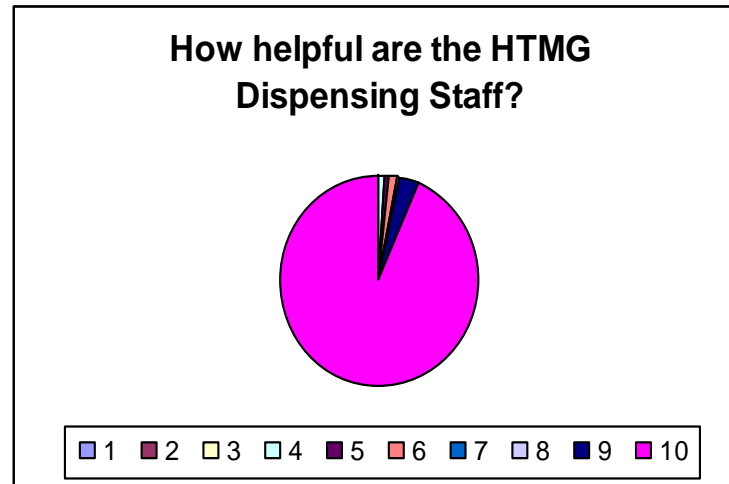
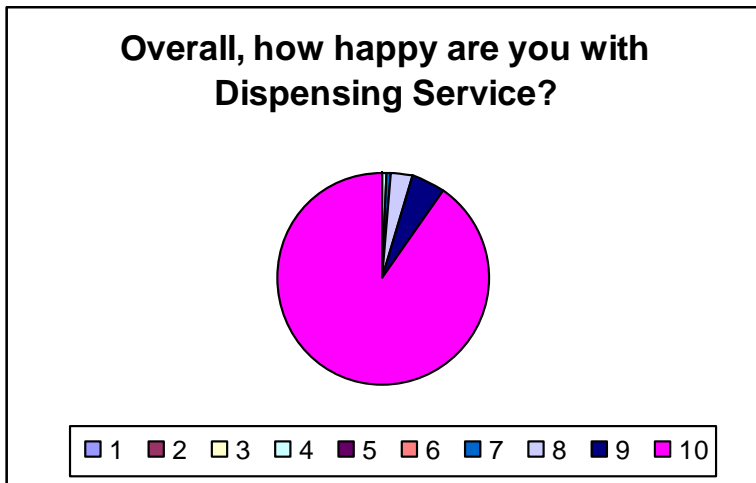


HTMG DISPENSING SURVEY - page 1

HTMG DISPENSING SURVEY - NOV 2015

132	Responses (= 66%)	<u>10</u>	<u>9</u>	<u>8</u>	<u>7</u>	<u>6</u>	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>N/A</u>
Q1	Overall, how happy are you with the dispensing service?	119 90.2%	7 5.3%	4 3.0%	1 0.8%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0
Q2	How helpful are the HTMG dispensing staff?	121 93.1%	4 3.1%	1 0.8%	0 0.0%	1 0.8%	1 0.8%	2 1.5%	0 0.0%	0 0.0%	0 0.0%	2
Q3	How easy is it to order repeat prescriptions (using online/e-mail/reorder form/etc)?	109 90.1%	5 4.1%	6 5.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	11
Q4	How satisfied are you with the time between ordering and collecting repeat prescriptions?	122 92.4%	5 3.8%	4 3.0%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0
Q5	How Valuable are the arrangements for delivery/collection in Leigh & Weald Villages?	89 95.7%	3 3.2%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	39



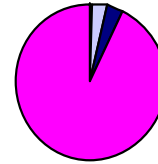
Cont/.....

How easy is it to order repeat prescriptions - online/email/reorder form/etc



1 2 3 4 5 6 7 8 9 10

How satisfied are you with the time between ordering and collecting repeat prescriptions?



1 2 3 4 5 6 7 8 9 10

How valuable are the arrangements for delivery/collection in Leigh & Weald villages?



1 2 3 4 5 6 7 8 9 10