



## Please help us to improve NHS services

Each year all pharmacies undertake an audit for NHS England to collect information that can be used to help improve NHS services in the future.

This year we are trying to understand why people ask for an emergency supply of medicines. This information may help NHS England to make changes to NHS services so it is less likely that people run out of their regular medicines.

Please answer the questions in Part 1 of this form to help us improve NHS services in the future.

Your answers to the questions will be included in a report we send to NHS England, but none of your personal details will be passed on to NHS England or anybody else.

Part 1: Questions for the patient	
<b>1. What is your age?</b>	
a.	<input type="checkbox"/> 17 or under
b.	<input type="checkbox"/> 18 – 34
c.	<input type="checkbox"/> 35 – 64
d.	<input type="checkbox"/> 65 or over
<b>2. How did you know you could ask the pharmacist for a supply of your medicines(s)? (please choose ONE option)</b>	
a.	<input type="checkbox"/> I have used the service before
b.	<input type="checkbox"/> The pharmacy staff told me
c.	<input type="checkbox"/> I called NHS 111 and they told me
d.	<input type="checkbox"/> Staff at a GP practice told me
e.	<input type="checkbox"/> Staff at an urgent care centre (such as A&E, minor injuries unit or walk-in centre) told me
f.	<input type="checkbox"/> Through word of mouth
<b>3. If the pharmacist is not able to give you a supply of your medicine today, what do you think you will do? (please choose ONE option)</b>	
a.	<input type="checkbox"/> I will go without my medicine(s)
b.	<input type="checkbox"/> I will contact my GP practice
c.	<input type="checkbox"/> I will contact a GP practice (not my own)
d.	<input type="checkbox"/> I will contact NHS 111 or the GP out of hours service
e.	<input type="checkbox"/> I will go to an urgent care centre (such as A&E, minor injuries unit or walk-in centre)
f.	<input type="checkbox"/> Something else

## Part 2: Information for the pharmacy team to complete

4. Date / / 2015

### 5. Why did the patient request an emergency supply? (please choose ONE option)

- a.  The prescription was not ordered by the patient (or representative) or not ordered in time to be ready today
- b.  The patient has lost or misplaced the medicine(s) or prescription
- c.  The prescription was not available at the GP practice for the patient (or representative) to collect
- d.  The patient was not able to collect their medicine(s) from their usual pharmacy
- e.  The patient is away from home and has forgotten/did not bring sufficient supplies of their medicine(s)
- f.  Another reason

### 6. Who normally orders the patient's medicine(s)? (please choose ONE option)

- a.  The patient/carer orders them
- b.  The patient's regular pharmacy (this pharmacy or another one) orders them manually (i.e. managed repeats)
- c.  The patient's items are on FP10 Repeat Dispensing Forms (RA/RD) or EPS Release 2 Repeat Dispensing Service

### 7. Is the patient suitable for the NHS Repeat Dispensing service? (please choose ONE option)

- a.  Patient is already using the NHS Repeat Dispensing service
- b.  Yes
- c.  No

### 8. Did the patient pay privately for the emergency supply? (please choose ONE option)

- a.  Not applicable (no emergency supply made)
- b.  Yes
- c.  No

### 9. Why was an emergency supply not made? (please choose ONE option)

- a.  Not applicable (an emergency supply was made)
- b.  Not eligible under emergency supply provisions
- c.  Against the pharmacist's professional judgment
- d.  Pharmacy had no stock of the medicine(s) requested
- e.  Medicine(s) requested by patient cannot be clearly identified
- f.  Patient unwilling/unable to pay for the medicine(s)

### 10. The patient was referred to: (please choose ONE option)

- a.  Not applicable (no referral necessary)
- b.  A GP practice
- c.  NHS 111 or GP out of hours service
- d.  A&E
- e.  Other urgent care centre (such as minor injuries unit or walk in centre)
- f.  Another pharmacy