



Walsall CCG Prescription HUB model evaluation report

June 2020



Healthwatch Walsall was asked by the Walsall CCG Medicines Management Department to assist in the evaluation of the repeat prescription ordering hub 15-month trial piloted in four Modality Practices:

- Forrester St Medical Practice
- Pleck Health Centre
- Modality Darlaston Practice
- Harden Blakenall Medical Centre

Initially the methodology to be used was by online survey, face-to-face engagement at each of the above practices and a visit to the repeat prescription ordering hub to look at how call handlers dealt with patients.

Due to time delays and the outbreak of Covid-19 the evaluation was undertaken by an online survey only for a period of two weeks. There were 36 respondents which is an incredibly low sample size and cannot therefore be seen as fully representative.

Only patients from Harden Blakenall Medical Centre and Forrester Street Medical Practice responded to the survey so again this must be taken in context and not considered to be representative of the four practices involved in the pilot.

17 questions were included in the survey along with open text sections for additional comments to be made. The responses received are noted below:

33 of respondents were from the same surgery Forrester St practice whilst the other 3 respondents were from Blakenall Medical Centre. 83%/ 17% response split.

The following questions were asked and patient responses noted.

Which of the following best describe you?

31 patients are the patient who orders my own repeat prescriptions
4 patients order repeat prescriptions on behalf of a relative/friend
1 patient stated that their pharmacy orders my prescriptions for them

Are you aware of the 'repeat prescription ordering hub service?'

3 of the 36 respondents were not aware of the prescription hub.
33 patients said they were.

Do you use the repeat prescription ordering hub?

29 patients said they did use the prescription hub
4 patients did not use the prescription hub
There were 3 no replies whilst the others

Did you receive any communication about this service?

17 patients stated they had received communication about the service
11 patients stated they don't know / Can't remember
8 patients stated they did not receive any communication about the service

If you do not use this service how do you order your prescription

30 patients did not respond
3 patients stated they contact the practice,
2 contact the pharmacy,
1 respondent orders online

Since the launch of the Prescription Hub, do you find it ...

28 patients stated that "It is easier to order repeat prescriptions"
1 patient said "it had not made any difference"
7 did not comment.

Additional comments received were as follows:



Has the launch of the Prescription Hub resulted in any changes in the way you order your repeat prescriptions? (Patients were asked to tick all statements that were applicable).

3 patients now order prescriptions online via “Patient Access”
1 patient’s GP agreed to repeat dispensing, so prescriptions are ordered from the GP every 3, 6 or 12 months.
12 patients have prescriptions now going directly to their preferred Pharmacy with 1 patient telling us they use the preferred pharmacy to request prescriptions.
8 patients check what medicines are needed before they are ordered.
14 patients order prescriptions with only one week of medication left.
6 patients still order prescriptions in the same way.
None of the patients left any additional comments.

Have you ever had a prescription request rejected by the Prescription Hub?

29 responses received to this question.
7 patients have had a prescription request rejected by the Hub.
22 patients have not had a prescription request rejected by the Hub.
Of the above respondents, 2 people understood why the prescription request had been rejected and 3 did not know why. 3 people felt this was not applicable.

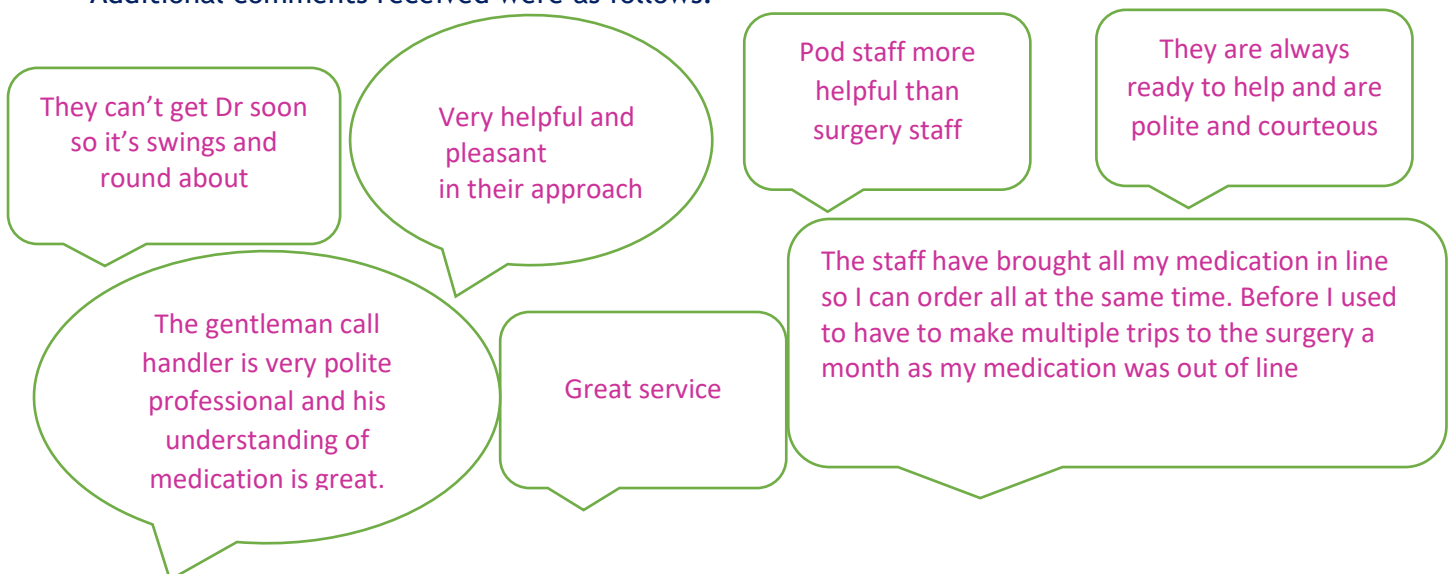
Do you know how to contact the Prescription Hub if you want to discuss your prescription?

21 patients do know how to contact the Hub.
4 patients do not know how to contact the Hub.
4 patients were unsure if they knew how to contact the Hub.

If you have contacted the Prescription Hub with a query, how helpful did you find the Hub?

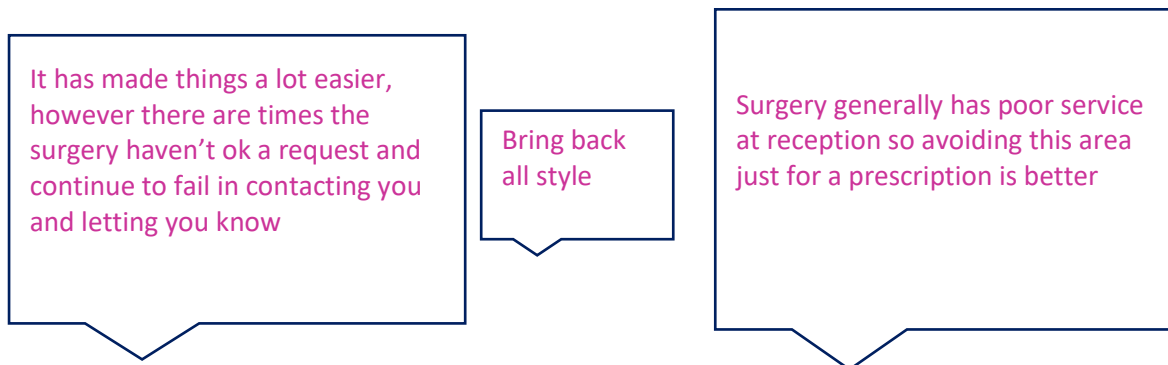
2 patients answered very unhelpful.
2 patients answered unhelpful.
17 patients answered very helpful.
7 patients had not contacted the Hub.

Additional comments received were as follows:



Do you think the Prescription Hub has improved the way repeat prescriptions are managed at your practice?

As noted in page only patients from 2 of the pilot sites took part in the survey.
23 patients responded yes.
2 patients responded no.
4 patients felt it had not made any difference.
Three additional comments were given as follows:



If you do use, or have used this service, please describe your experience

2 patients rated poor experience
1 patient rated satisfactory experience
6 patients rated good experience
19 patients rated excellent experience

Most of the comments received were positive and are as shown below:



Can you share any suggestions to improve the service?

“Have more call handlers, as the phone lines are extremely busy. And maybe extend the operating times”
“Back to old system”
“Not really”
“Pod does not need improving”
“Employ more call handlers to reduce to waiting times, as sometimes it's taking too long to get through and it doesn't help the fact they only operate between 10am to 3pm”
“Hire more staff”
“Maybe longer opening hours”

Covid-19

In response to a question about whether patients felt Covid-19 has impacted the service: 22 said they did not feel it had impacted the service.

7 said they did feel an impact.

The impact was around the phone lines being busier, with a long message at the start of the call and more people using the service.

Findings-

- The majority of those responded were the patients and service users who took the medication
- Some patients may not be aware of the prescription hub service
- Some patients may not be aware that they are signed up to the hub and their choice to use this may or may not therefore be reflected
- At least 8 patients did not know or were unsure how to contact the Hub
- No other GP surgeries (Non-Modality) were involved in this trial/pilot.
- The patient comment/evaluation time on the pilot hub service was very short, a matter of a few weeks, despite the pilot running over 15 months.

Recommendations-

- Patients are made aware at 6 or 12 monthly intervals that they are included in the Prescription Hub
- Patients are given the opportunity to opt out of the hub possibly around 6 or 12 months
- In future commissioning, patients voice is included at a consultation start/ pre pilot and at intervals of the pilot prior to only one opportunity at the end of the pilot
- In future the Walsall CCG involve selection of providers, not just those under one umbrella such as that involved in this pilot. Possible issues across surgeries that do not operate under an umbrella would not come to light until the service/contract is commissioned. This may possibly affect patients care in delivery of medications.
- The commissioning department allow/enable adequate patient consultation time of a pilot service to reach as many patients as possible as well as enable as many experiences and views as possible

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