

Gateway number 17365

PATIENT SATISFACTION SURVEY

The below outlines the requirements to fulfil paragraph 26(2)(a)(iii) of Schedule 1 to the National Health Service (Pharmaceutical Services) Regulations 2005.

Approved Particulars

1. Pharmacists must undertake a patient satisfaction survey (as set out in ANNEX A) annually.
2. If contractors add additional questions, they must be related to healthcare service provision.
3. The minimum number of returned surveys for analysis required each year is proportional to dispensing volume, as outlined in the table below:

Average monthly script volume (Items)	Minimum number of returned surveys
0-2,000	50
2,001-4,000	75
4,001-6,000	100
6,001-8,000	125
8,001- upwards	150

4. The questionnaire must be free from adverts.
5. The questionnaire must be accompanied by:
 - a) an explanation as to what it is for;
 - b) instructions on how to complete it;
 - c) options for it to be returned;
 - d) a description of what will be done with the responses provided.
6. There must be at least two choices as to how questionnaires can be returned. For example:
 - a) return it to the pharmacy;

- b) return it to a location other than the pharmacy;
 - c) reply electronically.
7. The survey must be distributed from the premises to which it refers.
 8. Surveys must be distributed only to persons who have received NHS services from the pharmacy.
 9. Surveys must be distributed in a way which reasonably reflects the pharmacy's business profile. For example:
 - a) it is unacceptable to survey all patients who have received an medicine use review (MUR), but none who have received an enhanced service;
 - b) surveys should be distributed evenly over the opening hours of the pharmacy, including weekends and extended hours where applicable;
 - c) where the pharmacy delivers a significant number of prescriptions to patients' homes, consideration needs to be given to ensure a suitable distribution of surveys to these patients.
 10. The pharmacy must summarise the demographic information provided and collate the responses to the nine mandatory survey questions. Responses should be analysed and strengths and areas for improvement identified.
 11. Where practicable action should be taken to address issues raised by respondents, in a manner that is proportionate to the issue raised.
 12. The pharmacy must publish the results of the survey. This report should identify the areas where the pharmacy is performing most strongly and the areas for improvement together with a description of the action taken or planned.
 13. The results must be published via one or more of the following options:
 - a) in the pharmacy, as a leaflet or poster
 - b) on the pharmacy's website
 - c) on the pharmacy's NHS Choices profile (if and when this functionality is available).

The effective date for these approved particulars is 1 July 2012.