

YOUR PRACTICE, YOUR VOICE

SURVEY : REPEAT PRESCRIBING

Thank you to everyone who took part in our recent repeat prescription survey. We received almost 1,000 responses, which provided valuable insight into what is working well and where we can continue to improve.

OVERALL PRACTICE RATING  **4.5 / 5**

WHAT WE LEARNED

The survey showed that patients using the **NHS App or NHS Website** reported the highest levels of satisfaction and the fewest problems when ordering repeat medication. Patients using the NHS App also reported:

- Faster and smoother prescription requests
- Fewer delays or issues
- Greater overall satisfaction with the process

As a result, we would strongly encourage patients to use the NHS App wherever possible for repeat prescription requests.

NEED HELP GETTING STARTED?

We understand that not everyone feels confident using the NHS App or NHS website just yet. To support you, we're offering one-to-one sessions at the surgery to help you get set up and feel comfortable using these services. If you'd like our help, simply reply contact the reception team and register your interest.

AREAS WE ARE CONTINUING TO IMPROVE

While the overall feedback was very positive, the survey also highlighted areas where patients experienced delays, communication difficulties, or uncertainty regarding medication requests.

We are reviewing this feedback carefully as part of our ongoing work to improve:

- Prescription turnaround consistency
- Communication around medication queries
- Ease of access for patients needing support

Thank you again to everyone who took the time to provide feedback and help shape improvements to our service.

JOIN OUR VIRTUAL PATIENT PARTICIPATION GROUP

Help shape the future of the practice by joining our Virtual Patient Participation Group (PPG). Our virtual group allows patients to provide feedback through occasional surveys and questionnaires, helping us better understand what matters most to our patients and where improvements can be made. Benefits of joining include:

- Your survey responses can be linked back to you, allowing us to follow up directly where appropriate or where further support may help
- Opportunities to provide greater insight on specific areas of the practice
- Helping influence future service improvements and patient experience
- Entry into a prize draw for a £25 voucher every time you complete a survey

Participation is completely voluntary, and most involvement can be done quickly and easily online. If you would like to join, click on 'About Us' and then 'Patient Participation Group' on our website.

Thanks

The Team at Dapdune House Surgery