

MEETING: Health

DATE: 18 / 09 / 2024

SUBJECT:
Prescriptions

REPORT FROM:
Healthwatch Bury

CONTACT OFFICER: Adam Webb

1.0 BACKGROUND *[brief]*

1.1 This is a report on the subject of prescriptions and prescription services created by Healthwatch Bury

1.2 Our objectives were to explore patient experiences with the prescription process. The aim was to identify key issues and local good practice example, assess the usability of digital platforms like the NHS app, and provide recommendations to improve prescription process and patient satisfaction. Data collection involved community group visits, engagement activities, and one-on-one interviews. 122 questionnaire responses were collected as part of the project.

2.0 ISSUES *[brief]*

Key findings included:

Several respondents highlighted poor communication between GP surgeries and pharmacies, leading to confusion and delays when getting prescriptions approved.

The responses indicated that the recommendations such as exercise, social prescribing, and other holistic health approaches are still not widely used.

38% did not use the NHS app at all, citing technical difficulties and poor integration across NHS trusts.

The majority of respondents (65%) reported being either very satisfied or satisfied with their initial contact, suggesting that many patients are generally content with their interactions with healthcare professionals.

3.0 CONCLUSION *[brief]*

The report contains the detail, but we produced Six recommendations to address the points raised for the relevant services working in the process of issuing and supplying as well as monitoring prescriptions. This review is coming at a time where 'Pharmacy first' policy will have an impact on the capacity and delivery capabilities of pharmacies, and as patient-led ordering is being phased in, we feel it is important to heed the findings of the report in implementation of these changes.

4.0 SAFEGUARDING IMPLICATIONS

N/A

List of Background Papers:-

Contact Details:-

Adam Webb

Executive Director sign off Date:_____

JET Meeting Date:_____