

Practitioner Services



**General Pharmacy Service
Contractor Satisfaction Results 2015**

Summary

The outcome of the Practitioner and Counter Fraud Services Pharmacy 2015 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 2015 which resulted in 1287 surveys and 455 contractors responded, this resulted in a 35% response.

Survey results

To encourage contractors to chose another option as opposed to the satisfactory one we removed this option from the survey several years ago in order that we can concentrate on areas you are less happy with, we are pleased to report the majority of contractors chose excellent/very good for our service. You can observe the results below. (See Figures 1 & 2).

Some of our customers are multiple pharmacy contractors and as 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 2015 pharmacy contractor survey

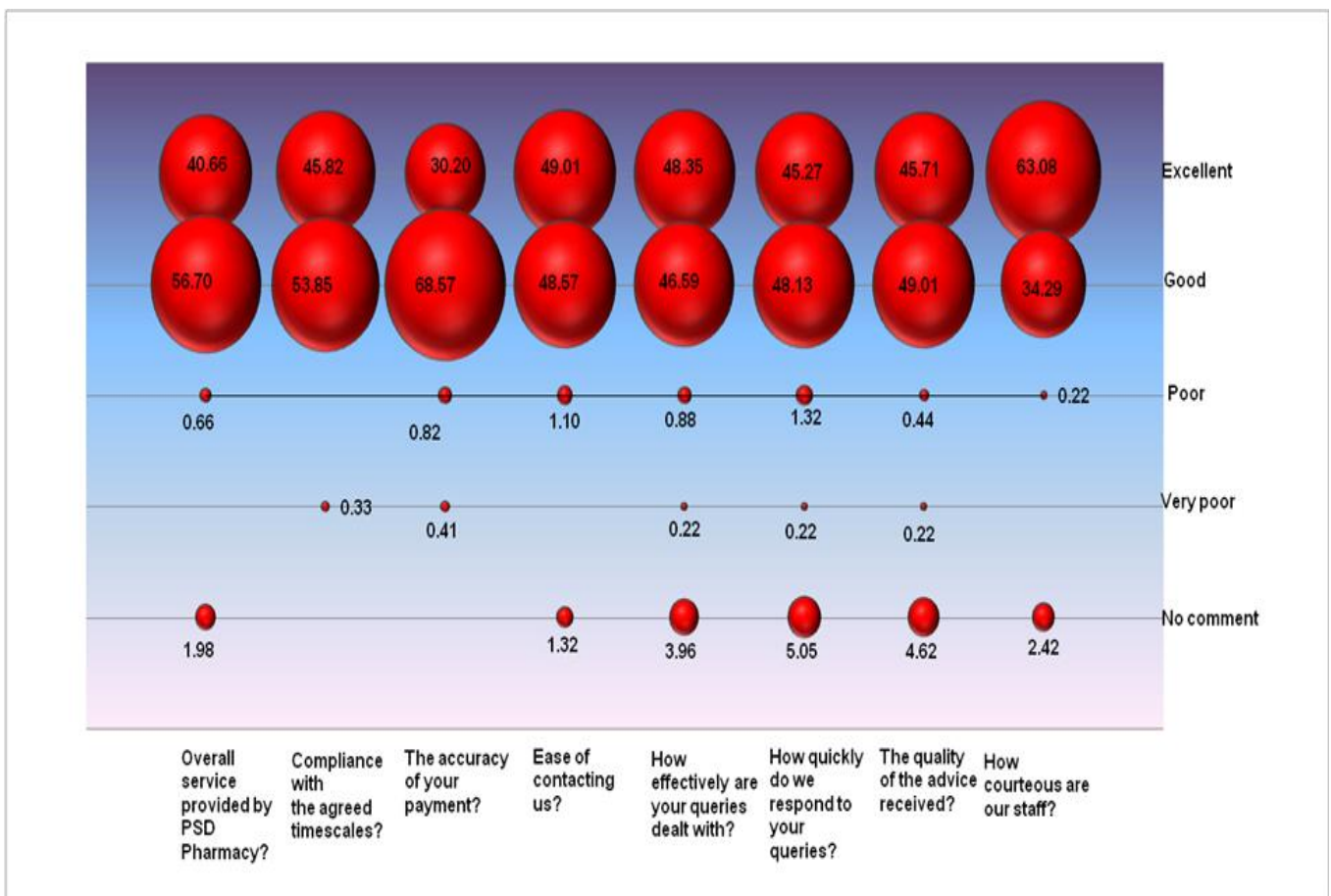
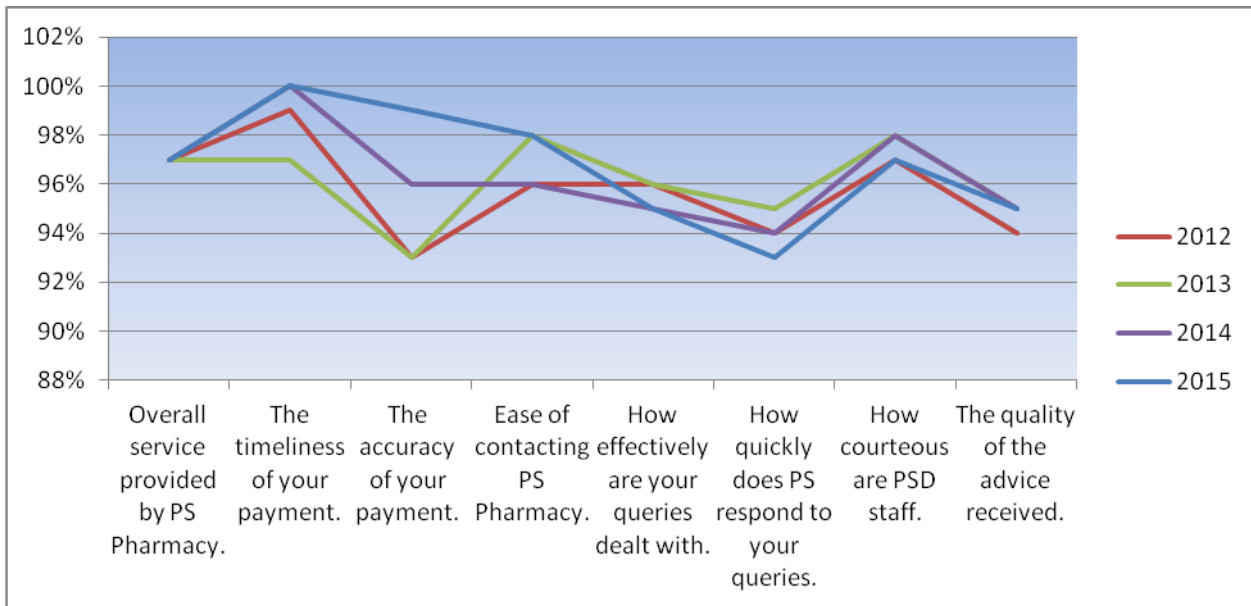


Figure 2: Pharmacy contractor satisfaction survey trend analysis (% scoring excellent/good)



We continue to sustain scores in excess of 90% for all services we provide to contractors.

In particular:

- The overall service we are providing maintained at 97%, for the last 4 years.
- **Improvement to the accuracy of service score this year has seen it increase to 99% compared to 96% last year and 93% for previous 2 years, this is an all time high and one of our main objectives, so we are very pleased with this response.**
- Timeliness of the payment which has continued as 100% for last two years.
- The ease of contact maintained at 98% and the quality of advice received maintained at 95% for last 2 years.

In 2015, in addition to the standard 8 questions, we continued to ask questions on the online reporting facility, to gauge how this facility is helping you. This year 36% of contractors scored excellent/good for how well the online reporting facility helps and scored 36% for the tools and support, scores last year were 35% and 36% respectively. This leaves a significant percentage unaccounted for, however, a large percentage of contractors (approximately 42%) access is not provided to this service as some pharmacy groups do not extend online reporting to all their branch contractors, currently only regional managers at these multiples have access and this may be extended to area managers in the future. Removing all the contractors who responded don't know/not applicable from the denominator would result in contractors using the service scoring how well online reporting facility helps as 88% for excellent/good and 86% excellent/good for the tools and support.

For contractors not yet using online reporting please note improvements have been made and following previous year's scores and comments a dashboard was implemented to make online reporting simpler to use. There is information on the web at http://www.communitypharmacy.scot.nhs.uk/online_reporting/dashboard/dashboard_welcome.html which includes access, hints and tips, information on how to schedule a report, in addition to the dashboard information. If you have not accessed for some time it would be worthwhile revisiting. In addition, in 2016 "Tableau" will be introduced this will permit users to view their online reporting in a different way i.e. charts, trends, averages etc.

Contractors with low scores and/or adverse comments are contacted and offered training, advice on how to schedule reports and provided with the website address with the online reporting dashboard information.

We would value any further comment/suggestion about the support and tools for online reporting facility, please contact us direct or provide information in the 2016 survey comment/suggestion box. If you felt you would benefit from training please contact your e-Pharmacy IM&T Facilitator for your Health Board and request a training session for online reporting and this can be arranged.

The question on the success of the electronic payment schedule resulted in 52% scoring excellent/good compared to last years 45%, Again a large percentage (approximately 42%) of the don't know/not applicable scores will be contractors in multiples who do not receive the e-schedule as it will go direct to the pharmacy group head office. Removing all the contractors who responded don't know/not applicable from the denominator would result in contractors using the service scoring it 92% for good/excellent.

The majority of the poor/very poor scores were accompanied with comments regarding navigation issues, difficulty understanding the schedule, complexity of the layout, payment queries. Letters were sent advising the contractors to contact the payment manager for help and included the website address where information on the e-schedule is available http://www.communitypharmacy.scot.nhs.uk/online_reporting/index.html in addition contractors having difficulty checking their e-schedule were advised accessing online reporting may help when checking the e-schedule.

Suggestions and comments were shared with the business change team. We would value any further comments/suggestions for the layout and delivery of the e-schedule payment data, please send to NSS.contractordata@nhs.net for consideration.

The e-pharmacy helpdesk question this year was to gauge how well you "rate the overall service provided by the e-Pharmacy helpdesk" this resulted in 91% responding excellent/good and the remaining 9% responded "not applicable/don't know", this may be the result of contractors not using the service, past experience following this up with contractors advised they use there own IT service.

The handling of complaints and their outcomes.

As in previous years we like to report on the handling of complaints. We note that there were no formal complaints received in 2015. 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 in our customer care policy <http://www.psd.scot.nhs.uk/about/contractor-care.html> (listed under NSS web site).

Responses to our question around complaints in the 2015 survey resulted in 93% reporting they had no complaint and the 7% of contractors advising they had a complaint, scored the handling of the complaint as excellent/good.

However there was one incident where although no formal complaint was made and the contractor did not score how their complaint was dealt with as low, an issue they were experiencing that they recorded in the comment box in the survey response was raised as a complaint by ourselves and dealt with following the complaint process successfully.

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.

Specific issues contractors experienced in 2015 have been summarised below, please click on the issue to view action taken in response (appendix 1).

1. [Contractors with queries regarding the online reporting facility.](#)
2. [Contractors who are not satisfied with the accuracy of payment.](#)
3. [Contractors with specific individual queries.](#)
4. [Contractors who request training and/or would like to visit for an information session.](#)
5. [Contractors with issues regarding ease of contact.](#)
6. [Contractor with e-schedule issues.](#)

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

Excellent Service always very helpful

The schedule of online reporting to your inbox for specific reports is fantastic

E-pharmacy helpdesk are excellent

PSD staff checking pricing and whether something is allowed or not are excellent

You are doing a great job

Service Excellent, very understanding

A big thank you to the staff over the phone for always being lovely and helping out

As a recently qualified pharmacist I find the e-pharmacy staff excellent to contact

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, please contact us 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 several 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, in the NHS. If you would like to see the outcome of any 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 2016.

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Appendix 1 – Responses to examples of contractor comments.

1. Contractors with online reporting facility training requests are advised to contact their Health Board Facilitator in the first instance and request training. For access and initial guidance to online reporting facility they are provided with the web site address for advice and guidance on access. Contractor suggestions and comments are forwarded to the online reporting team for their consideration and the contractor contacted where necessary by telephone/email to discuss further. There were a few occasions contractor expressed time constraints were the major reason they were not utilising the online reporting, help scheduling reports and formatting reports was provided so contractors could access/analyse them as excel documents out with the workplace. [Back](#)
2. Contractors who are not satisfied with the accuracy of payment 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/online_reporting/index.html To identify if you can access this service contact 0131 275 6600 or nss.psdhelp@nhs.net [Back](#)
3. Contractors are contacted and provided with information relating to their specific query and if they require further information they are asked to contact Practitioner Services. [Back](#)
4. Contractors may request training or information sessions from us. These sessions can include endorsing, interpreting payment reports, 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](#)
5. Where applicable contractors were provided with a current copy of the contact list which details the specific operators and departments available and the web address should there be changes in the future. In one case a contractor who advised they called on a Friday within the opening time and did not get a response, this was investigated and the recorded message was adapted to detail the days and times opened. In another case a contractor advised slow response to payment query the payment manager will put in place an email receipt process with approximate time for a response. [Back](#)
6. Contractors were contacted and asked to contact the payment manager for help navigating, viewing the layout, payment queries and provided with the web address with information on e-schedules. [Back](#)

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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 আকার এবং ব্রেইলী-ত (শুধুমাত্র ইং-রাজী-ত) সরবরাহ করা যে-ত পা-র। এই প্রকাশনাটি আপনার মাতৃভাষায় অনুবাদ সম্পর্কিত তথ্যের প্রয়োজন অনুগ্রহপূর্বক নিম্নলিখিত নম্ব-র টেলি-ফোন করুন :

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

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