

Your feedback on prescription ordering revealed in new report

How people order their prescriptions is the focus of a new report from Healthwatch Wiltshire.

We worked with Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB) to find out which ordering service people liked to use, how easy they found the process, and how important the service was to them.

We received 380 responses to our short survey, which ran for two weeks in October. As well as an online survey, we took paper copies to several pharmacies across Wiltshire, where we talked to patients as they collected their prescriptions.

What did people tell us?

Most people told us they found ordering prescriptions easy, and used a variety of methods including SystemOnline, the NHS App and Prescription Ordering Direct.

The majority of respondents said being able to order repeat prescriptions was very important to them, but long waits for medication and shortages of preferred brands were among the concerns they raised.

Other issues included poor internet availability, or a lack of confidence in using online services, as well as a frustration at not being able to get repeat prescriptions for longer than one month, particularly when someone had a long term condition.

What happens next?

The feedback we received has been welcomed by BSW ICB, who said: "We are very grateful to everyone for taking time to either talk in person, or fill in this Healthwatch designed survey,

which helps inform us on the experiences of a range of repeat prescribing methods used across BSW and how they compare.

"We will be reviewing the feedback and using it to help inform our understanding. We recognise not just the different perspectives reflected in the report, but also the differing needs of our population with some patients potentially very well served by digital solutions and others where alternative access routes are more suitable.

"We have also been listening to a broad range of stakeholders and we will now bring all of the feedback together to help inform our planning. Should anything need to be undertaken differently we will be clearly communicating in a planned and considered way.

"We would also like to acknowledge the hard work of the Healthwatch Wiltshire staff and their volunteers in bringing these views and reflections to our attention. We look forward to continuing to work with all Healthwatch groups across BSW to ensure we hear from our population about their experiences."

Stacey Sims, Healthwatch Wiltshire Manager, said: "Thanks to all who shared their experiences and their ideas to improve prescription ordering services.

"We make a series of recommendations in our report, and we're pleased that these have been welcomed by the Integrated Care Board."

[Find out more in our report.](#)

