

Medicine Order Line experiences – 2022/2023

Prescription
Medicines
Order Line



healthwatch
Derby

We want to hear your opinions
on the Prescriptions Medicine
Order Line (MOL)

Click the link to fill out our quick
and easy anonymous survey!

your
voice
counts

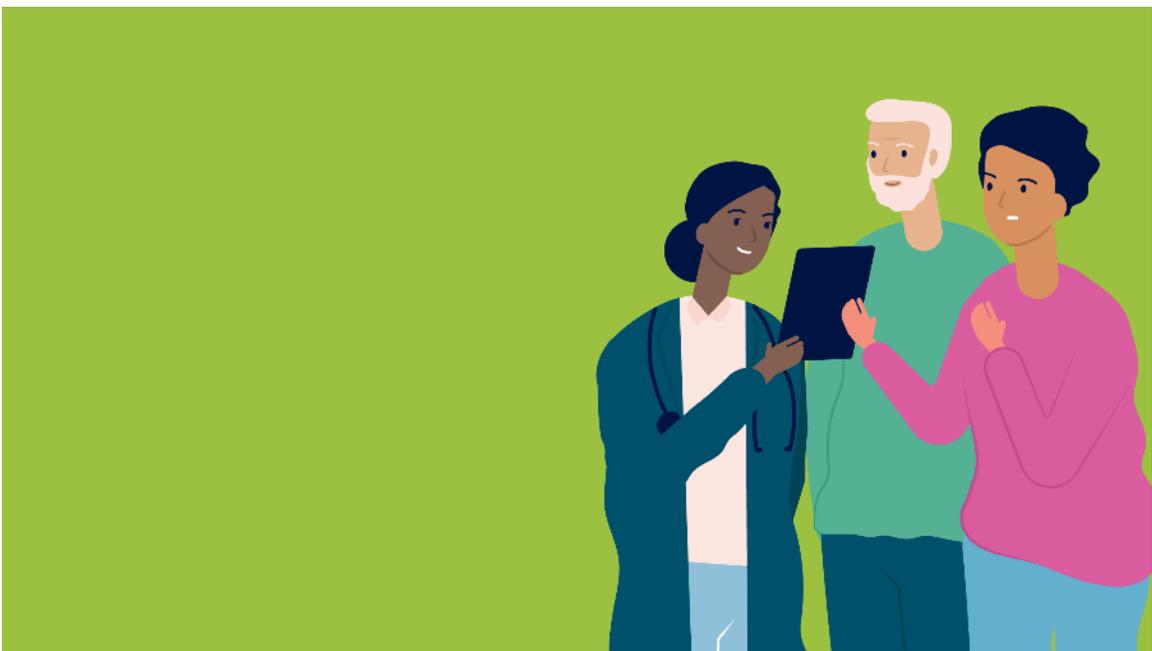
Background of the report

Background about MOL and why we decided to run the project and what we hope to gain from the feedback

After receiving a number of calls and enquiries about the Medicine Order Line (MOL) service we spoke to the Medicine Order Line team on how we could collaborate on a project to find out specific information which could help them to improve the way they run their service. They started by providing us with a few questions they wanted to ask users of their service such as ‘what is your experience of MOL?’ and ‘Would you recommend the service?’.

The aim was to create a list of key questions to ask users of the MOL, to put these questions into a survey and share across our platforms (website, email, social media) to generate as much feedback as possible. Having spoken to the MOLs team already, we were told that when generating feedback, we should consider that many of their users may not have access to social media platforms / easy access to our website or other online platforms. This may be partly due to the MOL providing an easy method of ordering prescriptions which is not done online, but rather over the phone. Because of this, it is likely that many users who cannot use online prescription ordering services or may have difficulty doing so may use the MOL. Due to this reason, we decided to not only promote the survey online, but to also focus on planning community events to speak to people who may be digitally excluded.

We successfully attended outreaches at community centres, GPs and other Health and Social care services.



Our Audience

In addition to promoting this project through our online platforms and volunteer newsletter, we visited and made connections with various support groups and charities to access their in-person and online audiences, and offer these people a way to feed back their experiences with the Medicine Order Line. It was also broadcast and promoted at various meetings and events we attended within the scope of our usual job roles which included representatives from the NHS, Derby City Council and the Voluntary Sector.

We don't hold demographic data for all the people that we have spoken to about the project as this was not prudent at the time, however respondents of the online survey (and paper copy thereof) were all given the option to leave demographic data.

The following groups and organisations helped us to encourage responses for our project by inviting us to attend their groups or be a guest speaker at their event:

- FFF Group at Central URC (Elderly group – Fun, Fitness. Fellowship)
- GPs around Derby to speak to patients
- Sexual Health Clinic at Florence Nightingale Hospital
- Walk in Centre
- CAMHS Youth Mental Health Event
- Coffee Morning – Central URC
- Wound Clinic – Florence Nightingale

The following groups, practitioners and organisations helped us to encourage responses for our project by promoting it to their online audience or newsletter:

- Medicine Order Line
- Public Face Newsletter
- Joined Up Care Derbyshire Newsletter



Key Findings

87 People responded to the survey. Over all the results were positive with the majority of people who had used the service saying they would recommend the service to others. There were positive comments about the staff being helpful and friendly. The speed of service was also commended.

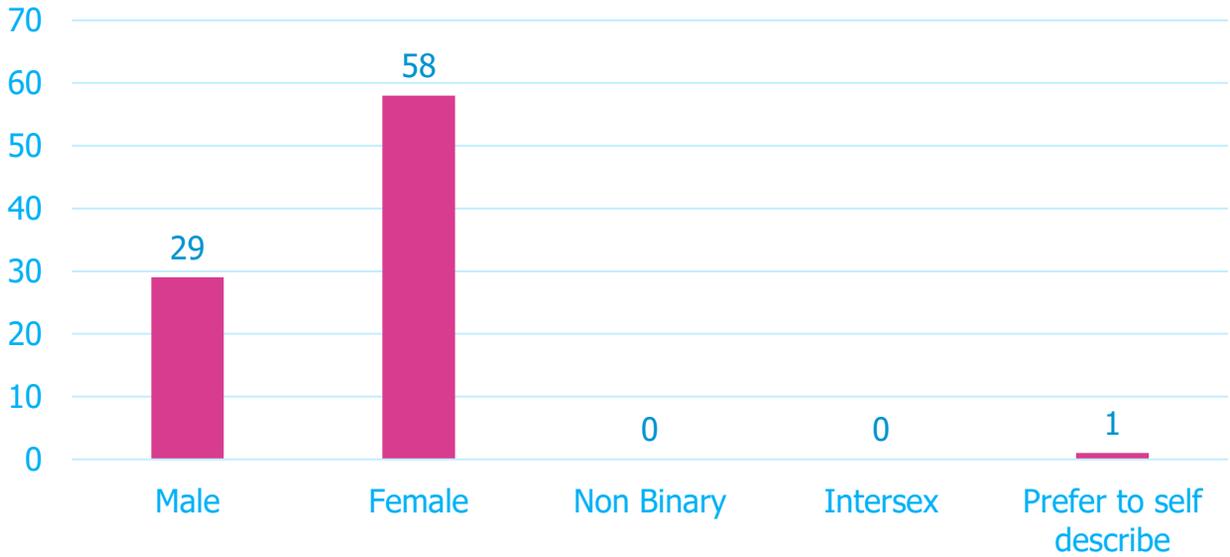
Areas of improvement:

- **Length of time it takes to get through to the service on the phone.**
 - **Increased Staffing levels.**
 - **General Communications.**
 - **Accessibility (Hard of Hearing)**

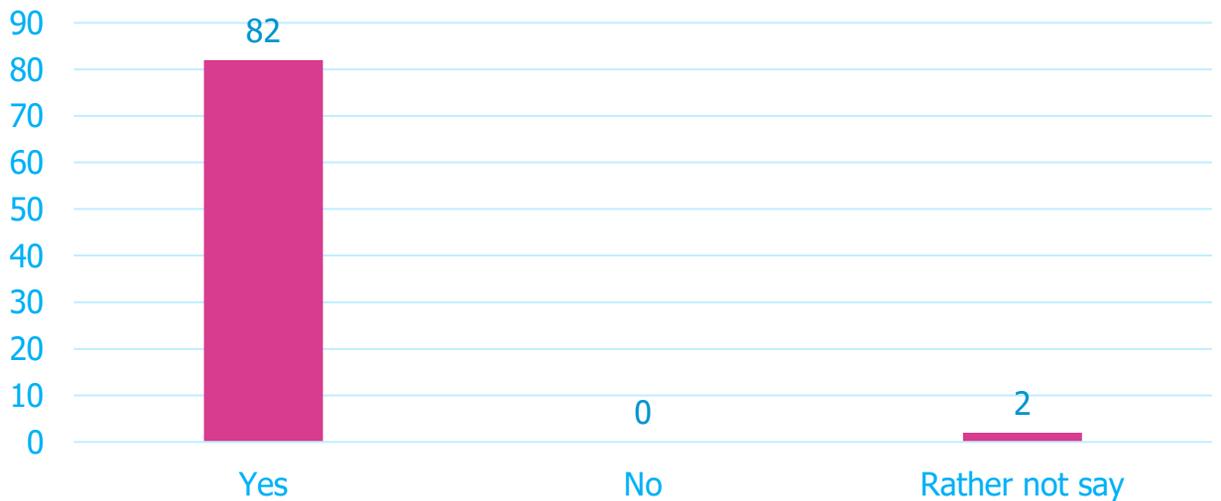


Who we spoke to – Gender Identity

Which of the following describes how you identify yourself?



Does your gender identity match the sex you were registered with at birth?

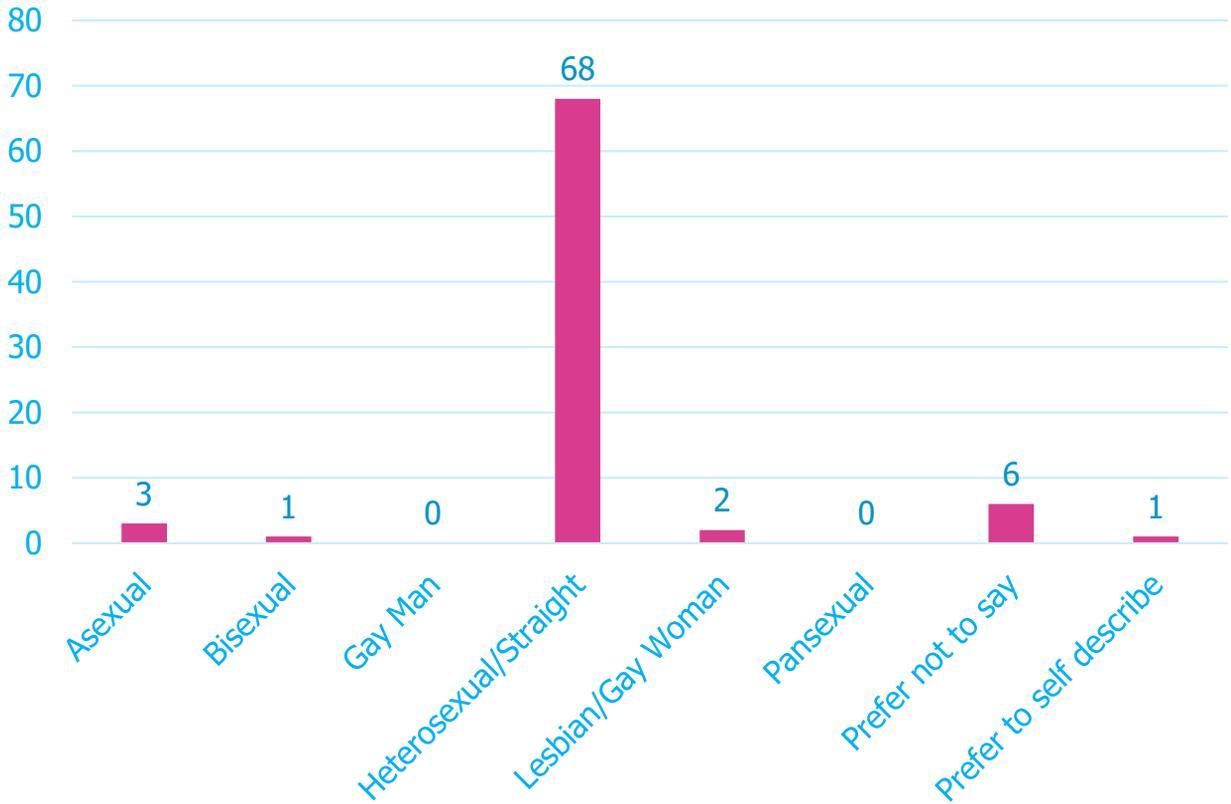


66% of respondents identified as Female.

98% of respondents stated that their gender identity matches the sex they were registered with at birth.

Who we spoke to – Sexual Orientation

Which of the following describes how you identify yourself?

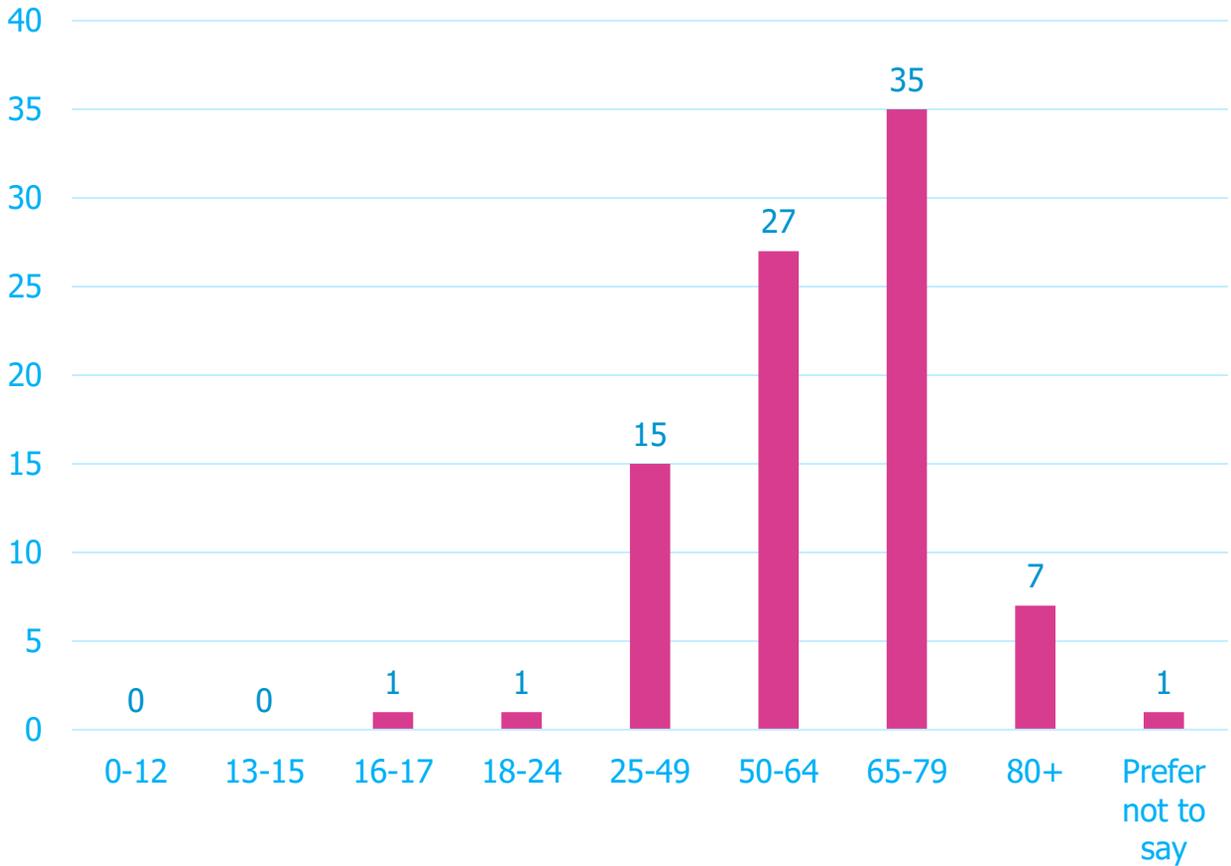


84% of respondents identify as Heterosexual.

3 of the 87 people who responded to the survey said they are Asexual, with 1 identifying as Bisexual.

Who we spoke to – Age

What is your age range?

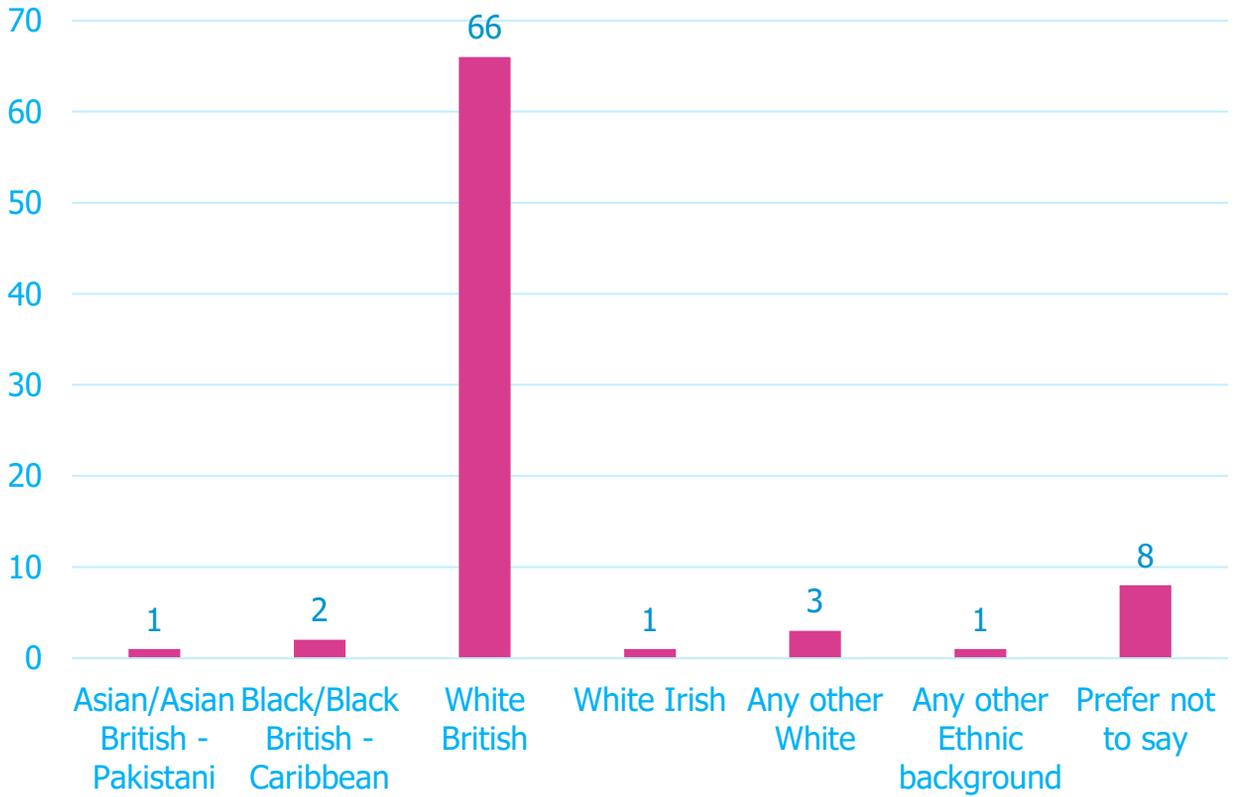


We had a wide mixture of ages take part in the survey with the majority aged between 65-79 (40%), 50-64 (32%) and 25-49 (17%).

All other outlying groups amounted to 11% in total.

Who we spoke to – Ethnicity

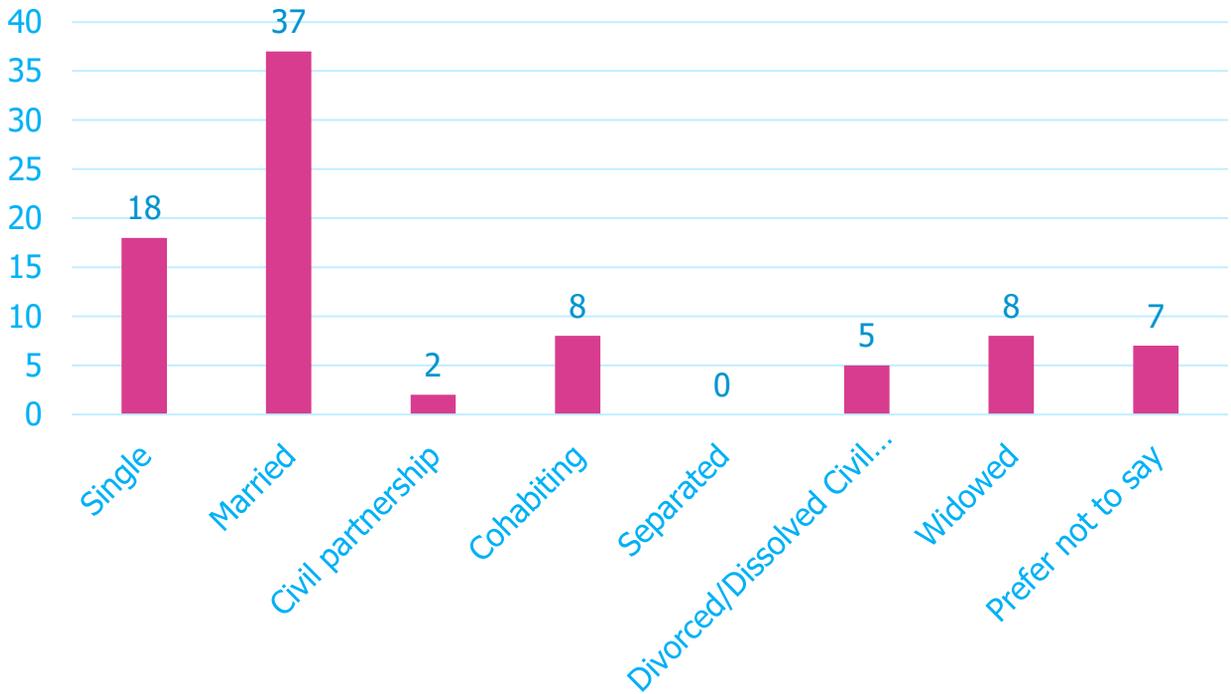
What is your ethnic origin?



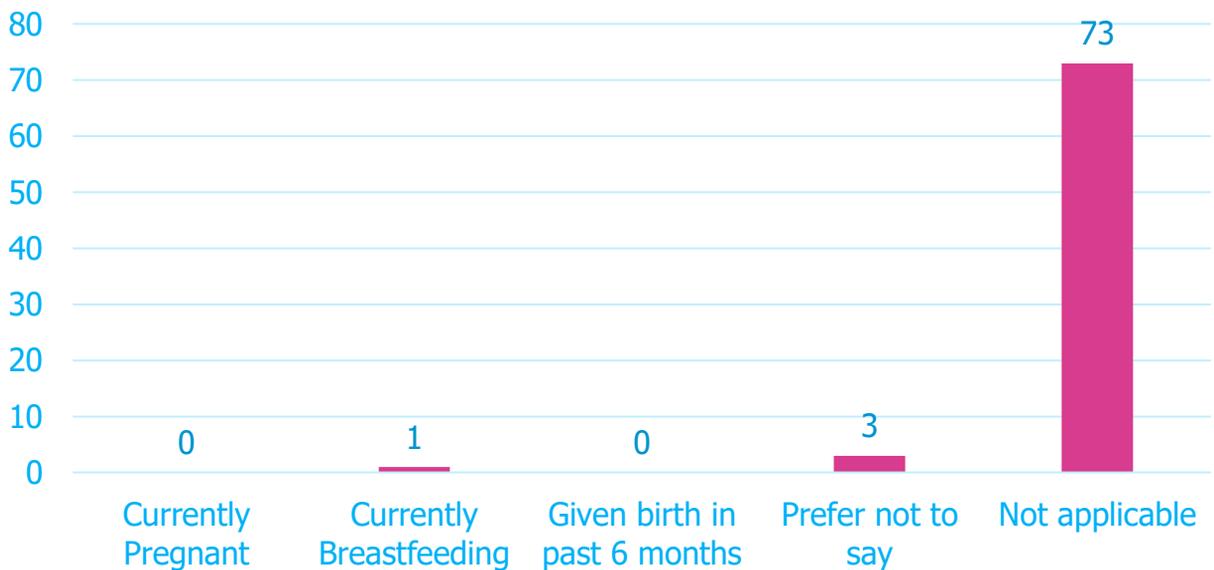
80% of respondents stated that their ethnic origin was White British / English / Welsh / Scottish / Northern Irish. Other responses are listed as above.

All other ethnicities received zero responses and as such are not listed above.

Who we spoke to – Marital Status



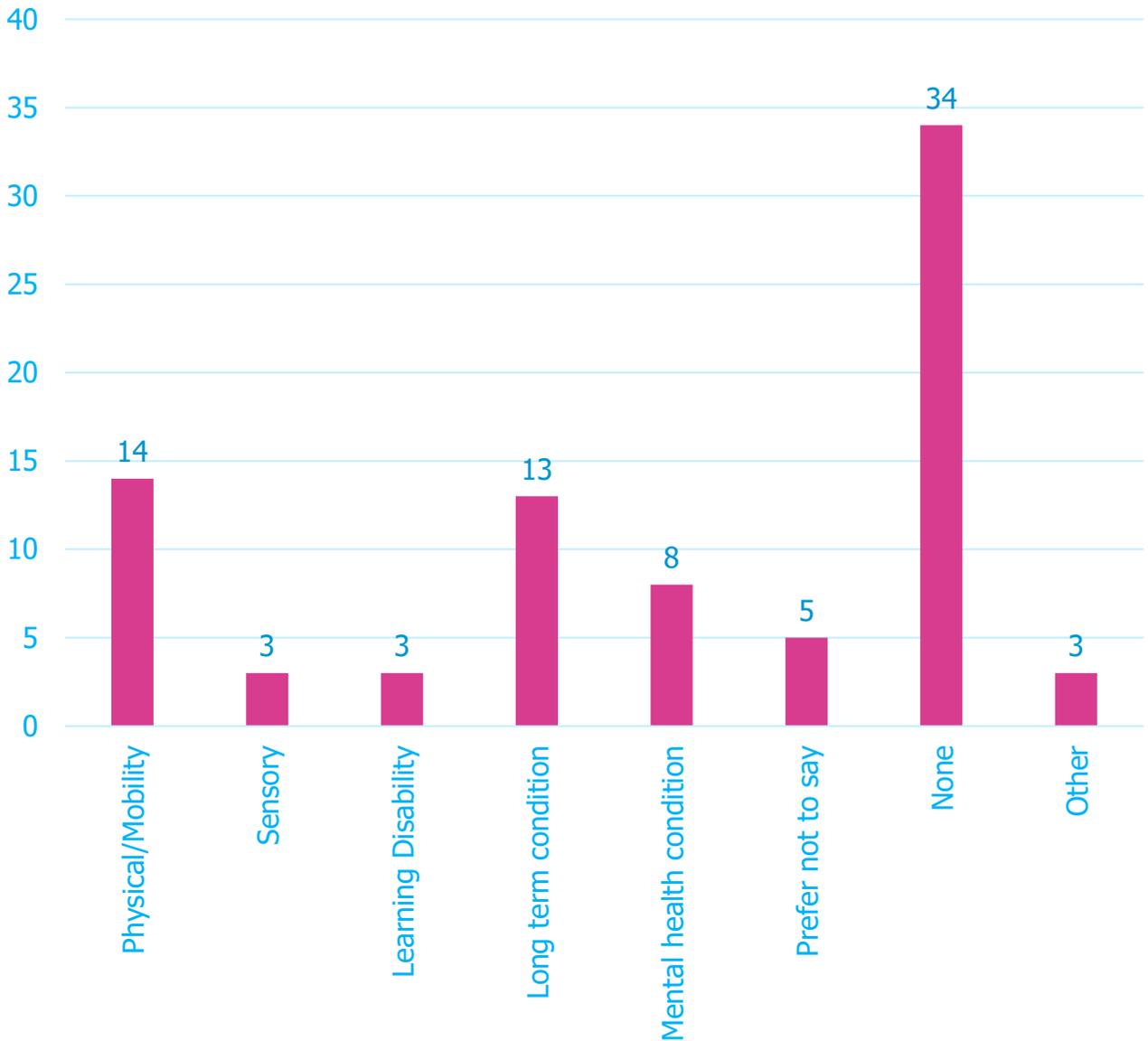
Who we spoke to – Pregnancy/Maternity status



44% of respondents stated that they were married, and 21% stated they were single. All other outlying responses are as above.

1 respondent stated that they were currently breastfeeding however all other respondents felt the question was not applicable or they would rather not state their pregnancy/maternity status.

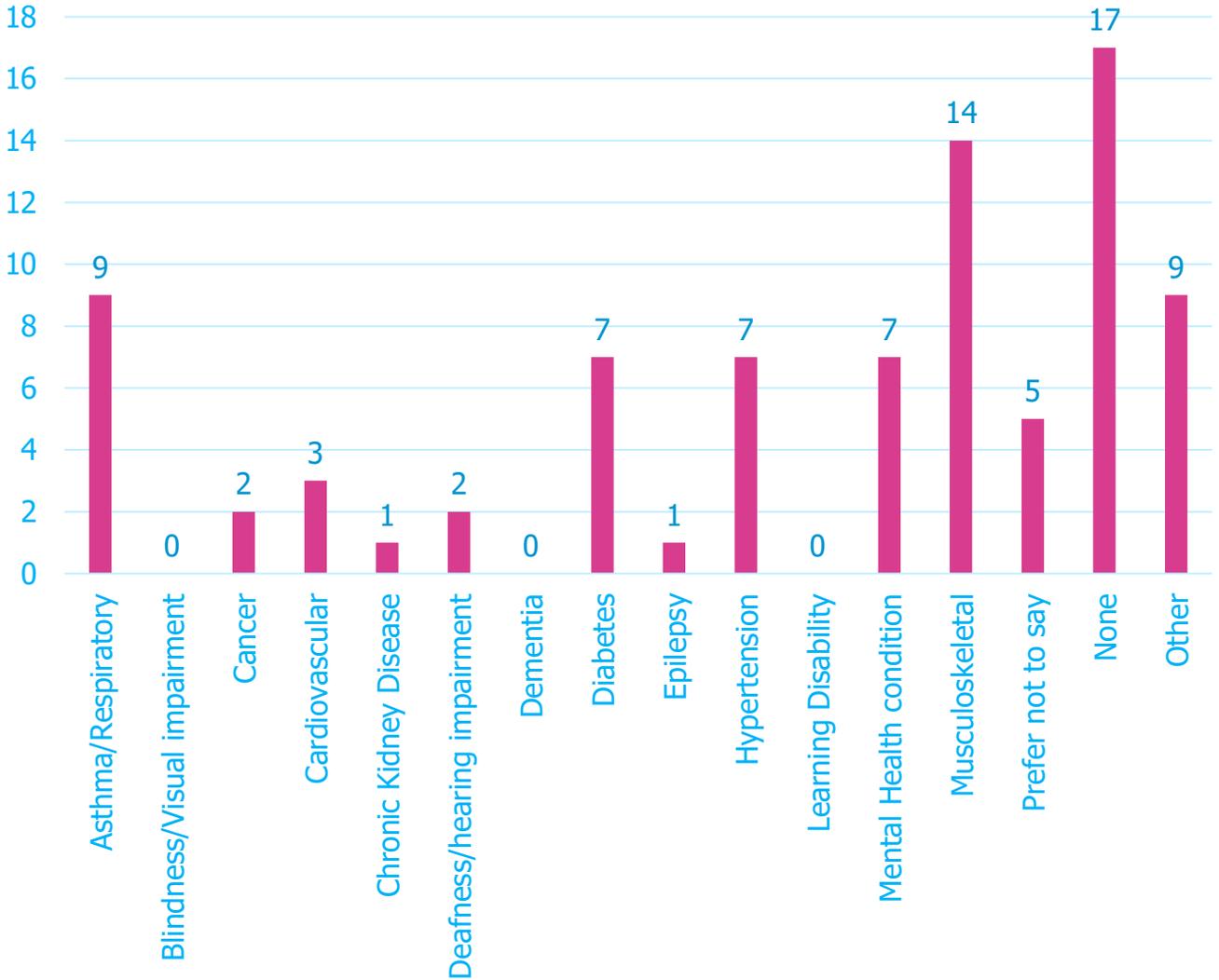
Who we spoke to – Disability



41% of respondents stated that they did not feel that they had a disability.

17% felt that they had a Physical or Mobility Impairment and 16% felt that they had a long term condition that was a disability.

Who we spoke to – Long term condition

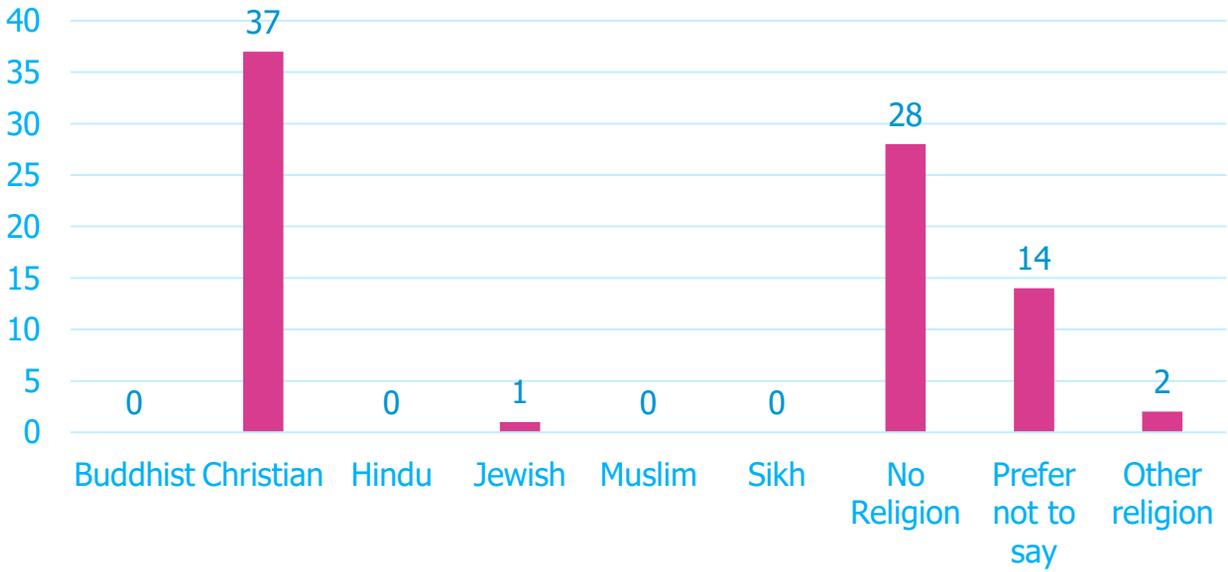


20% of respondents stated that they did not feel that they had a long term condition.

17% stated that they had a Musculoskeletal condition and 11% stated that they had a respiratory condition.

Who we spoke to – Religion

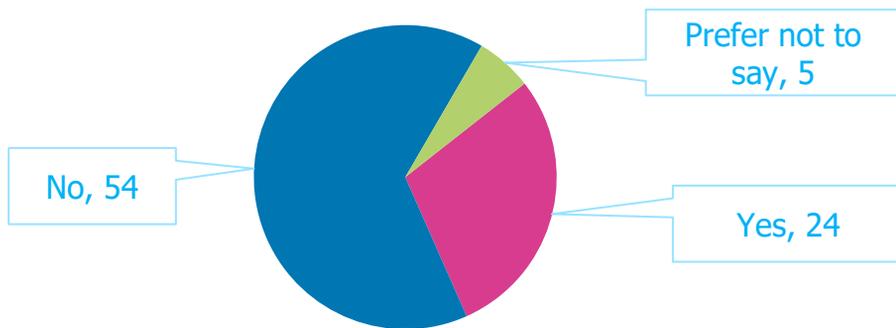
What is your Religion or Belief?



45% of respondents stated they were Christian, 34% of respondents stated they had no religion. Other individual responses for religion and belief are listed as above.

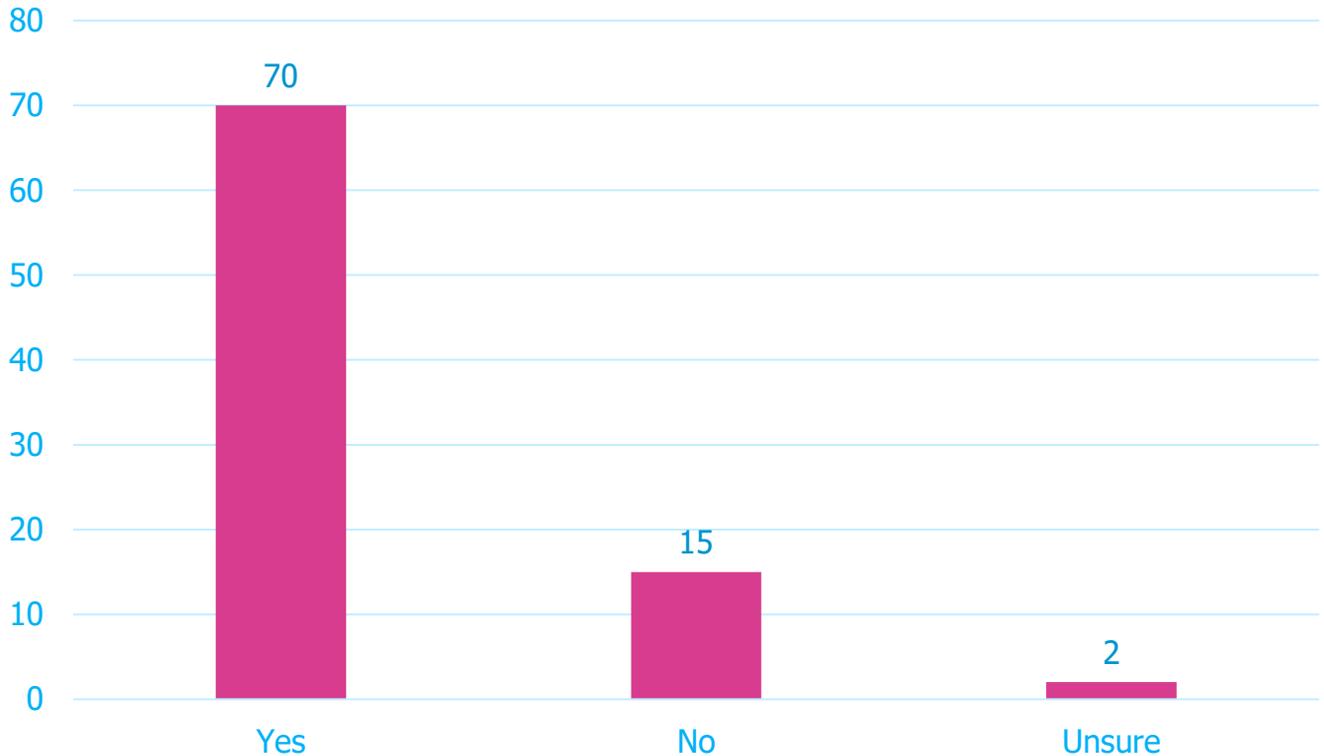
Who we spoke to – Carers

Do you consider yourself to be a carer?



65% of respondents did not consider themselves to be a carer.

Question 1 – Are you aware of the NHS Derbyshire Medicines Order Line (MOL)?



Over 80% of those who responded to our survey had previously heard of the Medicine Order Line. We expected such a high amount to have used the service before due to us purposely targeting GPs that use the Medicine Order Line in their practices over those who do not promote the service. We had targeted groups where we believed we would find people who may have used the Medicine Order Line service. As the Medicine Order Line had told us the majority of their users were elderly, we also attended groups where we would be able to speak to a majority of older people such as the FFF group based at Central URC.

Question 2 – Have you used the Medicine Order Line?



Although over 80% of those we surveyed had previously heard of the Medicine Order Line, only 60% had used the service. This was an expected outcome due to targetting GPs that used and promoted the Medicine Order Line service. Many of their patients would have heard of the service because of this, although they may not have used the service themselves.



“I prefer to order my prescriptions online”

“It is easier to use the Medicine Order Line than trying to call my surgery”

“I had not used it before as I didn’t know it existed”



Question 3 – What is your experience of using the Medicine Order Line?

Out of the 87 people who responded to our survey, we had a total of 51 comments. Overall the comments were an equal mix of positives and negatives. The positive themes seemed to be based around staff performance and the negatives were mainly on waiting times on the phone.



“Generally quite good”

“Efficient and friendly service!”



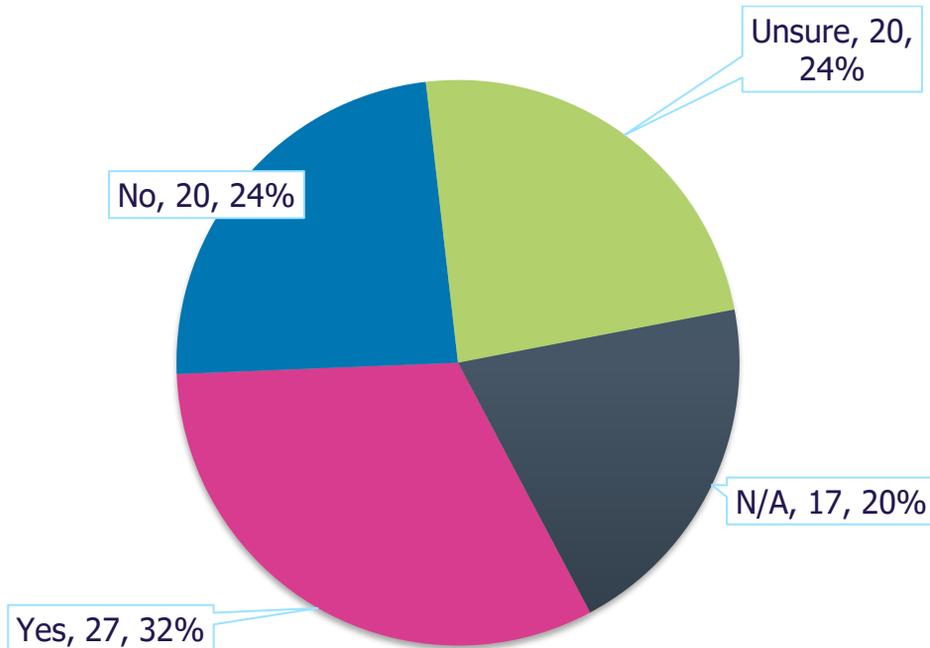
“The waits can be long to get through on the phone, but the staff are pleasant”



“As a deaf person, there is no alternative if you cannot get through on the phone!”



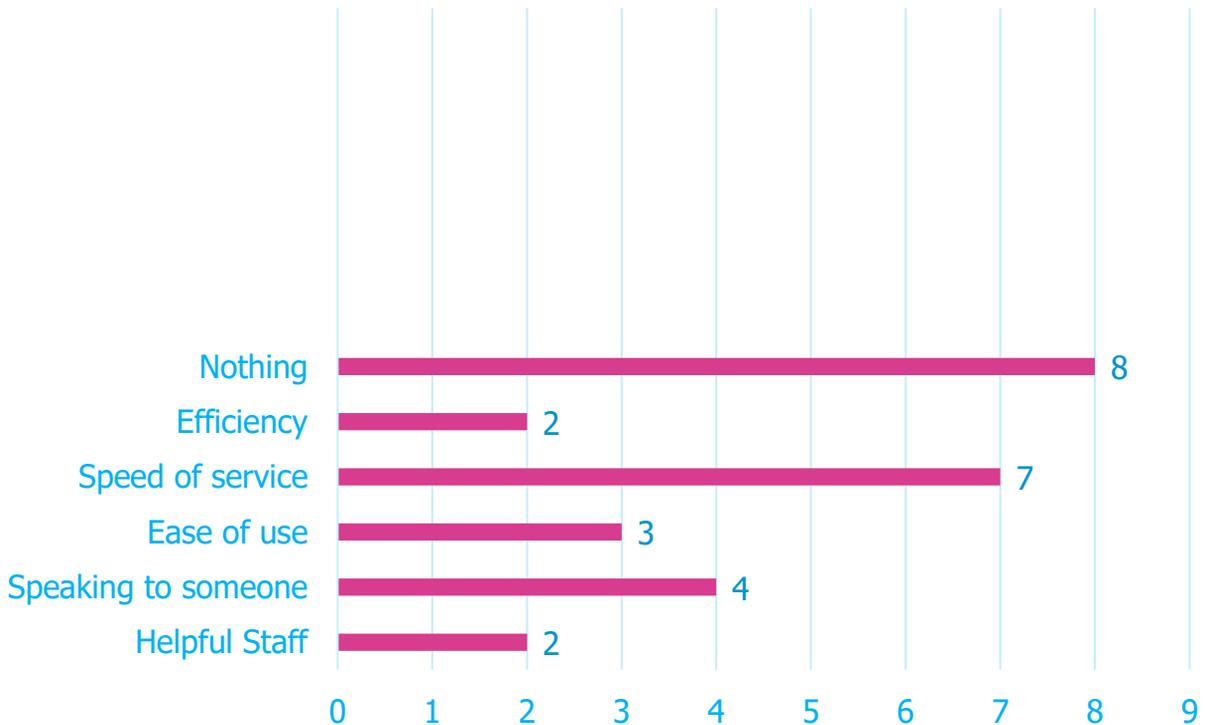
Question 4 – Would you recommend the Medicine Order Line service?



We asked whether those who had previously used the service would they recommend it. Overall, we can see that there was a slight majority who would recommend the Medicine Order Line. However, almost a quarter of those who were asked said they would not recommend the service, and another quarter were unsure if they would or not.



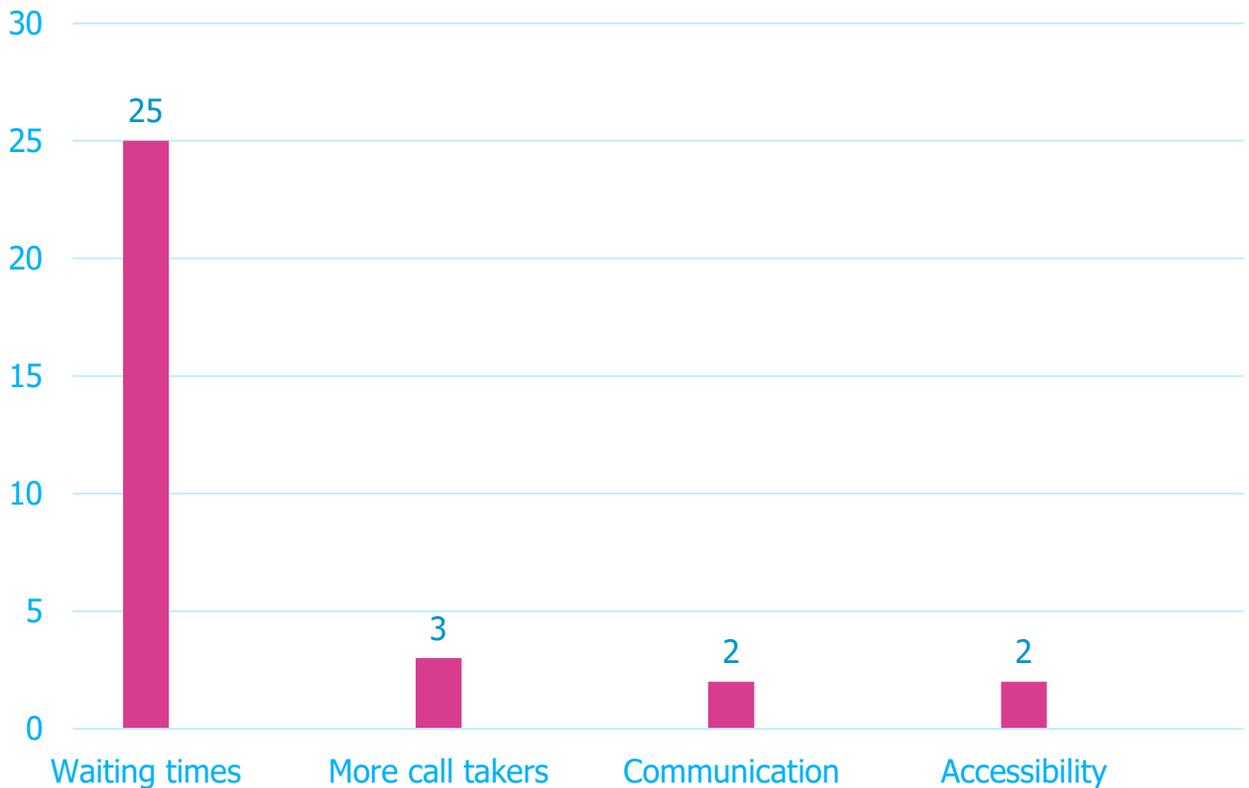
Question 5 – What do you like most about the Medicine Order Line service?



We asked the respondents what is the thing they like the most about the Medicine Order Line service. The most common answer we received was 'Nothing'. The second most common answer was how quick the service was to use throughout the process of calling and order prescriptions. Other less common answers we received were related to speaking to another person rather than ordering online, the helpfulness of the staff they spoke to, the efficiency or the service and how easy the service was to use overall.

Although 8 of the 26 answers we received on this question were negative, this only accounted for less than 33% of the total comments. Almost 70% of those who responded left a positive comment to this question relating to the speed / efficiency or the staff performance when they used the Medicine Order Line service.

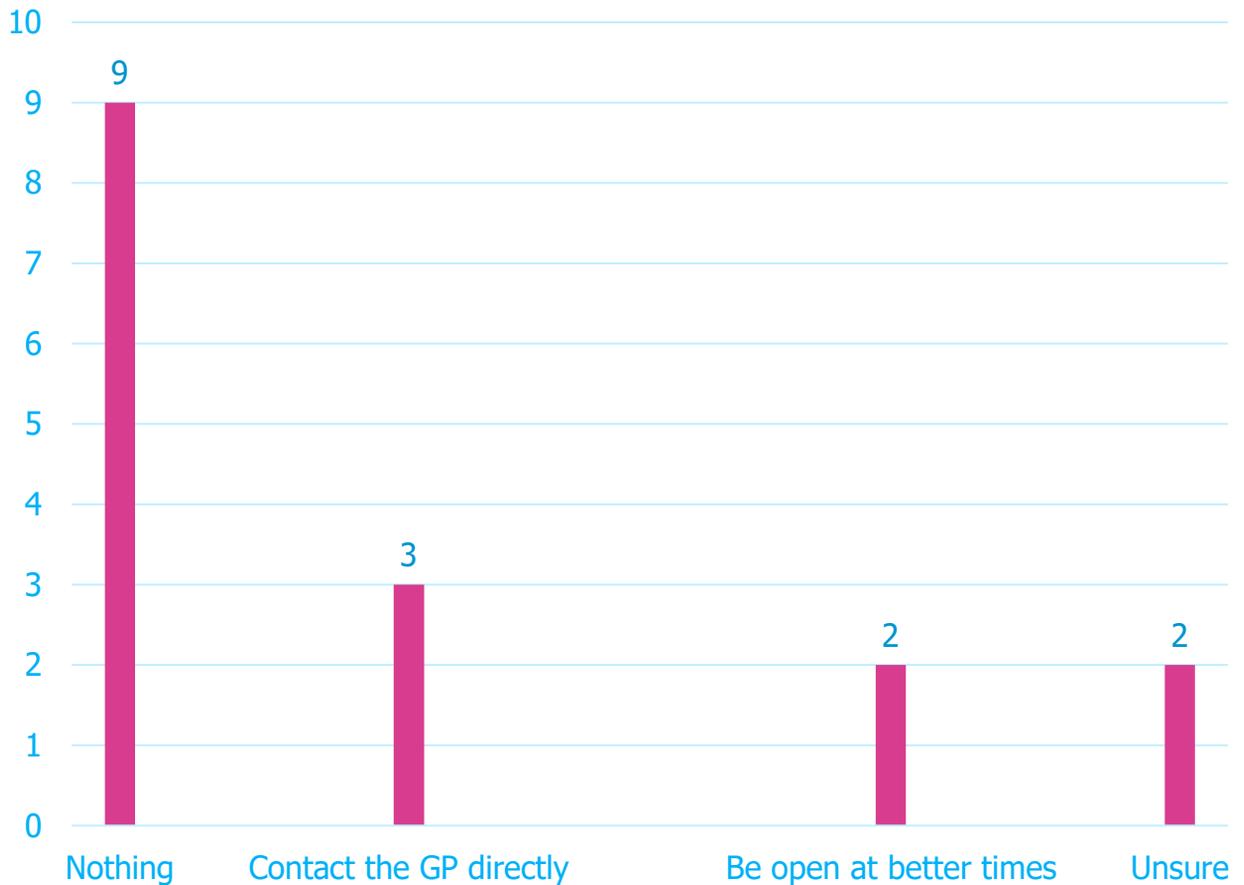
Question 6 – Are there any areas within the Medicine Order Line service that you feel could be improved?



We asked of those who had used the Medicine Order Line Service, what do you feel could be improved. The biggest response we had by far was in relation to the waiting times on the phone to speak to a member of staff. Of the 32 people who gave an answer to this question, 25 mentioned waiting times, which works out as almost 80% of those who answered.

Other less common answers were on the amount of call takers available, the communication from the staff once they got through on the phone (2) and the accessibility to the Medicine Order Line service (2)

Question 7 – Are there any other beneficial services that the Medicine Order Line could potentially offer?



Finally, we asked for any other services that the Medicine Order Line could offer that they don't currently.

The majority response was that there were no recommendations for other potentially beneficial services.

Other less common answers included for the Medicine Order Line to contact the GP directly on behalf of the person using the service, for the MOL to be open at better times including weekends or evenings.

Acknowledgements



Healthwatch Derby would like to thank our in-person and online respondents for their time, for sharing their very personal stories with us and for their general participation, support and interest in this project.

We would also like to thank all those who have shared and promoted this project to enable it to have reached such a wide audience.



Healthwatch Derby
The Council House
Derby.
DE1 2FS

Telephone: 01332 643988
Email: info@healthwatchderby.co.uk
Text: 07812 301806

-  Twitter: [@HealthwatchDby](https://twitter.com/HealthwatchDby)
 -  Facebook: www.facebook.com/Healthwatchderby
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