

ePharmacy Customer Service Helpdesk Survey February 2012 Series



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Owner/Author: Gaynor Milligan
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Contact: gmilligan@nhs.net
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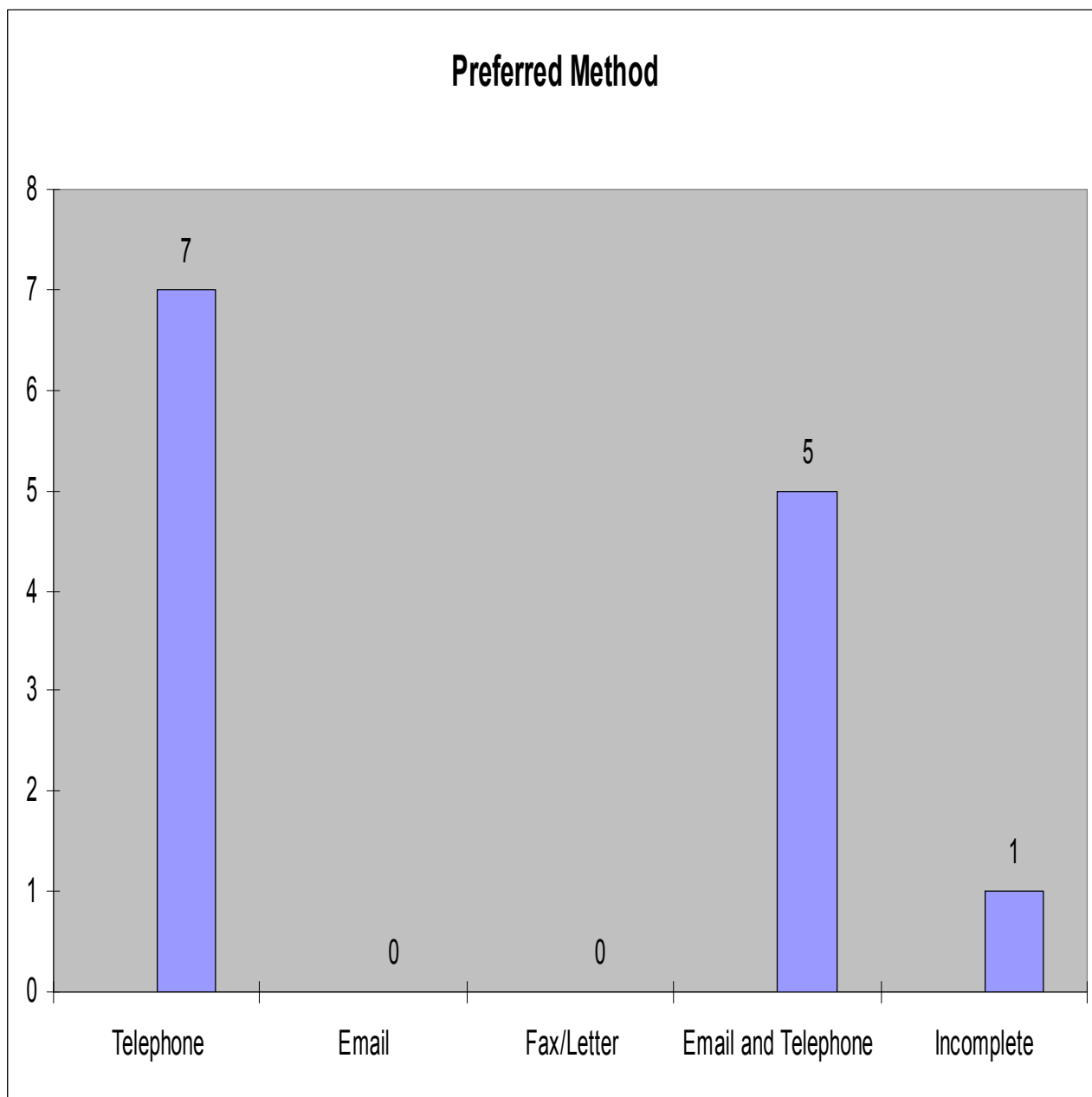
The ePharmacy Customer Service Helpdesk survey was designed to assess the quality of service that the ePharmacy Helpdesk is providing to all Health Board IM&T Facilitators, and to find out how best to meet all their expectations in the future.

This survey was made available to (17) HB IM&T Facilitators during February 2012 by Gaynor Milligan, ePharmacy Customer Helpdesk Team Leader.

Of those 17 available to participate we received 12 completed and 1 incomplete reply from a cross section of the Health Boards.

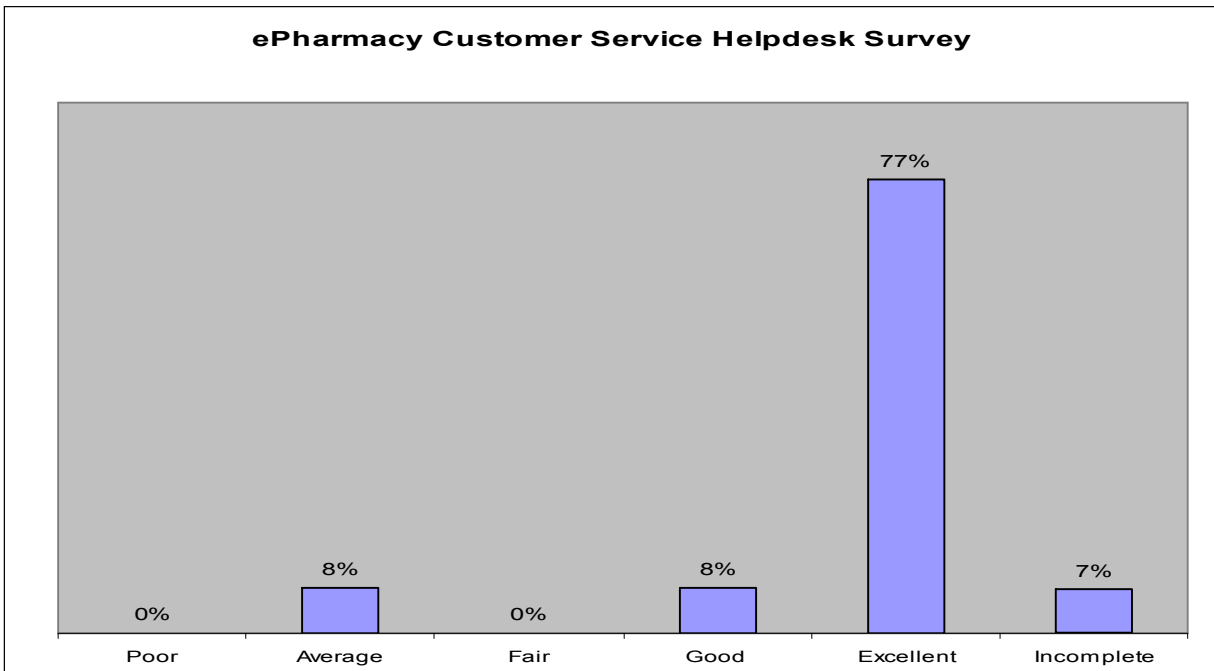
Please find below the results of the ePharmacy Customer Satisfaction Survey questions:

Q1. How do you make your enquiries to the ePharmacy helpdesk? Please select all that apply:



Q2. How would you rate the courtesy and helpfulness of the ePharmacy Customer Helpdesk Advisors?

The chart below details the ratings from the HB IM&T Facilitators.

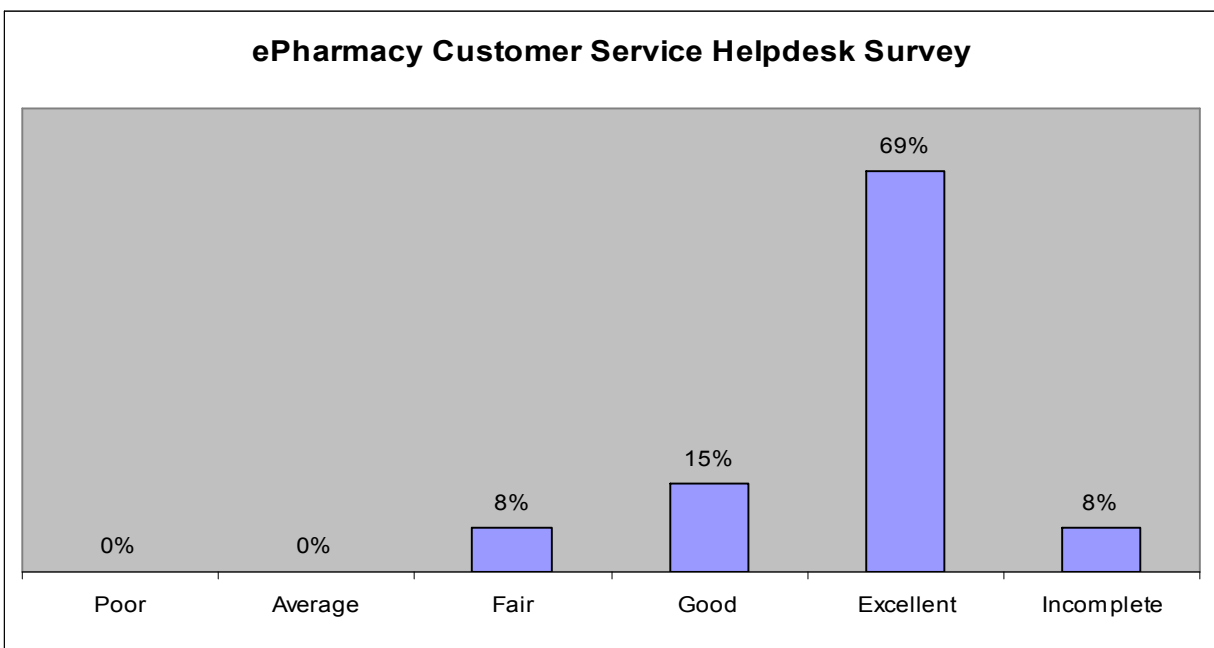


Below are additional comments from the HB IM&T Facilitators and our actions/responses.

Additional Comments

- 1. Helpdesk advisors are always friendly and endeavour to help as much as they can.
- 2. Always very patient, even just as a sounding board.
- 3. Good efficient polite and informed.

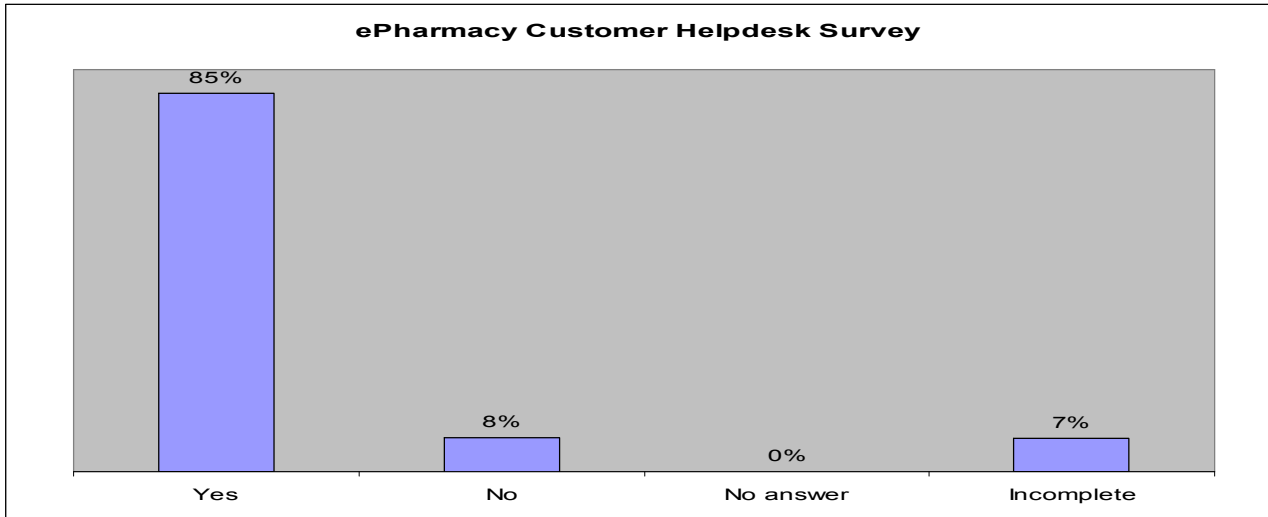
Q3. Please rate the speed/responsiveness of the ePharmacy Helpdesk in attending to your enquiry?



Additional Comments

- 1. They always respond, and if they don't know an answer, keep you informed of progress.
- 2. Helpdesk always very quick but sometimes have to wait for answers outwith their control.

Q4 Are the responses, information and advice provided by the ePharmacy Helpdesk clear, consistent and easy to understand?



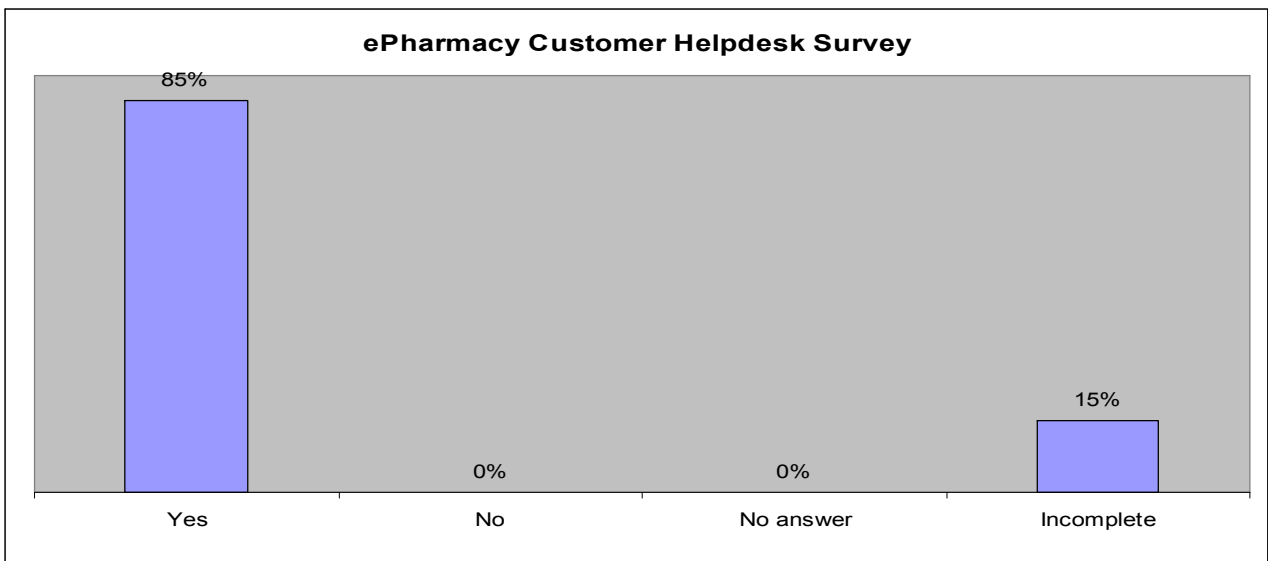
Additional Comments

1. In some cases, I am not sure that they have adequate knowledge of certain areas to allow them to answer queries e.g. electronic endorsing, Internet settings affecting PCR.

Response - With the complexities of the ePharmacy services and the constantly changing environment that they work in, the advisors may not have the same comprehensive knowledge as the CP IM&T's, as they are not in a position to access PMR systems and don't have first hand knowledge on how a Community Pharmacy functions. Pharmacy visits will be arranged with the assistance of CP IM&T facilitators to address some of these issues.

2. Generally yes to this question but sometimes I need to clarify exactly what is meant.

Q5. Are you satisfied with the effectiveness of the solution and/or quality of the information provided by the ePharmacy Helpdesk?



Additional Comments

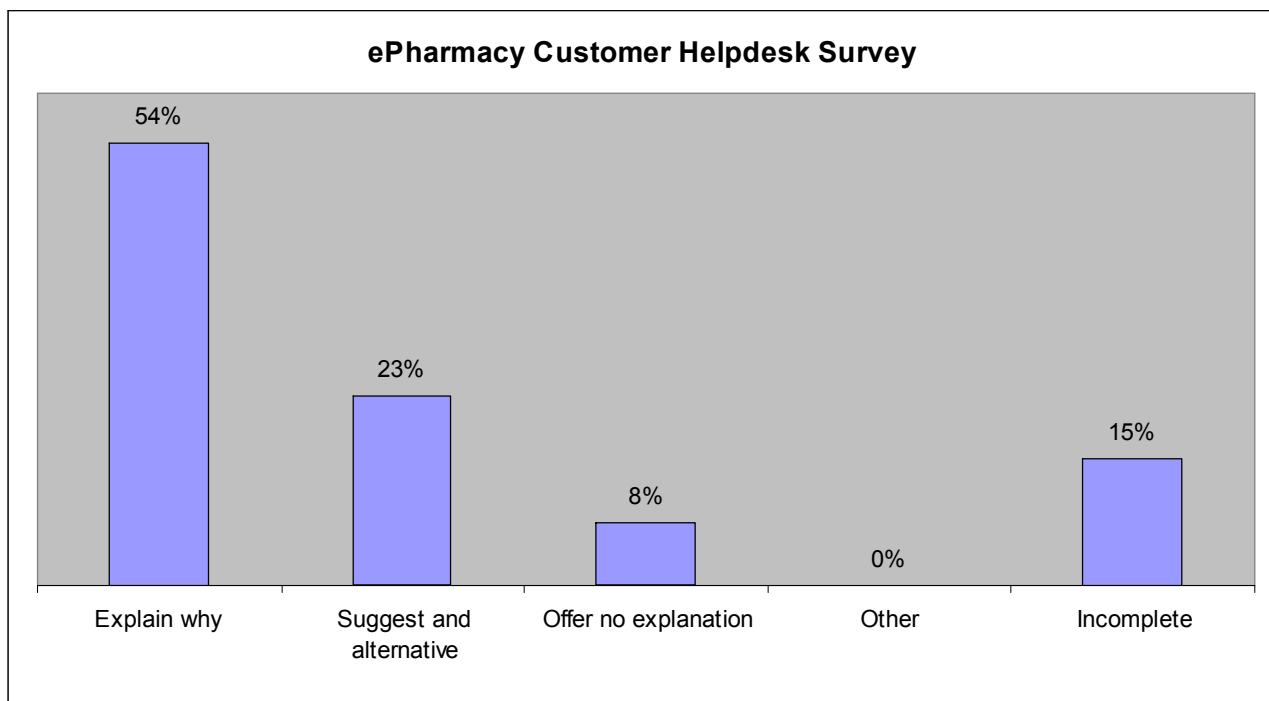
1. Generally speaking, yes. However, I do feel the solutions provided by a couple of the advisors are not usually as comprehensive as some of the other staff.

- The advisors often check with someone if they are not sure. Some of the advisors are not as knowledgeable as others.

Response - We encourage knowledge sharing across the teams in Edinburgh and Glasgow to ensure the awareness of issues that have been raised. Some advisors may have more knowledge than others, this is due to the length of time they have been working on the Helpdesk and previous working experiences within PSD. The Helpdesk Manager is also looking to introduce across team working on a monthly basis.

- For contractors the advice given is excellent. I believe that sometimes the questions that I have need to be resolved by those higher than the helpdesk. They are always willing to escalate and do what they can to help.
- Not always possible to reach a solution but that is usually a PMR issue. In general the helpdesk staff always provide helpful information.

Q6. Where the ePharmacy Helpdesk are unable to provide you with an answer to your request - Do they.....?



Additional Comments

- Suggest an alternative if they can.
- Generally there is both an explanation and an alternative offered.
- On some occasions also suggest an alternative.

Q7. What actions might ePharmacy helpdesk take to improve the services it provides?

Additional Comments

- Can't think of anything. I also feel that the consistency of service has improved considerably with Georgina joining us at the national meetings and on the conference calls. She makes a valuable and worthwhile contribution to meetings and is always pro active at carrying out any actions.
- One of the advisors is great to talk to but lacks knowledge and passes calls to colleagues who assist. I think they need more training to ensure that they can deal with enquiries on their own. What they do know they communicate very well and I enjoy dealing with them.

Response – We are aware, as is the advisor, that they do not have the same comprehensive knowledge as other advisors, this is due in part to them not having a background in Pharmacy processing and therefore have a lot to learn.

- I feel that the ePharmacy helpdesk runs very smoothly and efficiently and can offer no suggestions for improvement. I can honestly say I have never had a bad experience with the Helpdesk.

4. Escalate call within helpdesk if no solution is found with 'first line'.
5. I often get comments from pharmacists that the helpdesk should be staffed on Saturdays.

Response – Having carried out analysis on the number of voicemails left on a Saturday we can not justify extending the opening hours of the Helpdesk at present. Opening on a Saturday would incur additional costs as the building would need to be opened. Any voicemails that are left are dealt with first thing on a Monday morning.

6. Think the enquiries they can now do themselves is very helpful i.e. the console. This has already improved things.
7. Helpdesk news letter, FAQs, Web self help screens.

Response – ePharmacy already publish and distribute their own newsletter, issues relating to the Helpdesk are included. At the moment there is no requirement for the Helpdesk to establish one of its own. However, we would welcome any suggestions you have for items for inclusion in the ePharmacy newsletter.

[Community Pharmacy | ePharmacy News | Homepage](#)

FAQ's are available on the Community Pharmacy website for all 3 of the ePharmacy services along with details of PCR association and the latest information on Online Reporting.

[Community Pharmacy | Frequently Asked Questions | Chronic Medication Service](#)

[Community Pharmacy | Frequently Asked Questions | Acute Medication Service](#)

[Community Pharmacy | Frequently Asked Questions | Minor Ailment Service](#)

http://www.communitypharmacy.scot.nhs.uk/documents/Online_Reporting_Quick_Guide+Summary_of_Reports_Feb12.pdf

Summary

85% of you feel the responses received are clear, consistent and easy to understand.

85% are satisfied with the effectiveness of the information provided.

77% feel the helpdesk staff are courteous and helpful.

69% commented that we respond speedily to your enquiries.

23% of you are satisfied that we provide an alternative if we are unable to deal with your call with 54% of you commenting that we explain why we are unable to help.

Conclusion

The ePharmacy Customer Helpdesk is committed to being a centre of excellence in customer service, providing one central point of contact where all ePharmacy enquires can be addressed in a timely and efficient manner. We will continue to strive to improve on our percentage scores next year by working together more closely.

Please note

Please note that any reference to individuals has been removed, however, we will pass on your feedback to those advisors privately and confidentially.