

General Pharmacy Service Contractor Satisfaction Results 2011

Summary

The outcome of the Practitioner Services pharmacy 2011 contractor survey report details your scores for services we provide to you. The purpose of the survey is to evaluate our performance and to help identify any areas where there may be scope for improvement. The report also provides information about what actions we take on your low scores, comments, suggestions and requests, either through the survey or directly to us.

Response rate

We sent all contractors a survey throughout 2011 which resulted in 1264 surveys and 464 contractors responded. This resulted in a 37% response, an increase from last year's response rate of 36%.

In conjunction with the annual paper survey the e-pharmacy helpdesk carried out a pilot 3 Questions telephone survey this year. We contacted over 160 contractors asking them to provide feedback. Responses were good, with 86% of contractors agreeing to participate. The feedback we received from this survey was collated, reviewed and an action plan produced.

The plan is available to view on our pharmacy website at <http://www.psd.scot.nhs.uk/professionals/pharmacy/customer-services.html>. We are planning to implement a rolling programme of the telephone survey over the next year and you may be contacted soon. The survey will also be available on our website for contractors to complete.

Survey results

In our 2009 contractor satisfaction results report we informed you we were comparing our results with other public sector organisations. 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 with corresponding decreases in all other scores. From our 2010 survey onwards, as an initial step to help us achieve this, we decided to remove the satisfactory option, encouraging the contractor to choose another option. We are very pleased to report that the majority of contractors who previously selected the satisfactory score chose good/excellent scores in both 2010 and 2011. You can observe the results below. (See Figures 1 & 2).

As some of our customers are multiple pharmacy contractors and their branch contractors do not receive payment information these contractors were unable to provide responses for questions two and three. The denominator was adjusted for both these questions 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 2011 pharmacy contractor survey

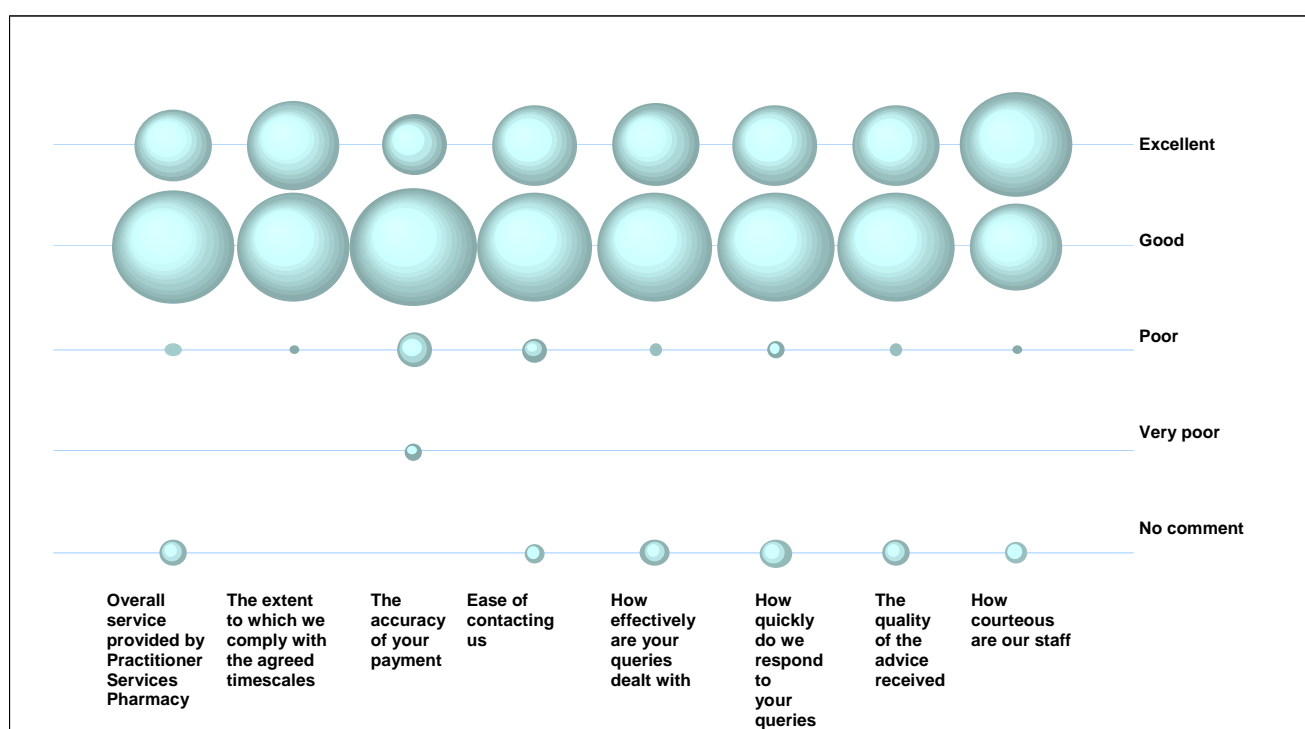
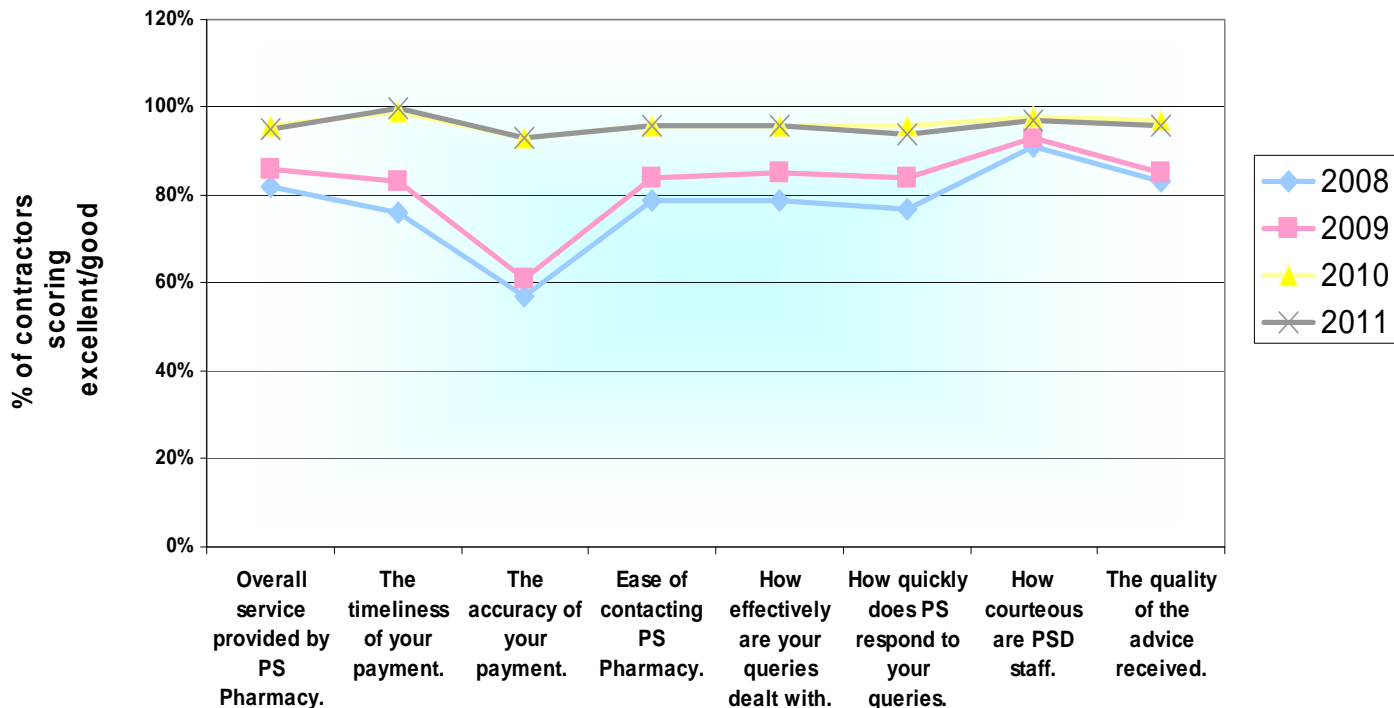


Figure 2: Pharmacy contractor satisfaction survey trend analysis



It is evident from the result in figure 2 that we are sustaining scores in excess of 90% for all services we provide to contractors.

In particular:

- the accuracy of service maintained at 93%;
- the timeliness of the payment increased from 99% to 100%;
- the ease of contact, maintained at 96%;
- the effectiveness of how queries are dealt with maintained at 96%

In addition to measuring the success of meeting the contractor’s requirement, we ask contractors to submit comments and suggestions. These are shared with our 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.

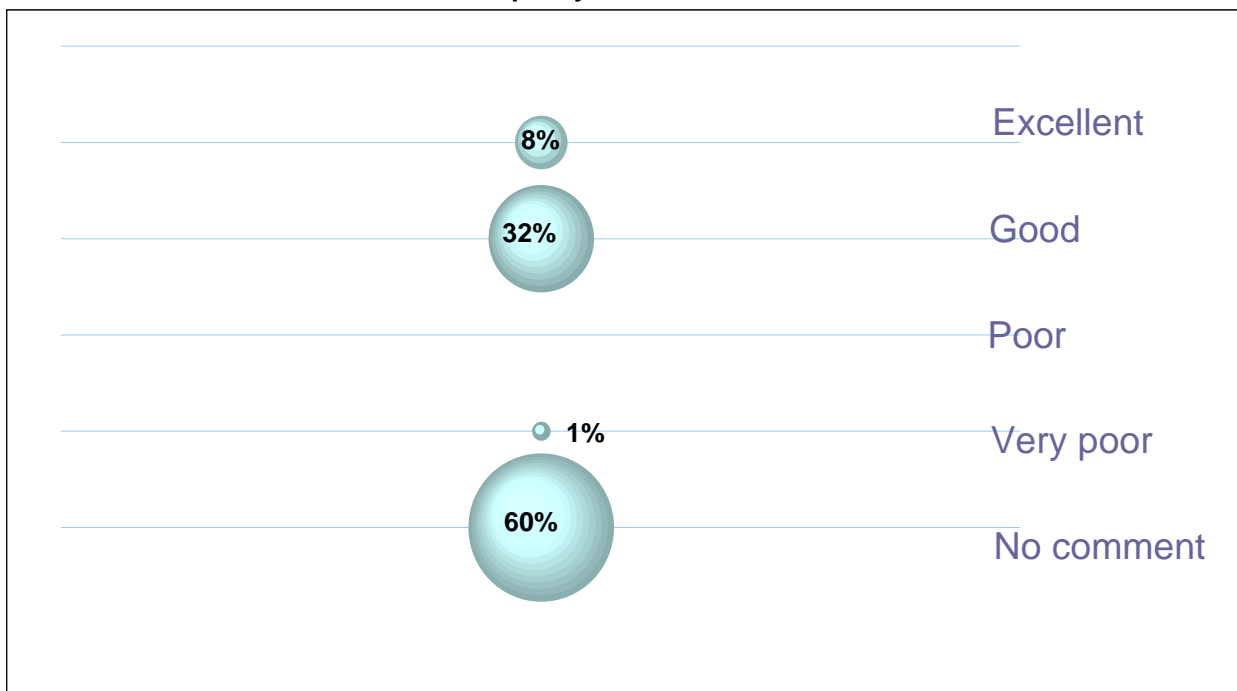
Examples of contractor comments are available below, please click on the comment to view our response in appendix 1.

1. [Contractors who are not satisfied with the ease of contacting us.](#)
2. [Contractors who are not satisfied with the accuracy of payment and are not a branch of a multiple pharmacy.](#)
3. [Contractors who require reassurance around accuracy and the safeguards and checks we have in place to ensure correct processing.](#)
4. [Contractors with concerns regarding the e-pharmacy automation.](#)
5. [Contractors requiring endorsing guidance.](#)
6. [Contractors concerned with the lack of phone calls clarifying prescriptions, for example endorsements.](#)
7. [Contractors who request training or information sessions from us.](#)



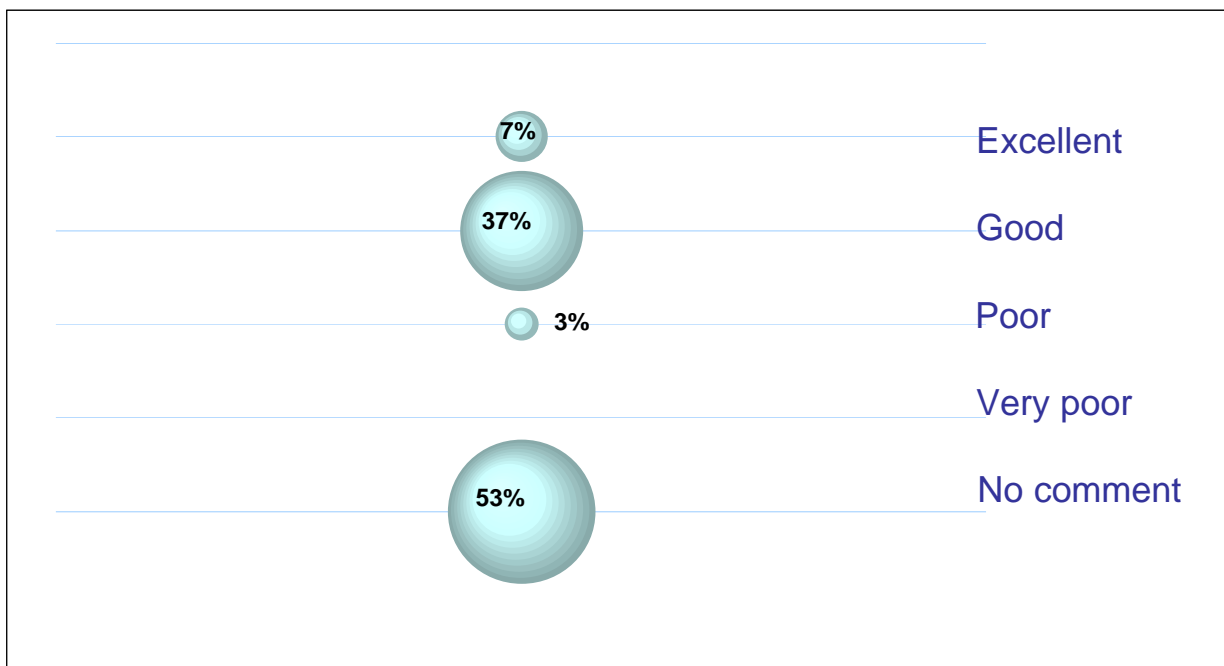
In 2011, in addition to the standard 7 questions, we also wanted to measure:

The effectiveness of the contractor care policy.



Our contractor care policy can be accessed at <http://www.psd.scot.nhs.uk/about/contractor-care.html>.

How satisfied with our website you are.



Contractors who are not satisfied with our website are offered help with navigating the site if they need it. To date contractors have not taken up this offer. Our website can be accessed on <http://www.psd.scot.nhs.uk/pharmacists/index.html> where comprehensive information on prescription processing, patient registration, stoma providers, dispensing doctor information, e-pharmacy, contacts, oxygen, controlled drugs, and endorsements are just some of the help items and guidance it contains.

We would value any suggestion/comments you may have about our website that might improve the service. You can contact us directly or by providing additional information in the 2012 survey.

The handling of complaints and their outcomes.

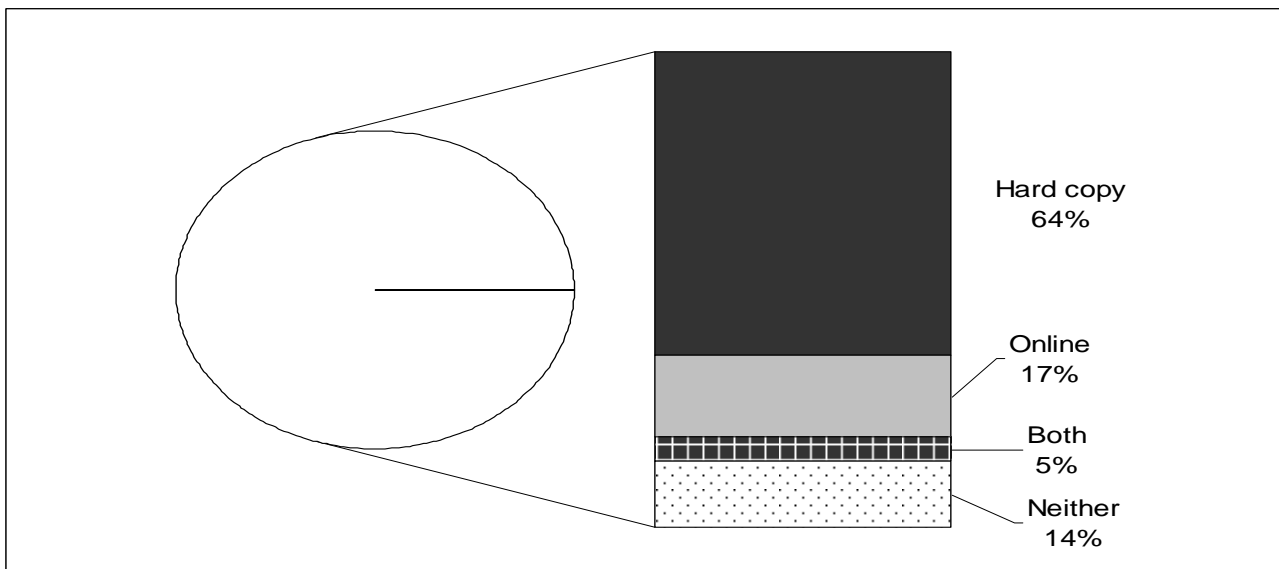
Although 3% of contractors told us they had a complaint, we noted that there were no formal complaints received in 2011. To register a formal complaint a contractor should follow the National Services Scotland (NSS) complaint procedure. A link to this is available on our web site:

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

Additional questions measuring success of e-Pharmacy newsletter

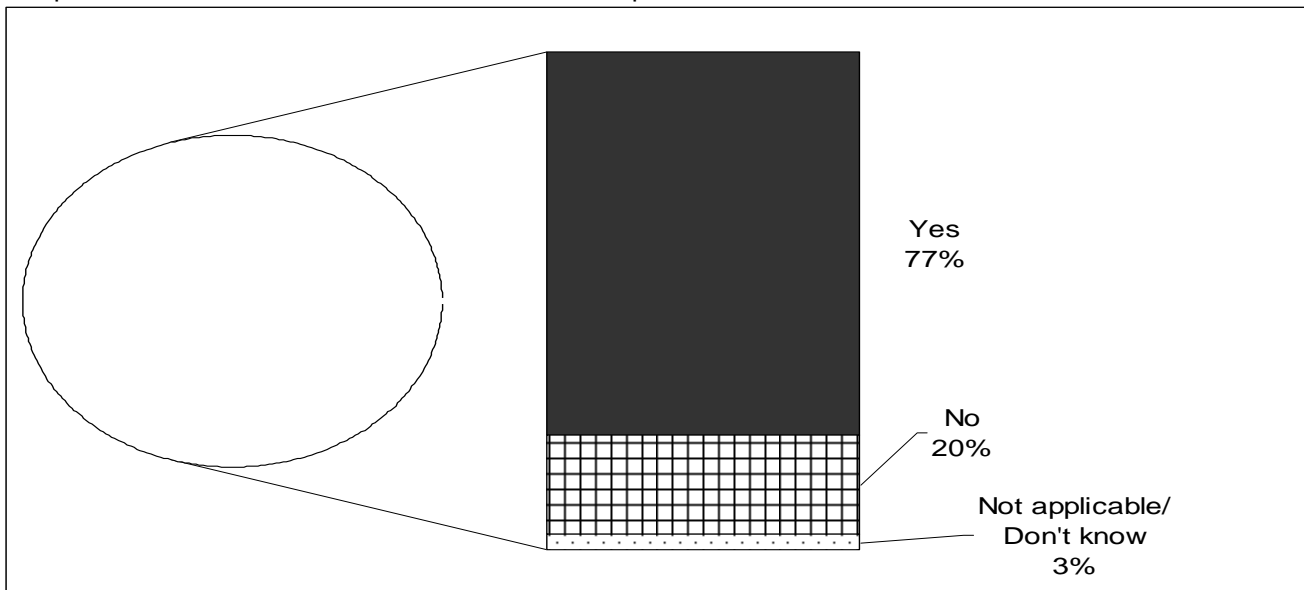
Do you receive and read a paper copy of e-Pharmacy news or do you access the newsletter/articles from the Community Pharmacy website?

Sampled all 1264 contractors, received a 37% response. The head office of multiple contractors who responded no to receiving and reading the e-pharmacy news were contacted by email and provided a further opportunity to respond to our survey questions and given a further chance to provide suggestions for improving.



Do you find the ePharmacy news useful?

Sampled all 1264 contractors and received a 37% response



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.

E-pharmacy automation levels using Community Pharmacy (CP) data are available on the http://www.communitypharmacy.scot.nhs.uk/core_services/epharmacy_results.html site along with the e-Pharmacy national statistics on Acute Medical Services (AMS) electronic claiming and automation levels, Minor Ailment Service (MAS) registration and consultation numbers and Chronic Medical services (CMS) Capitation, Registration and Pharmacy Care Record (PCR) usage data. The web page is updated monthly following completion of the monthly payment process. For AMS it also provides a summary version of the new Quality & Efficiency Payment Report summarising all CP activity. Each CP will receive a copy of this report for their Pharmacy with their Payment Schedule, or they can access this information via online reporting (see appendix 1 (2)).

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

Very satisfied with the service. Thank you.

Very courteous and helpful staff.

Excellent Service.

No matter how trivial the query, they always respond politely and efficiently.

To date Practitioner Services have been very helpful and efficient.

Been to a couple of presentations by PSD business managers which have been of great use and interest e.g. e-pay.

Great Service from any contact we have had. Also queries dealt with in a very professional & friendly manner.

I phoned to check if I had attached an invoice to prescription to make sure I was getting paid right amount. Query was dealt with within 24 hours and I was extremely happy with the service. Thanks.

Keep up the good work.

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. You can do this in the survey comments and suggestions boxes.

In addition, if throughout the year you have an issue, contact the Customer Liaison Manager at the time. 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 6 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 you would like to see the outcome of other services we provide, please send your comments for our consideration to NSS.psd-pharmacy-quality@nhs.net. 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 2012.



Appendix 1 – Responses to contractor comments.

1. 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 website address.

Contractors are encouraged, wherever possible, to use the extensive pharmacy information on the website as an alternative to contacting us by telephone. They are also asked to contact the Customer Relations Manager if they have a current problem or require any further help. [Back](#)

2. Contractors who are not satisfied with the accuracy of payment and are not a branch of a multiple pharmacy are offered the opportunity to access the online reporting portal, which gives them visibility of their items dispensed and payment awarded.

To read more about this service view http://www.communitypharmacy.scot.nhs.uk/core_services/online_reporting.html. To identify if you can access this service contact 0131 275 6600 or nss.psdhelp@nhs.net. The intention is to make the online reporting portal available to all community pharmacies and although only independents can access this currently, we are working on the access availability for the multiple pharmacy groups also. [Back](#)

3. To provide contractors with further reassurance around accuracy and the safeguards and checks we have in place to ensure correct processing, contractors are advised that our processing system has a number of validation checks built in. For instance:

- ✓ Is the prescribed item allowed for prescriber and form type;
- ✓ Is the dispensed item allowed for contractor type;
- ✓ Is dispensed quantity within prescribed tolerance; and
- ✓ Is dispensed quantity within minimum and maximum limits for the item.

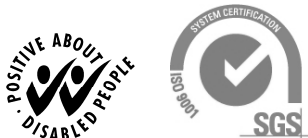
Any items failing these checks are presented to an operator with a warning message so that further manual validation is applied. Once a contractor's submission has completed the data capture process, further validation checks are applied are subjected to a manual verification by a second staff member:

- ✓ 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.

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 re-occurrence. [Back](#)

4. For contractors with concerns about the e-pharmacy automation, we advise the first validation process will be automated. 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 the Patient Medical Record (PMR) system suppliers or contractors directly to advise of any error trends.

Additionally Community Pharmacy Scotland (CPS) perform an independent check of contractor's submissions throughout the year. If our accuracy is not 99.98% accurate based on payments and the sample contractors show an underpayment greater than 0.02%, the difference (underpayment % minus 0.02%) is applied to all contractors. This penalty has only been applied twice in the last 5 years, showing that we operate in a high volume but highly accurate environment.



The CPS may request the selection randomly but if you felt it was necessary you could contact CPS directly and request a check to be carried out for your shop. [Back](#)

5. Contractors requiring endorsing guidance were directed to the website where a copy of the current endorsing guidance is available. [Back](#)

6. Contractors concerned with the lack of phone calls clarifying prescriptions, for example endorsements. With the introduction of the dictionary of medicine & devices (dm+d) codes printed on prescription forms by prescriber systems and the introduction of e-pharmacy messaging from prescribers and dispensers, we are able to pre-populate item data when presenting item data to keying staff. We have improved item data capture and reduced 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, the Chemist & Druggist, the British National Formulary (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. [Back](#)

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

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