

**Danebridge
Medical Practice**

**Sandiway
Engagement
Sessions**

Session one

Thursday 1 April

Medications and repeat
prescriptions

Sandiway Engagement Session no.1

Snapshot feedback from survey:

'What measures would you like to see made available to support patients living in the Sandiway and Cuddington area with respect to support with medications, prescription reviews and ordering and collecting repeat prescriptions?'

01.04.21

Wider use of 6mth. prescriptions, for those patients who are stable on their medication. Continuing support from pharmacy staff.

I always do it on line which is fine but this is not available to all people. Through the Sandiway Pharmacy seems the best way forward if Sandiway Surgery is closed which I hope it isn't

Sandiway Surgery should not close. The only acceptable alternative would be for the practice to arrange individual pick up and drop-off facilities

The regular presence of medical personnel capable of support with medications, prescription reviews and ordering repeat prescriptions as necessary.

Have somewhere local ie the chemist where patients could access these services.

Delivery to chemist much faster - currently takes nearly a week

Bookable, time slot telephone consultations. Not the kind you have to stay in all day for, but proper appointments as are being offered for asthma reviews. Need a local method of handing in and collecting repeats e.g. via the pharmacist or library for those who cannot drive.

I would expect you to accept telephone request or a pick up service for repeat prescriptions requests. Plus if I need to be seen you offer a regular free minibus

Weekly consultation slots held in the boardroom at the village hall. Weekly evening consultations held at Sandiway and Cuddington Primary Schools, the Library, Delamere Park clubhouse. Video consultation slots available to all residents.

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Snapshot feedback from survey:

'Do you have any further comments focused on medications and repeat prescriptions?'

01.04.21

The service works well in lockdown and can be replicated when the surgery is closed

Could there be more electronically generated scripts, rather than paper requests having to be collected by the patients?

The online system works well but at review time it will be important to have access to local medical advice without having to drive and find parking in Northwich

Would be helpful to go back to the old system where the chemist could request the repeat prescription , I can't order online as I use my email for my mums medication .

The time taken between requesting medication and it actually being available from the pharmacy either for collection or delivery. Numerous problems requesting repeat prescriptions online. Necessitated trip to Danebridge to reorder. Communication from Danebridge generally poor. Occasional newsletter would be helpful. Danebridge used to do this some time ago..

A collection point in Sandiway and Cuddington

Best option for everyone in sandiway is to not shut sandiway surgery

Using computers to order is not within the capabilities of every person. Again face to face is easier and more comforting for those unsure about technology. .

Some prescription reviews require blood tests etc. These could also be done at the time of review, by a nurse attending with the Doctor performing reviews at the local Village/Church Hall.

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Snapshot feedback from engagement session

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Proxy ordering could be used for patients who would like someone else to order their prescription for them

Some charities and organisations such as Age UK and brightlife can help with repeat prescription ordering

When I do get to speak to someone at Danebridge about any issues with my prescriptions they are really helpful

I don't understand what Electronic Prescription ordering means or how to go about it

The system doesn't always work and I have an expectation that it will fail and I'll have to deal with it

If Sandiway surgery was to close it would exacerbate an already very stressful situation for me in terms of travelling to get blood tests and then prescriptions

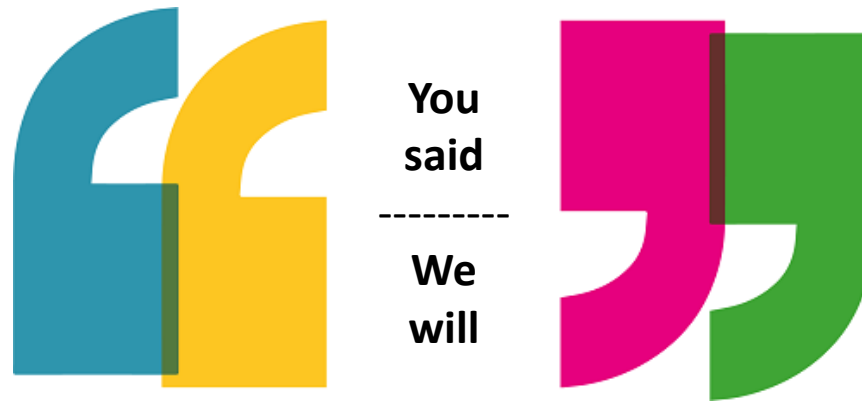
I'd like to be reassured that there's a plan B in place should the electronic system not work

It would be good to communicate how to get in touch with Danebridge about prescriptions better – this is a barrier and we need a consistent approach

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You said, we will

01.04.21



You said	We will
You would like to understand prescription options better	Update our website with clear information
You would like to know who to contact at Danebridge about your prescriptions	Make it simple to understand how to get through the right person when you need to
You would like to know who else can support the community	Include details of charities and other organisations who can help the community
Consistency in the terms used on electronic systems	Review what phrases we use on our systems