


Appendix F: Dispensing practice questionnaire

Total responses received:¹ 43



1) Is the practice participating in the current Dispensary Services Quality Scheme (DSQS)?

Answered – 43; skipped – 0

Yes		100%	43
No		0%	0



2) Do you provide the following service outside the dispensing service: DRUMs?

Answered – 43; skipped – 0

Yes		93%	40
No		7%	3

3) Do you provide the following service outside the dispensing service: Compliance aids?

Answered – 42; skipped – 1



Yes (please list below)		76%	32
No		24%	10

Comments:

Monitored dosage trays	20	MAR Charts	6
Large print labels	2	Carousel	1
NMSS	1	Applicator for compression hosiery	1
Blister packs	1	Don't know	1

4) Do you provide the following service outside the dispensing service: Delivery of dispensed medicines – Selected patient groups?

Answered – 42; skipped – 1

Yes (please list below)		71%	30
No		29%	12




¹ Please note that some percentage figures will add up to more or less than 100%. This is either due to respondents being able to give more than one response to a question, or figures have been rounded up to the nearest whole percent.

Comments:

Elderly/housebound/frail	12	Anyone requesting	5
CEV patients only during pandemic	1	Offered to all	1
Shielding patients	1	Patients with transport difficulties	1



5) Do you provide the following service outside the dispensing service: Delivery of dispensed medicines –Selected areas?

Answered – 32; skipped – 11

Any eligible patient within our practice inner boundary		59%	19
Any eligible patient within a smaller area than our practice boundary		9%	3
Any eligible patient wherever they live		31%	10


6) Do you provide the following service outside the dispensing service: Delivery of dispensed medicines – Free of charge on request?

Answered – 42; skipped – 1

Yes		74%	31
No		26%	11

7) Do you provide the following service outside the dispensing service: Delivery of dispensed medicines – With charge?

Answered – 42; skipped – 1

Yes		0%	0
No		100%	42

8) Do you provide any other service outside the dispensing service?



Answered – 14; skipped – 29

No	8	High quality dispensing service, which lacks from some local chemist	1
Truss and stocking measurements, new (specific) meds counselling	1	Hearing loops, dementia friendly surgery service	1

Clinical pharmacist medication reviews – delivery of emergency medication, sharps disposal	1	Inhaler technique training, message patients when medication is ready for collecting	1
In-home surgical stockings measurements	1		

9) Are there any services you would like to provide that are not currently commissioned in your area?

Answered – 42; skipped – 1



Yes (please list below)		14%	6
No		86%	36

Comments:

Many patients must use pharmacy due to current legislation, despite being closer to our practice	1	Automated medication collection kiosk	1
Would like to be able to offer dispensing to all those within a mile	1	Dispense to any patients regardless of location	1
Pharmaself vending machine	1	Option to dispense blister packs	1



10) Is your practice planning to provide DRUMs?

Answered – 39; skipped – 4

Yes		33%	13
No		0%	0
N/A (already providing)		67%	26

11) Is your practice planning to provide Compliance aids?

Answered – 37; skipped – 6

Yes (please list below)		62%	23
No		38%	14




Comments:

Already providing	8	Dosette	6
MDS already supplied	1	After agreed by medicines support	1

MAR charts, dosette boxes, weekly and bi-weekly medicine supplies	1	Continue current services	1
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12) Is your practice planning to offer delivery of dispensed medicines?

Answered – 39; skipped – 4



Yes (please provide date/timescales if known)		5%	2
No		26%	10
N/A (already providing)		69%	27

Comments:

Elderly or housebound	1
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13) Is your practice planning to provide any other services?

Answered – 37; skipped – 6



Yes (please specify below)		8%	3
No other additional services		92%	34

Comments:

We provide a full range of GMS services which cover most of the pharmacy commissioned services	1
Hearing support – Dementia friendly practice. Provides dispensary hearing loop and personal listening devices. Staff training in BSL.	1

14) If your practice could be commissioned to provide similar services to those currently available under the additional services sections of the community pharmacy contract, would you be prepared to do so?

Answered – 38; skipped – 5

Yes (please specify the type of service below)		53%	20
No		47%	18

Comments:

Already providing all services	6	Happy to look into any service	5
All of these	1	Possibly in the future	1
Yes – Although hybrid set-up	1	Smoking cessation	1

We provide this through GP practice	1	OTC medicines provision	1
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