

# PSD Customer Survey

## 3 Questions Pilot Results

PSD Pharmacy / ePharmacy

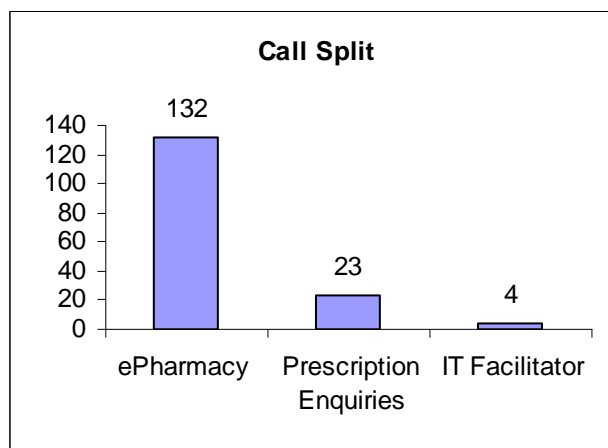
June 2011

# Response Summary

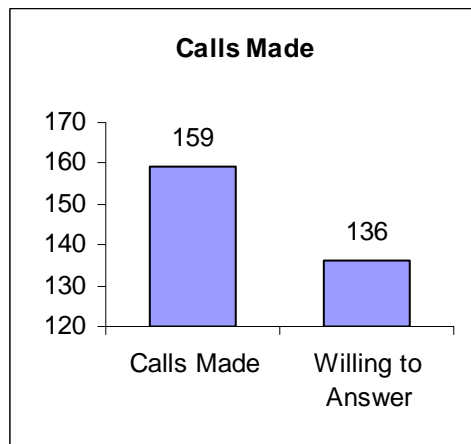
## ePharmacy

PSD Pharmacy have for the last 6 years undertaken an annual customer survey to gauge how well we are providing our services to you. We value all the responses that we receive, the results of these annual surveys can be viewed at our website on <http://www.psd.scot.nhs.uk/professionals/pharmacy/customer-services.html>.

To further augment these results and to identify if there are other areas we can improve our service to you the e-Pharmacy Helpdesk contacted a range of customers through a pilot telephone survey.



A good response was received from customers sampled with 86% agreeing to participate.



Of these participants 99% reported that they were happy and had no complaints with the level of service received from PSD. A selection of customer comments are below:

- ..."Has more confidence in Scottish system as he also owns a store in England and in his opinion he lacks confidence he is being paid correctly."
- Yes. Very happy. Complimented us on our fast response time whenever they have any issues.
- Additionally the new services being provided via the ePharmacy helpdesk were particularly welcomed:

- I find the service the ePharmacy helpdesk provides now they have the Service Management Consul , it really adds value and is much more efficient.

**Dissatisfied:**

Of the customers telephoned only 1% were not satisfied with the service provided. The issues raised were:

- Would like clarification of payments received.
- Persistent problem regarding error 3160 from GP10 scripts by local surgery. Problem has been ongoing for months and not resolved, even though the practitioner has been told it is being escalated for resolution.

Both issues along with other suggestions that customers made to improve the service received from PSD can be found in the Pharmacy Action Plan which is available on the website. The plan includes the activities / actions that are either currently being progressed and /or the proposals to progress, if applicable the issues raised.