

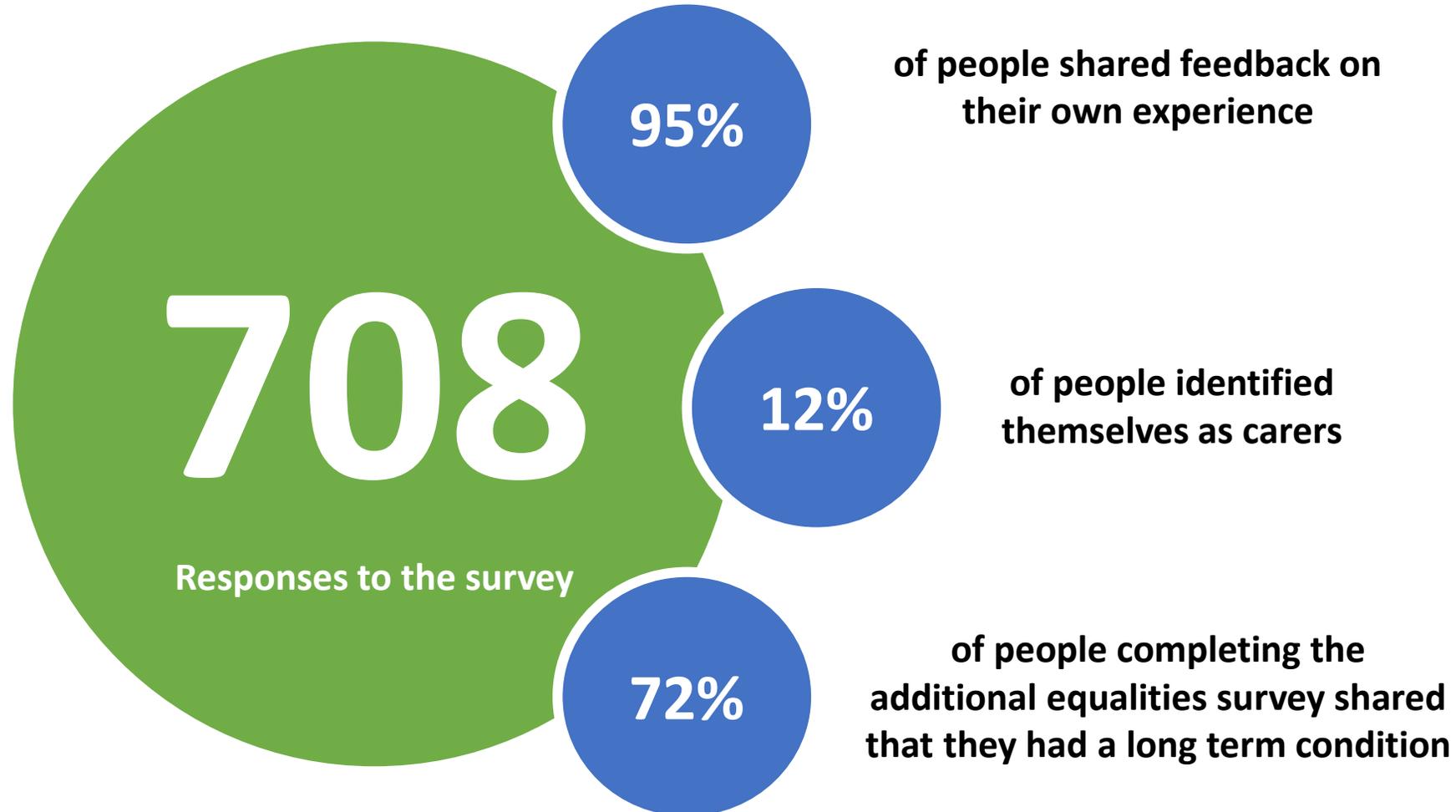
NHS Greater Glasgow & Clyde

Medicines and Prescribing Survey Summary Report

Paul Hayes PEPI Manager



Response Rates



Services People Accessed

People completing the survey were given the opportunity to tell us about 5 core prescribing settings that they were likely to have experienced. We also provided space for people to tell us about any other experiences they may have had.



700 people shared experiences of General Practitioners



191 people shared experiences of Outpatient Clinics



217 people shared experiences of Hospital Discharge



86 people shared experiences of Community Services



98 people shared experiences of Out of Hours Services



39 people shared experiences of Other Services

Themes emerging from Peoples Experiences of Different Services

Common themes emerging from across all feedback:

- The length of time it took to receive medication following initial contact with a service
- Difficulties people can sometimes face when collecting or tracking changes to medication
- Perceived lack of communication between services, and slow communication between different services
- The benefits of staff taking the time to understand patients needs, explain changes, and talk through peoples concerns
- There was a desire to see an increase in the use of digital systems such as Patient Access where appropriate
- It was felt important to people with long term conditions that any proposed changes to pathways consider their needs, particularly around receiving specialist prescriptions that improve their quality of life



Patient Insights and Quotes

General Practice



“Having a relationship with my GP where they know what I need to best manage my condition and help make sure my prescription for STOMA care devices is filled quickly, and sent to my preferred pharmacy/supplier that knows my needs and provides a quality well fitting product has made such a huge difference to my wellbeing and quality of life”

“GP practice has dedicated line for repeat prescriptions but waiting 48 hours to receive from chemist when your worried or ill feels too long.”

“time taken for phoning request to meds being available for collection for pharmacy can vary from next day to 4 days which can mean wasted trip to pharmacy, need to plan ahead, and sometimes having to arrange someone else to collect if I can't collect during limited pharmacy opening hours due to work commitments.”

Outpatient Clinics



“My experience relates to GGH Eye Department and when they have had the relevant medication within the department there has been no issue.”

“It can take a long time to acquire them, usually have to go back to collect them next day, also the biggest problem I have is the change of manufacture of the medication, after 1 year to a generic type”

“Paper prescription has to be handed in to my pharmacy, it would be better if electronic prescription could be sent by hospital directly to nominated pharmacy”

“Have to locate dispensary and then wait can be a distance between clinic and dispensary”

“very pleasant and helpful pharmacists”

Patient Insights and Quotes

Hospital Discharge



“Nurse talked him through all the meds. Written protocol given on discharge. Pharmacist visited before discharge.”

“Discharged during Doctors round early morning but prescription didn’t arrive till 5 pm by which time I was told I had to vacate the bed as it was required for a new patient.”

“Why not give me the prescription and I could collect from my pharmacy on the way home”

“Why can’t hospital give you a prescription for at least 7/10 days to give GP time to get your discharge information?”

Community Services (for example a district nurse)



“I received a text message from pharmacy saying my medication was ready. Not having to chase it up myself was good.”

“There needs to be more joined up thinking and collaboration between Families, Health Staff & Pharmacies.

“Dosette boxes are good but not flexible enough if medicines changed which requires someone to sort out tablets until integrated into the box or ask to be removed. Community pharmacists visit house call to assist very elderly with this is vital”

“Reassuring for the patient and direct contact with nurse if any problems or concerns.”

Patient Insights and Quotes

Out of Hours Services



“Main issue is with location of 24hr Pharmacies. This could be a significant issue if you don't have access to transport or are a non driver. I think that is when access to medication via your local Hospital would be invaluable especially if person requires antibiotics.”

“I was able to receive some medication from Out Of Hours directly in the past as all the pharmacies were closed”

“Hospital Dr emailed my prescription direct to a local pharmacist & it had already been dispensed when I arrived to collect it.”

“My mother who I care for was left without pain medication for a whole weekend because of a mix up between GP & pharmacy over posting prescription. The whole episode was extremely upsetting for her.”

Other Services



“Dental prescription was very efficiently done by phone request during the pandemic.”

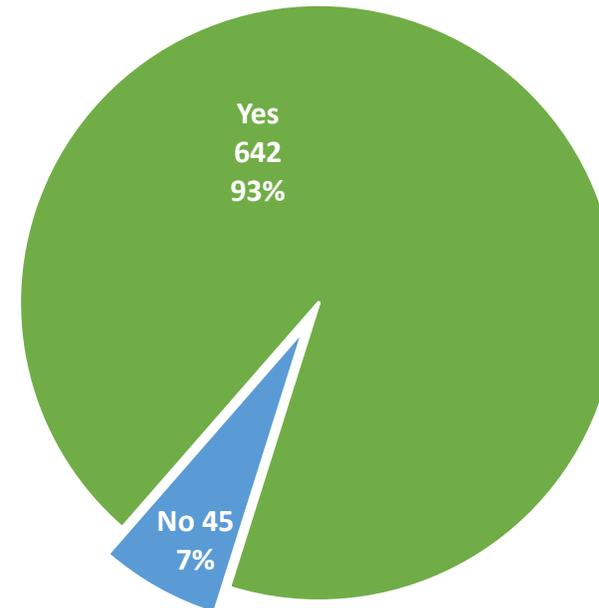
The feedback shared here is not exhaustive and we want to reassure anyone reading this report that all 708 responses to the survey have been considered by the eMedicines team and will be used to shape their work developing improved pathways

Long Term Prescriptions

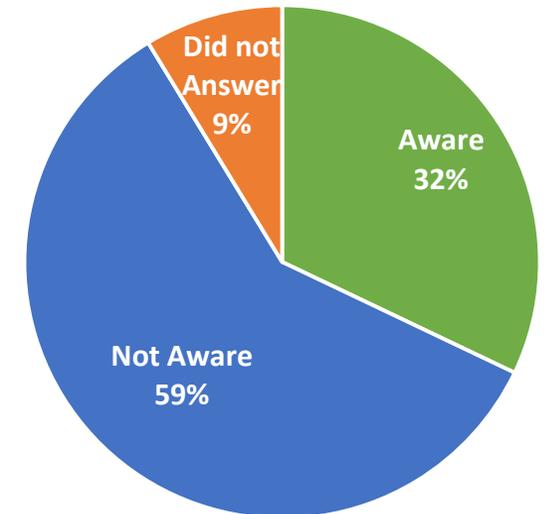
We also looked to capture where and how people accessed repeat prescription services

Location of Repeat Prescription Order	Total
Use the re-order slip and give to GP Practice	37
Phone the GP Practice	282
Use online services i.e Mobile App	243
The community pharmacy order on my behalf	173
Carer / Family member orders my medication	12

We asked people if they made use of repeat or long term prescription services?



As a follow up question, we asked about their awareness of Serial Prescribing



20

Interviews with people
from across NHSGGC

People talked about their experiences in further detail, allowing the project team to dig deeper into what would improve their experience of prescribing and receiving medicines

Patients taking part in these interviews also told us more about the staff interactions they valued most. Pharmacy staff, both community and acute and GP staff received the most mention

When talking about the use of more digital technology the majority of those interviewed were interested in seeing greater use of new tools. They cited Patient Access as one that they already made use of that was helpful

Conclusion and Next Steps

The engagement undertaken has provided us with valuable insight into how people interact with a number of prescribing pathways. Helping provide us with insight into areas where things are working well for patients, and importantly areas where they would like to see improvements.

What we have heard has been shared with the eMedicines Programme Board and will inform the improvement of Medicines and Prescribing pathways.

Further engagement and involvement will be carried out as pathways are developed with a focus on more in-depth conversations to coproduce those parts of pathways that impact patient experiences with services.



If you would like to learn more, or would like to get involved in the work of this team in the future please get in touch via: (forwarded to pharmacy email)