

THE GREENWAY MEDICAL PRACTICE

REPEAT PRESCRIPTION SURVEY JANUARY-FEBRUARY 2013

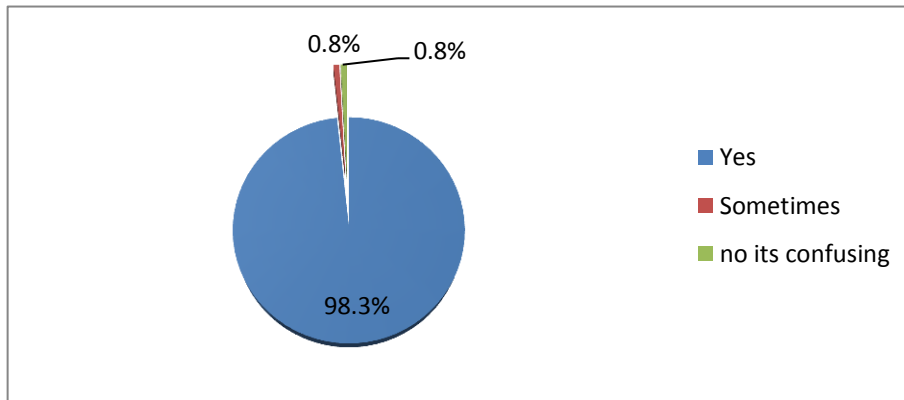
Are you?

under 25 male/female	9
25-40 male /female	15
41-60 male/female	37
61-75 male/female	40
75+ male / female	12

Thinking about the last 6-12 months, when you need a prescription

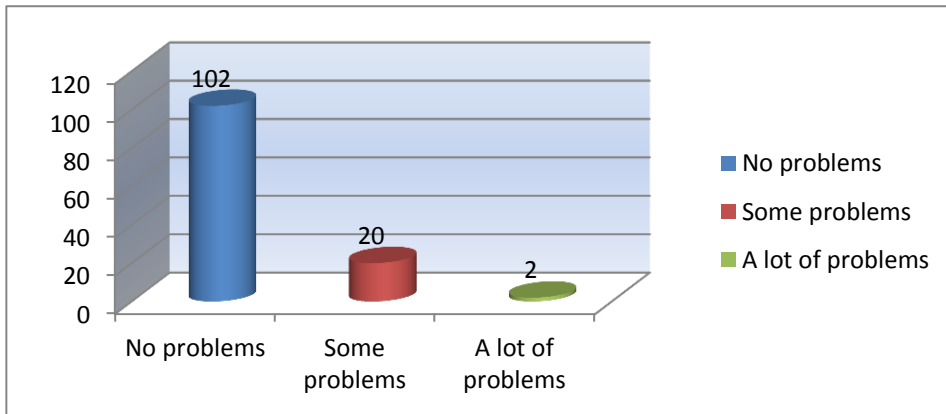
1. do you understand how to order/request your repeat prescription?

Yes	116	98.3%
Sometimes	1	0.8%
no its confusing	1	0.8%



2. Have you had any problems with your repeat prescription?

No problems	102	82.3%
Some problems	20	16.1%
A lot of problems	2	1.6%

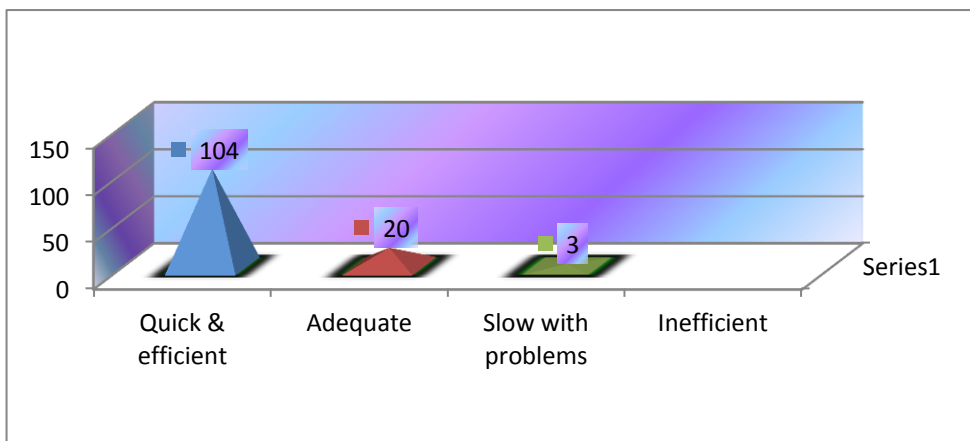


3. How easy was it to order your most recent prescription?

Easy	104	88.1%
Adequate/ok	14	11.9%
Difficult	0	0.0%

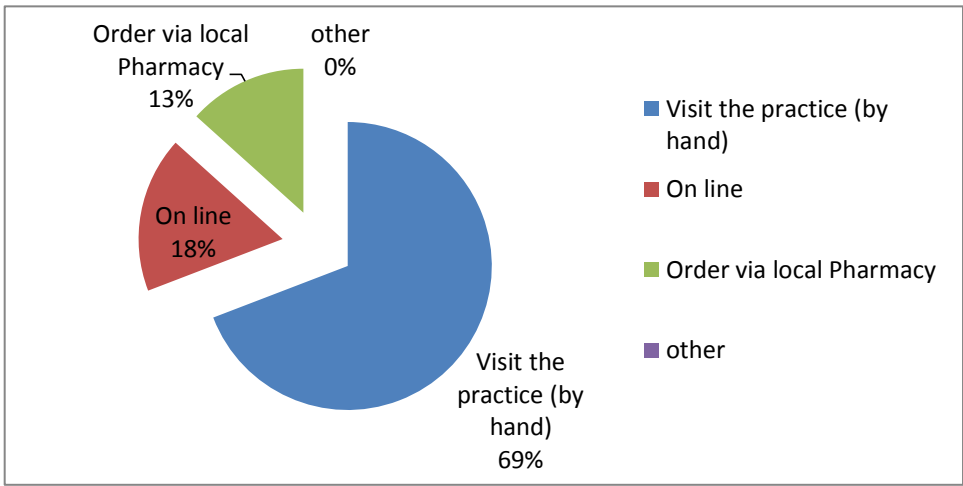
4. How do you feel your repeat prescription was dealt with by the practice?

Quick & efficient	104	81.9%
Adequate	20	15.7%
Slow with problems	3	2.4%
Inefficient	0	0.0%



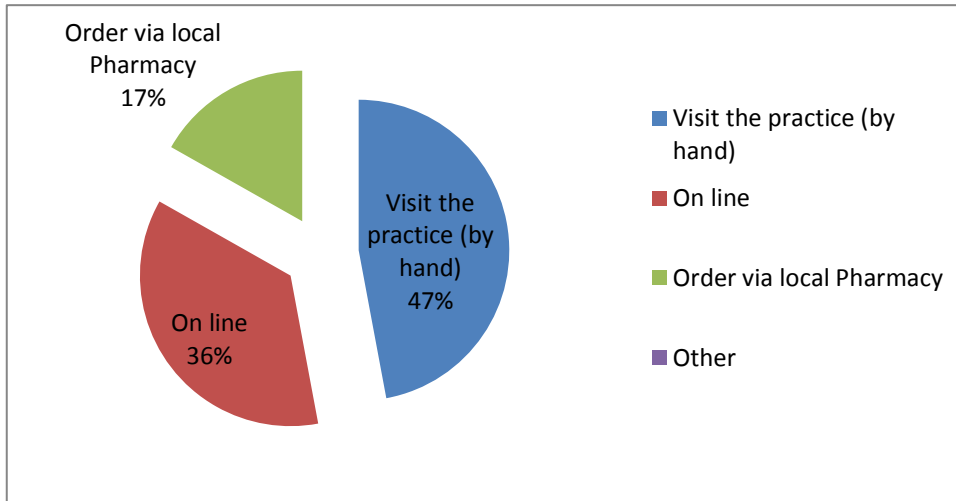
5. How do you currently order/request your repeat prescription?

Visit the practice (by hand)	83	69.2%
On line	21	17.5%
Order via local Pharmacy	16	13.3%
other	0	0.0%



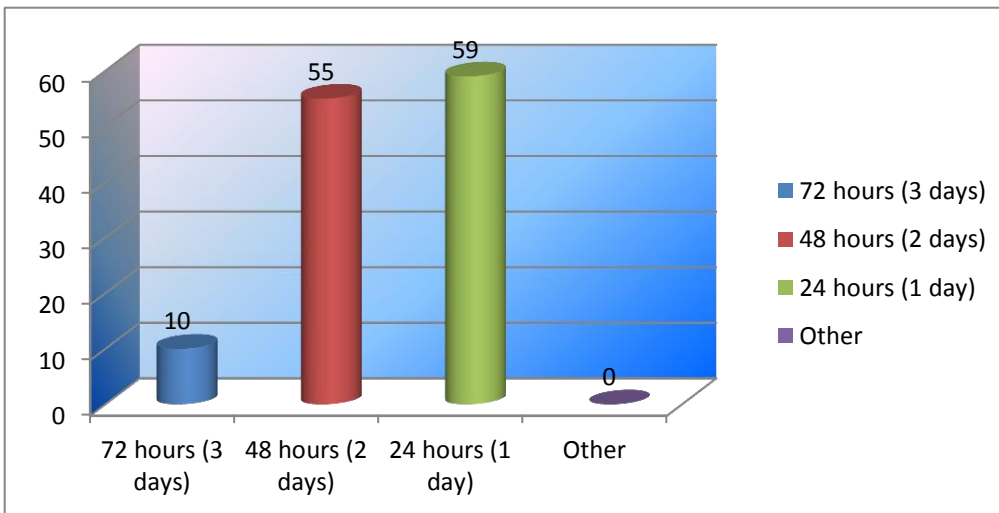
6. If you had a choice what would be your preferred method of ordering requesting a repeat prescription?

Visit the practice (by hand)	56	47.1%
On line	43	36.1%
Order via local Pharmacy	20	16.8%
Other		



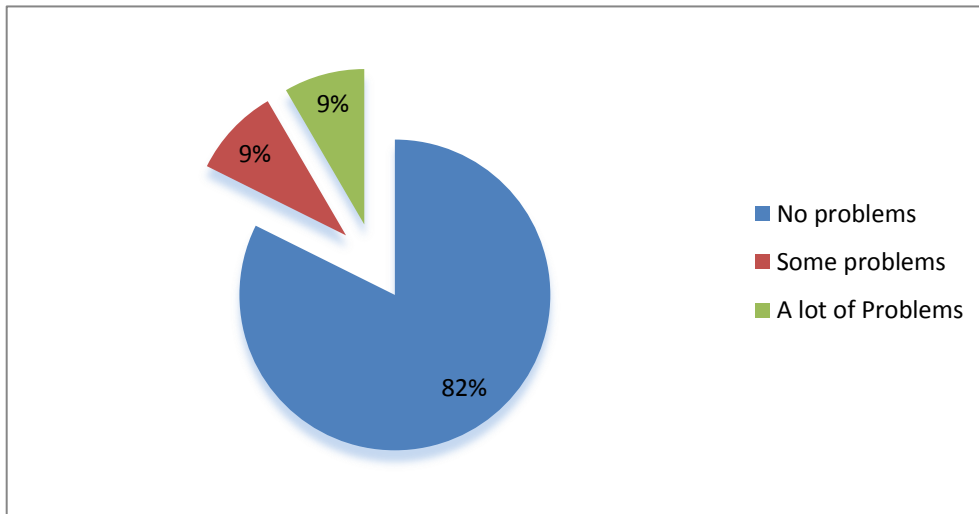
7. What do you think is a safe reasonable time from ordering/requesting to picking up your repeat prescription?

72 hours (3 days)	10	8.1%
48 hours (2 days)	55	44.4%
24 hours (1 day)	59	47.6%
Other	0	



8. Thinking back over the last 6-12months have you had any problems with your repeat prescription?

No problems	98	82.4%
Some problems	11	9.2%
A lot of Problems	10	8.4%



9. Do you collect all your regular medications at the same time?

Always	62	51.7%
Sometimes	28	23.3%
Never	30	25.0%

10. Do you know/ever consider the cost of your medication?

Yes	45	38.5%
Sometimes	24	20.5%
Never	48	41.0%

