

EYE HEALTH CENTRE

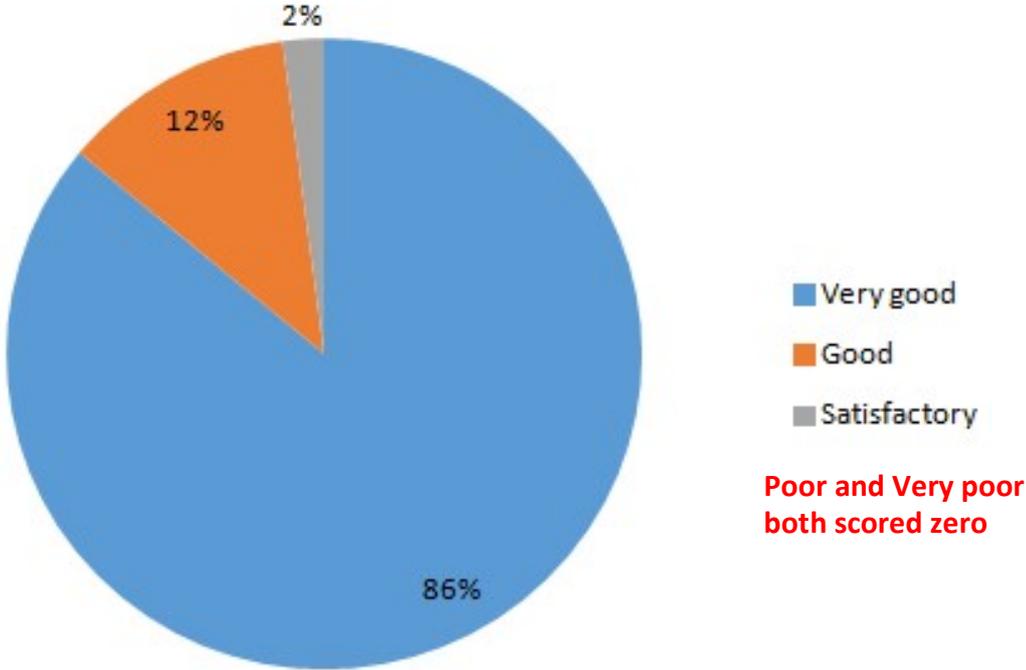
2017 Dispensary survey results

Thank you to everyone who completed a form and handed it into one of the reception points. The results indicate how the dispensing department is perceived to be interacting with patients on a daily basis. The results will initially be circulated to the dispensing department and the medical staff and will be available for public scrutiny within the Health Centre.

This document summarises the results of the recent survey of the Eye Health Centre Dispensing service held between 18th September and 13th October 2017. The survey forms were collected by Reception at the Health Centre, Hoxne Village Shop and the Eye Library.

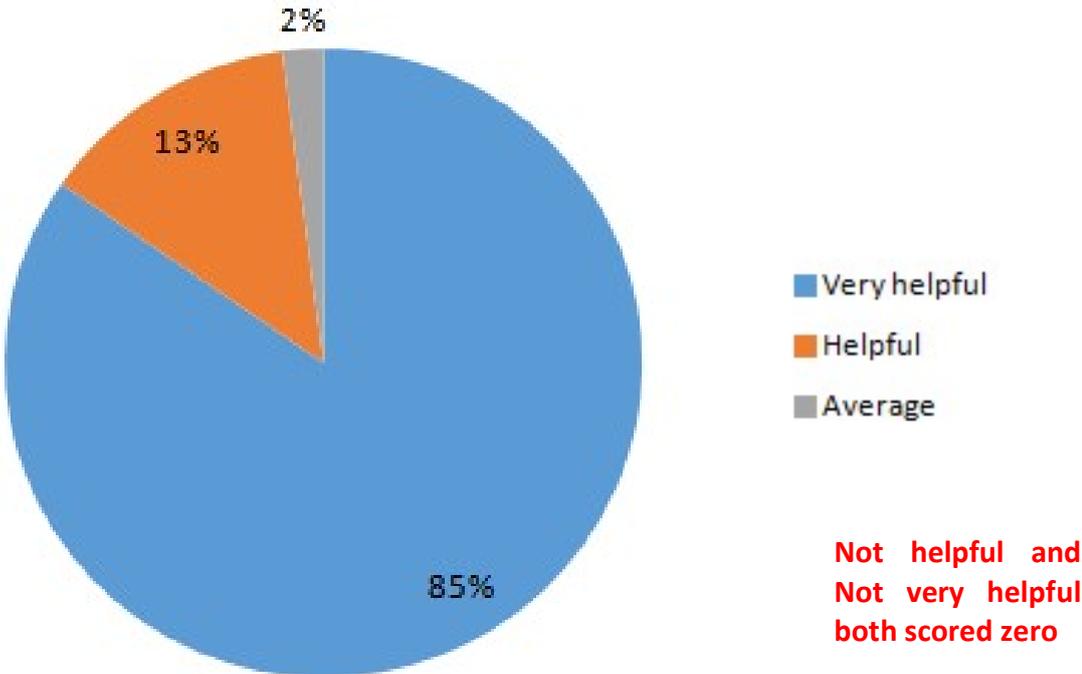
A total of 144 forms were completed, 1 was returned to Eye Library, 10 to Hoxne Village shop 133 to Health Centre Reception.

Question 1 Do you consider that the overall service provided by the dispensing team is



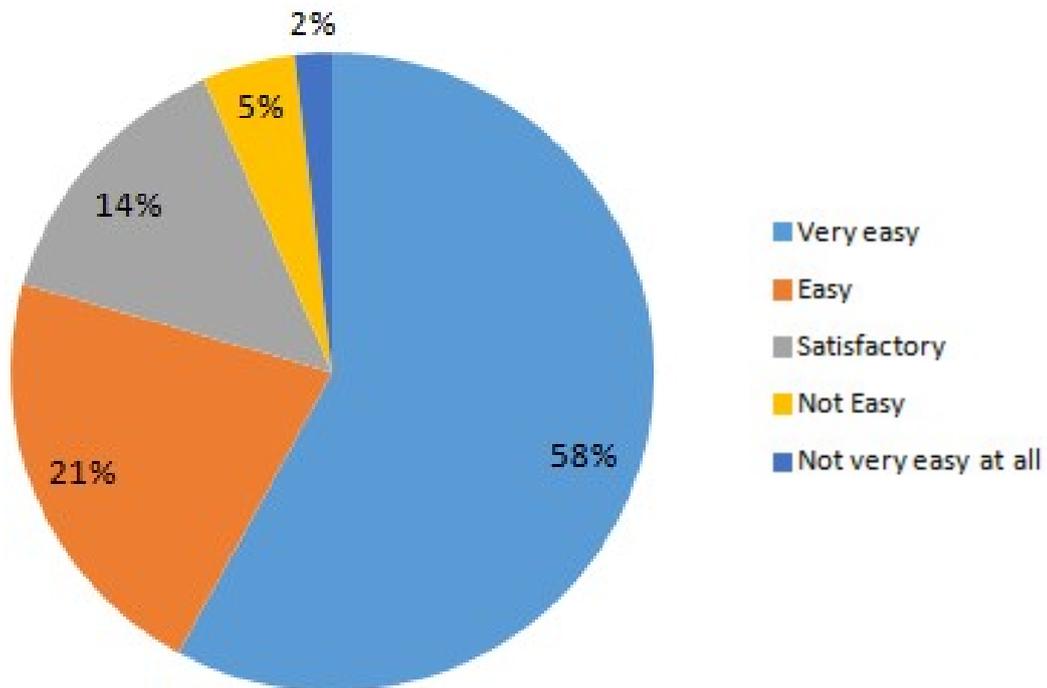
**Total responses
143**

Question 2 How helpful do you find the dispensing staff



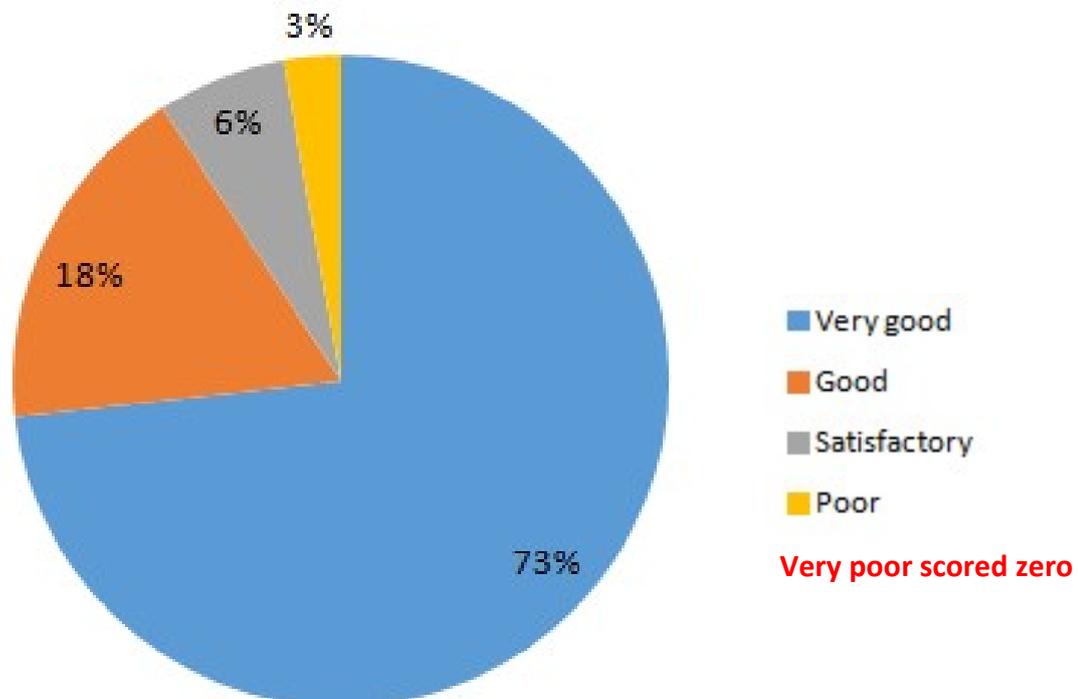
**Total Responses
143**

Question 3 How easy do you find it to talk to a dispenser on the telephone



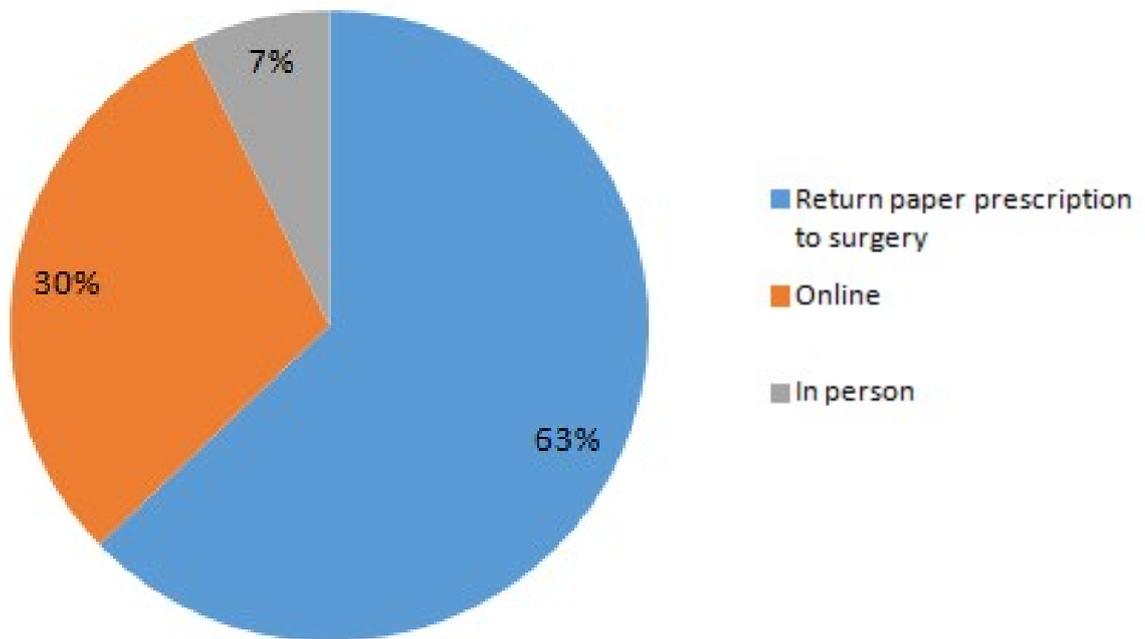
Total responses 107

Question 4 How do you rate the turnaround time for processing repeat drugs (currently within 2 working days)



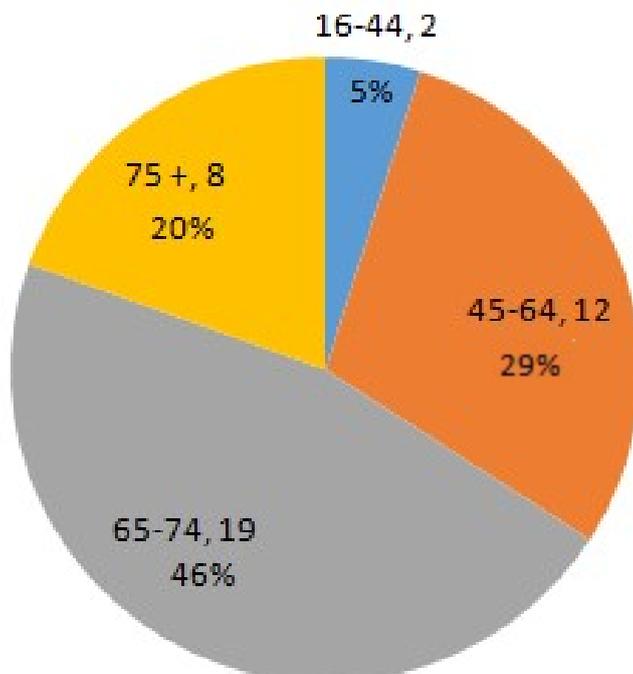
Total responses 142

Question 5 How do you order your repeat prescriptions



Total responses 140

Age spread of Online requestors



Total responses 42

