

CLINICAL GOVERNANCE SYSTEM ACCEPTABLE TO THE SECRETARY OF STATE

The below outlines the requirements to fulfil paragraph 26 (2) (a) (iii) of Schedule 1 to the National Health Service (Pharmaceutical Services) Regulations 2005.

APPROVED PATIENT SATISFACTION SURVEY AND MANNER IN WHICH IT IS TO BE UNDERTAKEN

- Pharmacists must undertake a patient satisfaction survey (as set out in ANNEX A) annually.
- Contractors may add additional questions if they wish, provided they are related to healthcare service provision.
- The minimum number of returned surveys for analysis required each year is proportional to dispensing volume, as outlined in the table below:

Average monthly script volume (Items)	Minimum number of returned surveys
0-2,000	50
2,001-4,000	75
4,001-6,000	100
6,001-8,000	125
8,001- upwards	150

- The questionnaire must be free from adverts.
- The questionnaire shall be accompanied by, an explanation as to what it is for, how to complete it, options for it to be returned and what will be done with the responses provided.
- There must be at least two choices as to how questionnaires can be returned. This may include as one option either to return it to a location other than the pharmacy or replying electronically.
- The survey shall be distributed from the premises to which it refers.
- Surveys shall be distributed only to persons who have received NHS services from the pharmacy.
- Surveys shall be distributed in a way which reasonably reflects the pharmacy's business profile. For example,
 - It is unacceptable to survey all patients who have received an MUR but none who have received an enhanced service.
 - Distribution should be even over the opening hours of the pharmacy, including weekends and extended hours where applicable
 - Where the pharmacy delivers a significant number of prescriptions to patients' homes, consideration needs to be given to ensure a suitable distribution of surveys to these patients.
- Responses should be analysed and strengths and areas for improvement identified