

General Pharmacy Service Contractor Satisfaction Results 2010

Summary

The overall outcome of the Practitioner Services Pharmacy 2010 contractor survey report details the continued increase in excellent/good scores for the services we provide to you. The report also provides information about what actions we take on your comments, suggestions and requests, either through the survey or directly to us.

Response rate

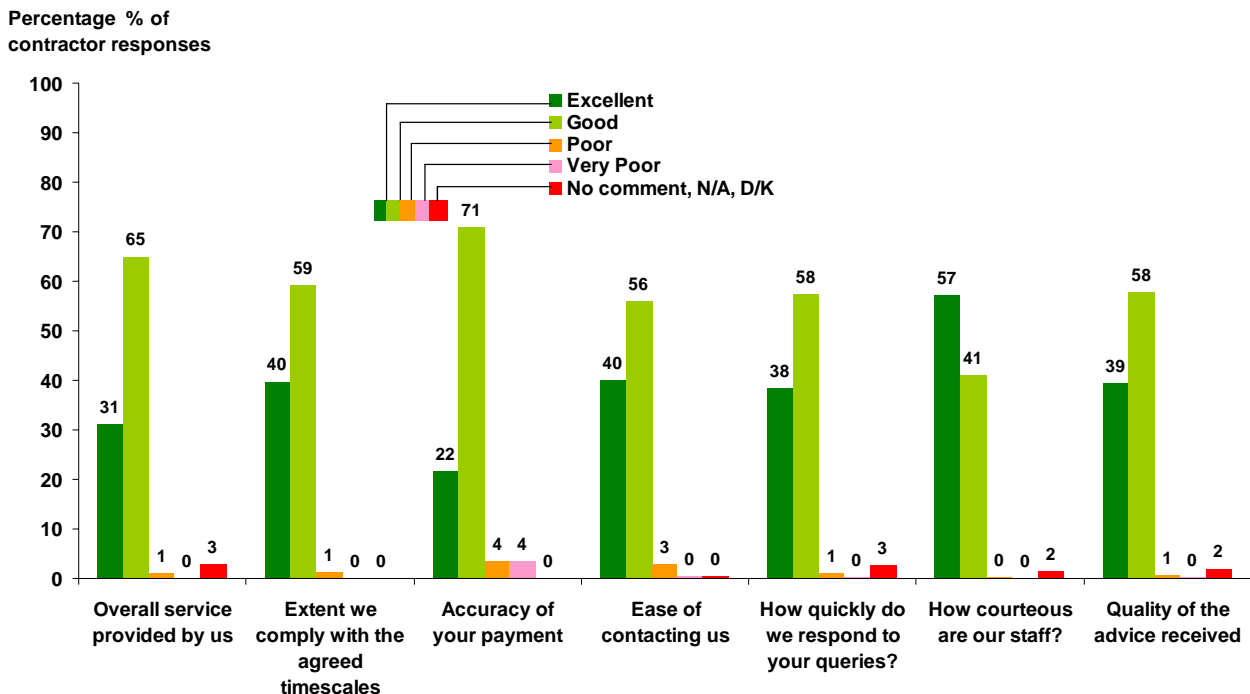
Practitioner Services (Pharmacy) conducted a contractor survey with all pharmacy contractors in Scotland in 2010. We sent 1246 surveys and we received 451 contractor responses (36%).

Survey results

In our Contractor Satisfaction Results for 2009 report we informed you we were comparing our results with other public sector organisations and to do this only the excellent/good scores are necessary. We further advised that it is our aim to enhance contractor perception and achieve an increase in good/excellent scores and a corresponding decrease in all other scores. For this year's survey as an initial step to help us achieve this we decided to remove the satisfactory option, encouraging the contractor to chose another option. We are very pleased to report that the majority of contractors who previously selected the satisfactory score chose good/excellent scores this year as you will observe in the results displayed below. (See Figures 1 & 2).

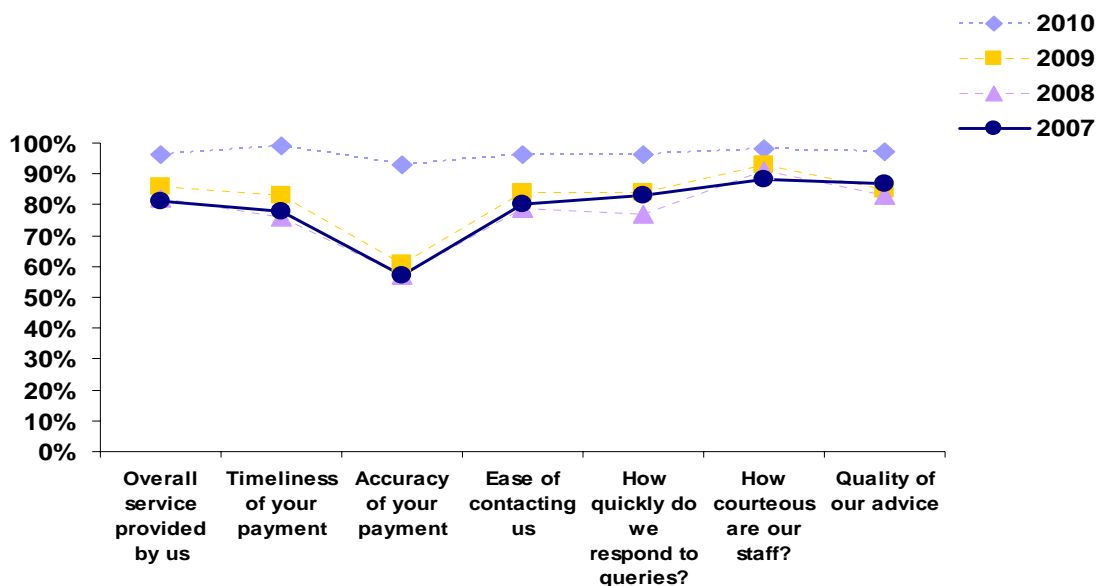
A number of contractors were unable to provide responses for questions two and three as they are branch contractors and their head office receives the payment. The denominator was adjusted for questions 2 & 3 to take account of contractors unable to respond. Totals have been rounded to the nearest whole number.

Figure 1: Analysis of the responses to the 2010 pharmacy contractor survey



Displayed in Figure 2 is our trend analysis for the last four years, recording only the excellent and good scores.

Figure 2: Pharmacy contractor satisfaction survey trend analysis



As presented it is apparent the difference removing the satisfactory score has in the increase in good/excellent scores for this year.

In particular:

- the accuracy of service increased from 61% to 93%;
- the timeliness of the payment increased from 83% to 99%;
- the ease of contact, increased from 84% to 96%;
- how quickly we respond to your queries has increased from 84% to 96%;
- the overall service, increased from 86% to 96%.

This will greatly help us to improve our service to you by concentrating on the low scores and adverse comments. We also continue to support our commitment to improvement with our accreditation of the International Organisation of Standardisation (ISO) 9001 certification; we have had this accreditation for 13 years together with our more recent achievement of the “Recognised for Excellence” three star award from the European Foundation of Quality Framework (EFQM) excellence award system.

In addition to measuring the success of meeting the contractor’s requirement, we asked contractors to submit comments and suggestions. These are shared with the Practitioner Services (Pharmacy) management team and where possible they are progressed. Follow up letters were sent to all contractors who had provided adverse comments and/or low scores. They were asked to contact the Customer Relations Manager if they required further assistance.

Examples of contractor comments and our responses to them

Contractors who are not satisfied with the ease of contacting us are forwarded a current copy of our contact list. This list details sites, departments, names, telephone numbers, email addresses and our web site address. Contractors are encouraged, wherever possible, to use the extensive Pharmacy information on the web site as an alternative to contacting us by telephone. They are also requested to contact the Customer Relations Manager if they have a current problem or require any further help.

We advise contractors who are not satisfied with the accuracy of payment that it is our long term objective to give contractors full access to their items via an electronic portal. In the future, the portal will provide



visibility of how payments are calculated. The On Line Reporting trial is underway with 6 pharmacy pilot sites involved in the trial. The intention is to make the On Line Reporting portal available to all Community Pharmacies sometime in 2011. This will be dependant on the successful outcome of the trial. In the interim we advise we can provide an electronic copy of all processed items for any dispensed month. If this is a service you would require or if you would like to discuss further then please contact the Customer Relations Manager.

Contractors with suggestions for changes/comments outside of our control (e.g. drug tariff changes, order of CPUS stationary, notification of material change of circumstance resulting in a reduction in payment) are notified that their suggestion/comments will be forwarded to the appropriate organisation for their consideration.

Contractors querying payments e.g. flu vaccinations, are advised that if the scripts are not endorsed with the price paid, the tariff price would be paid, in one case a contractor who had not endorsed was advised to contact the Health Board requesting the Health Board to notify us with an authorised adjustment to process.

Contractors concerned with the lack of phone calls clarifying prescriptions e.g. endorsements, are advised that with the introduction of dm+d codes printed on prescription forms by Prescriber systems and the introduction of ePharmacy messaging from Prescribers and Dispensers, we are able to pre-populate item data when presenting item data to keying staff; thereby improving item data capture and reducing the need to contact contractors. We will only phone if we are unable to find any record of the prescribed/dispensed items, this only happens after searching our PSD Item File, Chemist & Druggist, MIMS, BNF and dm+d reference data. Provided contractors follow the endorsement guidance issued, then again there is no need for us to phone for clarification.

Contractor concerned with what safeguards and checks are in place to ensure correct processing are advised that our processing system has a number of validation checks built in, such as is prescribed item allowed for Prescriber and form type, is dispensed item allowed for contractor type, is dispensed quantity within prescribed tolerance and is dispensed quantity within minimum and maximum limits for the item. Any items failing these checks are presented to an operator with a warning message so that further manual validation is applied. Once a contractor's submission has completed the data capture process, further validation checks are applied; where all items with a value of over £150, items with a value of less than £0.02, all manually priced items, all Out of Pocket claims, all Rejected Items, all Pay & Report Items, all unusually high dispensing fee items and all items with unexpectedly high instalment claims are subjected to a manual verification by a second staff member. Further random sampling checking is also performed on items selected at random by the processing system; this further manual verification is performed by a third staff member. Any issues found during each verification stage are corrected and feedback is given to the operator originating the error to prevent future re-occurrence.

With the introduction of ePharmacy Automation, the first validation process will be automated and items passing the validation will bypass the manual data capture stage, only failing items will be presented for manual processing. The second and third level will still be applied, but feedback of errors for automated items will be passed to our e-Pharmacy Helpdesk who may contact PMR Suppliers or contractors directly to advise of any error trends.

Contractors concerned with the lack of annual payment check are advised that in addition to the checks that we undertake, the Community Pharmacy Scotland (CPS) perform an independent check of contractor's submissions throughout the year and if our accuracy is not 99.98% accurate based on payments and the sample of contractors show an underpayment greater than 0.02% then the difference (underpayment % minus 0.02%) is applied to all contractors. This penalty has only been applied twice in the last 5 years, illustrating that Practitioner Services Pharmacy operate in a high volume but highly accurate environment. The CPS request the selection randomly but if you felt it was necessary you could contact CPS direct and request a check to be carried out.

Contractors may request training or information sessions from us. These sessions can include endorsing, sorting, question and answer sessions or tackling common problems and so on. Contractors are invited to the site of their choice for a whole or half day session to go over their choice of topics.



In 2010, in addition to the standard 7 questions, we also wanted to measure:

The effectiveness of how queries were resolved.

96% of contractors scored excellent/good for the effectiveness of how queries are dealt with, this has increased from last year's score of 85%.

The handling of complaints and their outcomes.

Of the 4% of contractors who told us they had a complaint, they scored how the complaint was dealt with as good/excellent. We noted that there were no formal complaints received in 2010. To register a formal complaint a contractor should follow the NSS complaint procedure. A link to this is available on our web site:

<http://www.psd.scot.nhs.uk/about/contractor-care.html> (listed under NSS web site).

The effectiveness of the contractor care policy.

44% of contractors scored excellent/good for the effectiveness of the contractor care policy, 1% scored poor and 55% were unaware of the policy. Our contractor care policy can be accessed at <http://www.psd.scot.nhs.uk/about/contractor-care.html>. Follow up letters and a telephone call was made to the contractor who scored poor requesting additional information, but no response was received.

The effectiveness of our website

41% of contractors scored excellent/good for our website, 3% scored poor/very poor and 56% were unaware of our website.

Contractors who are not satisfied with our web site are offered help with navigating the site if they need it. To date contractors have not taken up this offer. In order to aid our development and improve our website a telephone exercise was undertaken this year directed to contractors who had provided low scores and/or adverse comments to gather additional information. It was apparent from the results of this exercise that it was not our website that contractors had an issue with.

The Practitioner Service's website can be accessed on <http://www.psd.scot.nhs.uk/pharmacists/index.html> where comprehensive information on prescription processing, patient registration, stoma providers, pre payment certification, dispensing doctor information, e-pharmacy, contacts, oxygen, controlled drugs, endorsements are just some of the help and guidance it contains.

We would value any suggestion/comments you may have regarding our website that might improve the service, you can contact us direct or by providing additional information in the 2011 survey.

Additional Questions

At the request of the e-pharmacy team we amended the two e-pharmacy questions mid year as they wanted to measure the success of their newsletter, so we have sample results for all four questions. A large percentage of contractors told us they had not used the e-pharmacy helpdesk; and so they did not score the service. Of the remaining contractors their scores were as follows:

Questions and Responses

The quality of advice received from the e-pharmacy contractor helpdesk?

Sampled 612 contractors received a 25% contractor response rate, of which 98% scored excellent/good for the quality of advice.

Did the e-pharmacy helpdesk advisor answer your enquiry effectively?

Sampled 612 contractors received a 25% contractor response rate of which 97% scored excellent/good for the effectiveness of the advice provided.

Do you receive and read a paper copy of ePharmacy news or do you access the newsletter/articles from the Community Pharmacy Website?

Sampled 634 contractors, received a 35% response of which 90% responded Yes and 10% No, of the 90% responding yes, 61.5% read a paper copy, 23.5% read it online and 5% do both.



Do you find the ePharmacy news useful?

Sampled 634 contractors received a 35% response of which 83% said Yes it was useful, 4% responded No and 13% selected the not applicable/don't know box.

Contractors with low scores/adverse comments regarding the e-pharmacy questions were followed up and in most cases there were no outstanding helpdesk calls for these contractors, they had all been resolved, as a result follow up letters were sent asking for more information and in one case it was identified the issue was out with our control but we advised that we had on each occasion contacted the GP facilitator to investigate and we will continue to do so if this continues to happen.

The e-pharmacy helpdesk would appreciate any suggestions for improving the service/newsletter, please email them on nss.psdhelp@nhs.net as they want to make the service/ newsletter as useful as possible for you.

As well as providing comments and suggestions, selections of compliments from contractors are detailed below:

- *Only really dealt with ePharmacy helpdesk in last year. They provide a very efficient service, phones answered quickly and courteously. Any queries we have are always dealt with in a very satisfactory manner.*
- *The e-Pharmacy helpdesk were fab last summer when we lost total contact with Edinburgh. If only our own company IT had been as good we would not have struggled for months.*
- *For such a huge organisation PSD provides an excellent speedy and courteous service. Thank you to all of you.*
- *Any queries have been dealt with effectively and promptly.*
- *Anytime I phone with queries re disallowed items etc they are always very helpful and quick with response. Always very helpful and efficient with epharmacy eMAS registration info.*
- *E-Pharmacy helpdesk are excellent.*
- *Very impressed with the PSD service. Much improved in the last couple of years. Excellent service this year so far.*
- *Always find staff helpful and courteous.*
- *I have always found service to be the best I don't think you need to improve any parts of this.*

What you can do to help us improve our services

If you give a low score to our survey or if you have an issue, it will help us improve our service if you can complete as much information as you can in the survey comments and suggestions boxes.

In addition, if throughout the year if you have an issue contact the Customer Liaison Manager at the time, as it is often too late to investigate thoroughly at a later date and consequently put in place satisfactory corrective and preventative action.

For the past 5 years we have kept the majority of questions in the survey as consistent as we can to make comparisons over time and benchmark with our other divisions, and other organisations both in the NHS and outside. We have two questions which currently ask about the e-pharmacy helpdesk service/newsletter. If there are other services that we provide for you and you would like to see the outcome of these please send your comments for our consideration to NSS.psd-pharmacy-quality@nhs.net as we want to make this report as informative for you as possible.

Once again, many thanks to you all for taking the time to complete the questionnaire and we look forward to your continued support in 2011.



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यह प्रकाशन विभिन्न भाषाओं, बड़े अक्षरों, ब्रेल लिपि (सिर्फ अंग्रेजी) में उपलब्ध कराया जा सकता है। आपके समुदाय की भाषा में इसे प्रकाशन के अनुवाद के बारे में जानकारी के लिए कृपया नीचे दिए हुए नम्बर पर टेलीफोन करें।

Cuirear am foillseachadh seo ri fhaighinn ann an grunn chànan, clò-bhualadh mòr is Braille (Beurla a-mhàin). Cuir fòn dhan àireamh a leanas airson fiosrachaidh mar a gheibhear eadar-theangachadh an fhoillseachaidh seo nad chànan coimhearsnachd:

এই প্রকাশনাটি বিভিন্ন ভাষায়, বড় ছাপার অক্ষর এবং ব্রেইলী-ত (শুধুমাত্র ইং-রাজী-ত) সরবরাহ করা যে-ত পা-রা। এই প্রকাশনাটি আপনার মাতৃভাষায় অনুবাদ সম্পর্কিত তথ্যের প্র-সার্জ-ন অনুগ্রহপূর্বক নিম্নলিখিত নাখা-র টেলি-ফোন করুন :

ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਵੱਖ ਵੱਖ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਛਪੇ, ਬ੍ਰੇਲ (ਸਿਰਫ ਅੰਗਰੇਜ਼ੀ ਵਿਚ) ਉਪਲਬਧ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਇਸ ਪ੍ਰਕਾਸ਼ਨ ਦੇ ਆਪਣੇ ਭਾਈਚਾਰੇ ਦੀ ਭਾਸ਼ਾ ਵਿਚ ਅਨੁਵਾਦ ਲਈ ਜਾਣਕਾਰੀ ਲਈ ਵਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ।

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