



HEALTH AND WELLBEING BOARD 27 July 2023

ITEM 8b

Report sponsor: Sue Cowlshaw, Chair,
Healthwatch Derby

Report author: James Moore, CEO,
Healthwatch Derby

Medicine Order Line experiences - 2022

Purpose

- 1.1 The purpose of this report is to provide the Health and Wellbeing Board (HWB) with an overview of the Healthwatch Derby Medicine Order Line experiences - 2022

Recommendation

- 2.1 To consider and note the contents of this report.

Reason

- 3.1 To ensure that the HWB is aware of the report and its findings which supports the HWB in its role in improving the health and wellbeing of the local population and reducing health inequalities.

Supporting information

- 4.1 The Medicine Order Line (MOL) is a way for patients to order repeat prescriptions over the telephone. This takes away the need for the patient to contact the surgery direct for their repeat medication and stops 3rd party ordering via the pharmacy giving patients responsibility for their own medication to reduce medicines waste and improve patient safety.
- 4.2 The aim of the project was to work in partnership with the Medicine Order Line team on how we could find out specific information which could help them to improve the way they run their service

- 4.3 *Key themes were:*

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).

4.4 Our survey was open between December and January 2022/23 and we received a total of 87 responses.

4.5 *Outcomes*

The report has been shared with Medicine Order Line and the wider Health and Social Care system to raise awareness.

4.6 The report is being discussed and used for learning purposes with the Medicine Order Line Service, A follow up is planned at the end of the year to see if there are any notable changes.

Public/stakeholder engagement

5.1 Healthwatch Derby Healthwatch developed a survey open between December and January 2022/3 and received a total of 87 responses.

5.2 When generating feedback, we needed to consider that many of the service users may not have access to social platforms / easy access to website or other online platforms. This was partly due to the MOL providing an easy method of ordering prescriptions which is not done online, but rather over the phone. Therefore, it is likely that many users who cannot use online prescription ordering services or may have difficulty doing so may use the MOL.

5.3 Taking the above into account we decided to not only promote the survey online, but to also focus on planning community events to ensure we spoke to people who may be digitally excluded.

Other options

6.1 None considered.

Financial and value for money issues

7.1 None.

Legal implications

8.1 None.

Socio-Economic implications

9.1 None.

Climate implications

10.1 None.

Other significant implications

11.1 None.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal Finance Service Director(s) Report sponsor(s) Other(s)	James Moore, CEO/ Sue Cowlshaw, Chair, Healthwatch Derby	11/07/2023
Background papers:	Healthwatch Derby - Report (attached)	
List of appendices:	Medicine Order Line- 2022	