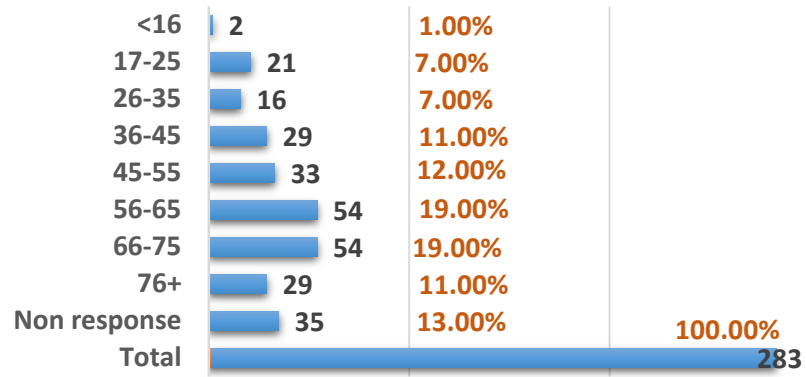


**Q.14. Are you male or female?**



Q.15 How

old are you?



Q.16. What is your ethnic group?

