

General Pharmacy Service Contractor Satisfaction Results 2009

Summary

The overall outcome of the Practitioner Services Pharmacy 2009 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.

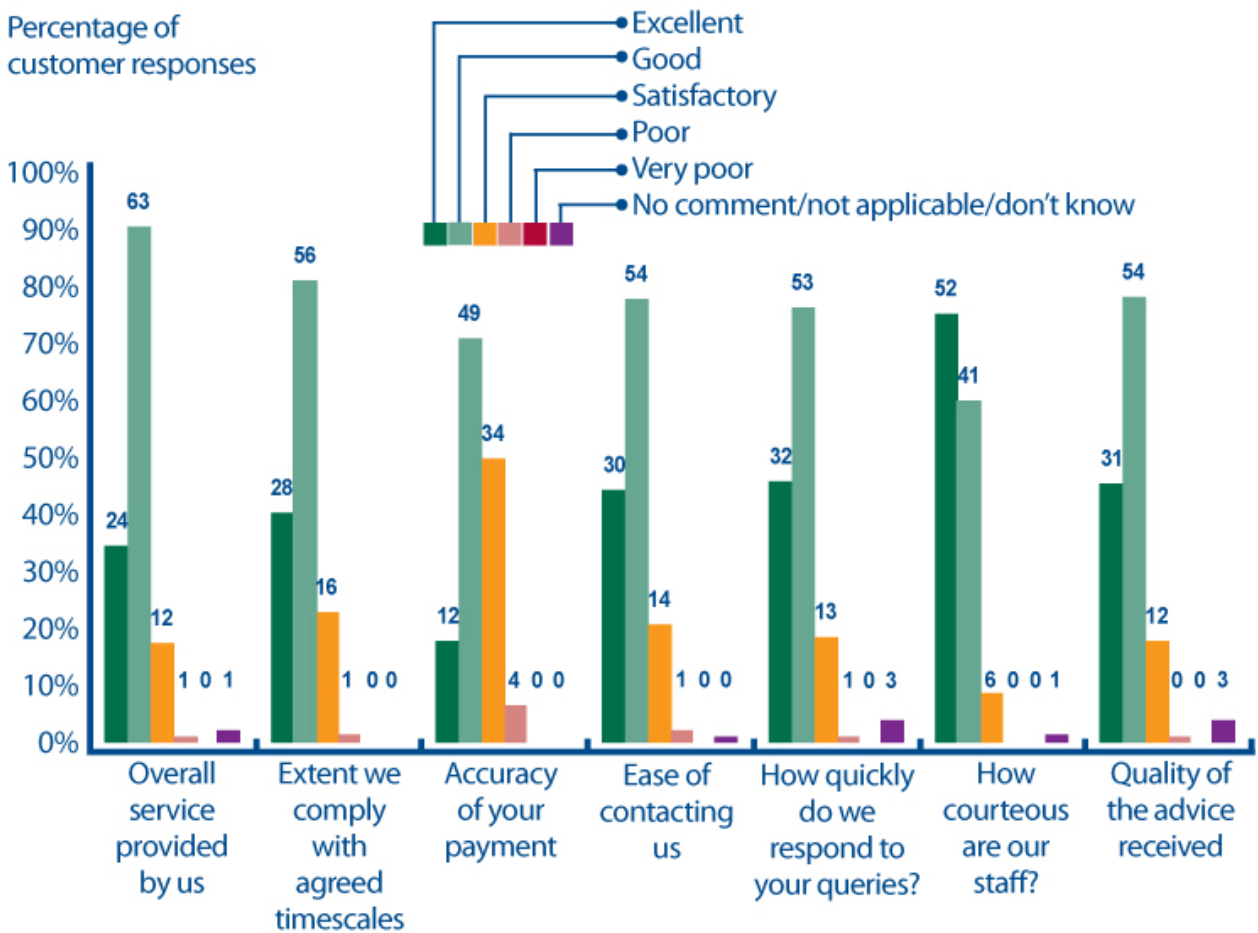
Response rate

Practitioner Services (Pharmacy) conducted a contractor survey with all pharmacy contractors in Scotland in 2009. We sent 1239 surveys and we received 507 contractor responses (41%).

Survey results

The survey results are displayed below (see Figure 1). 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.

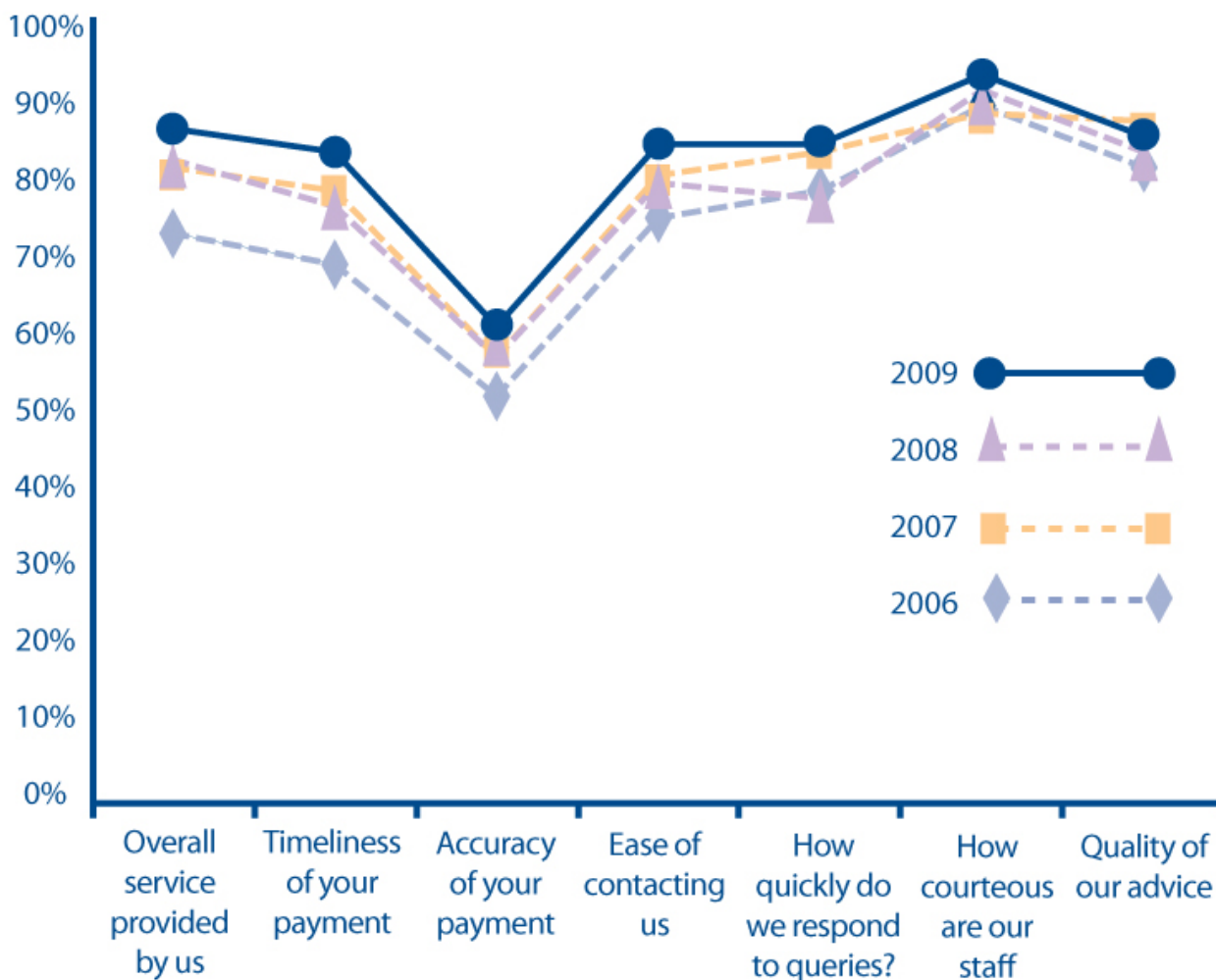
Figure 1: Analysis of the responses to the 2009 pharmacy contractor survey



It is our aim to enhance contractor perception and achieve an increase in good/excellent scores and a corresponding decrease in all other scores. We support our commitment to improvement by attaining the International Organisation of Standardisation (ISO) 9001 accreditation; we have had this accreditation for 12 years together with the European Foundation of Quality Framework (EFQM) excellence award system. We have recently been successful in achieving the next step in our EFQM progress which is "Recognised for Excellence" three star award. We intend to progress to the 5 star award of the recognition scheme.

To further improve our services, we have implemented performance targets to benchmark our scores against other public sector organisations that are perceived as being excellent. In order for us to do this we need to consistently compare our scores with other organisations. Currently most organisations do this by comparing the total of their excellent and good scores only. 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
Results for contractors scoring us excellent or good



We are reassured that throughout the survey the majority of the questions have increased scores from 2006 to 2009, so more of our contractors are scoring us as excellent or good.

In particular:

- the overall service, increased from 73% to 86%;
- the ease of contact, increased from 75% to 84%;
- the courteousness of staff, increased from 89% to 93%;
- the timeliness of the payment increased from 69% to 83%;
- how quickly we respond to your queries has increased from 78% to 84%.

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 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. 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 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.

Contractors who are not satisfied with our web site are offered help with navigating the site if they need it.

Contractors with suggestions for changes outside of our control (for example drug tariff changes) are told that their suggestion will be forwarded to the appropriate organisation for their consideration.

Contractors with suggestions for processes already in place outside Practitioner Services are advised of this (for example the Board approval process for advance payment for controlled drugs).

Contractors who request additional courier bags are given them. We provide them with a direct telephone number to contact should they need more.

Contractors not satisfied with the time frame for their N3 connection, which is carried out by another provider, are advised that we have resurrected our weekly meeting with the provider to monitor the time taken for completion. This is aimed at preventing further issues to our contractors.

In 2009, in addition to the standard 7 questions, we also wanted to measure:

The effectiveness of how queries were resolved.

85% of contractors scored excellent/good for the effectiveness of how queries are dealt with, this has increased from last year's score of 79%.

The handling of complaints and their outcomes.

Of the 5% of contractors who told us they had a complaint, only 1% was less than satisfied with the outcome. We noted that there were no formal complaints received in 2009. 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 quality of advice received from the e-pharmacy contractor helpdesk, and

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

A large percentage of contractors told us they had not used the e-pharmacy helpdesk; and so they did not score the service. The remaining contractors who had used it scored as follows:

75% scored excellent/good for the quality of advice, and
75% scored excellent/good for the effectiveness of the advice provided.

The effectiveness of the contractor care policy.

42% of contractors scored excellent/good for the effectiveness of the contractor care policy, 12% satisfactory and 45% were unaware of the policy. Our contractor care policy can be accessed at <http://www.psd.scot.nhs.uk/about/contractor-care.html>

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.

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

Supervisors are always very helpful.

Staff always phone back when say they will and always very keen to help.

You provide an excellent service and are to be commended! I have scored good rather than excellent for the e-pharmacy questions. This is because I have poor IT skills and I don't always feel I fully understand the answers to my questions. This is not a reflection on the staff. It is me who does not always understand the instructions. Thank you all for such an excellent service!

Return of payment certificates using fax order is excellent.

Very prompt service from the staff when requesting a copy of a prescription submitted for payment.

In any dealings I have had with PPD I have had excellent contractor service. Well done !!!

E-pharmacy helpdesk are beyond efficient and very helpful.

When contacting PS by telephone, staff work very hard in answering any queries.

No problem whatsoever - very efficient service.

What you can do to help us improve our services

We have noticed over the last 5 years of collecting survey information that you have not scored 100% for the timeliness of your payment. This is despite us always meeting the deadline date. We realise that perhaps it is a local payment, a special prescription or perhaps an adjustment to your payment that has resulted in your score. We would appreciate if in future surveys you could provide more specific information. Or if you prefer, you can contact us direct. We can then use your comments to improve on this.

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.

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 added two questions which currently ask about the quality of advice of the e-pharmacy helpdesk and if the e-pharmacy helpdesk answered your query effectively. 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 2010.

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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-র। এই প্রকাশনাটি আপনার মাতৃভাষায় অনুবাদ সম্পর্কিত তথ্য প্র-য়াজ-ন অনুগ্রহপূর্বক নিম্নলিখিত নাম-র টেলি-ফোন করুন :

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

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