

Appendix D: Comments from survey to particular questions

11. Are the data received from pharmacists for flu vaccine administration easy to enter on your computer system?

- Yes

- No

-Mixed Opinions

Comment box: _____

70 comments were received from 344 respondents (below). They can be broadly categorised into the following concerns:

1. Pharmacists are not reporting all patient data
2. Reporting from pharmacists can be delayed
3. Entering data is time-consuming, requiring staff time
4. Incorrect patient information sent to practice
5. Incorrect or incomplete vaccine information sent to practice
6. Manual process wastes time, should be electronic or automatic

Comments below:

- "Data is not received most of the times. that can cause medical risk"

- "It is a manual task"

- "Data not received in a lot of cases"

- "There is considerable duplication of data and some inaccuracies too."

- "Erratic reporting. sometimes notification not received at all."

- "We do not get data from pharmacists. I got my data when I offered to my patients who then informed me that their chemists have given to them already"

- "This could be improved. Ideally I would happen automatically, but not sure if there is an IT solution to this and of the effect on IT governance etc. Worth looking into though."

- "No - often one patient at a time. Far too many bits of paper. Incomplete lists. Many patients have had the flu jab at a pharmacy and they have not told the GP. We are subsequently wasting time chasing. NHSE should be coordinating informing practices which patients have been vaccinated. ie if NHSE knows which pt's "flu jab its paying the pharmacist for then NHSE should be passing this pt number to the relevant practice. (On batch obviously!- not one by one!)"

- "After several request the number of patients names given, no no batch number or expiry and also Not all pharmacies provided the data."

- "Very few of the pharmacy given injections, are actually notified to the GP. Elsewhere vaccinations are generally discovered when phoning and chasing the patient."

- "Easy to enter but have to be downloaded scanned and then entered on the system, increasing workload."

- "We have to scan it, GP check it and then log the vax on the computer £ processes as opposed to the 1 undertaken when flu/pneumo etc undertaken in a clinic"

- "Dont know"

- "Easy to enter but it all adds to the paper burden pharmacists are on spine as are gps and this technology MUST be used to allow data transfer the admin burden is impossible to manage"

- "But most pharmacies not informing us"

- "This year we did not receive any report from the pharmacy informing us that they administered flu vaccine for our registered patients. Only by chance when we offered flu vaccine to our patients they informed us that they already received the vaccine at the pharmacy and they expected that this information was "reported to us.

- "On a few occasions information was sent to us for people who were not registered at our practice. The Pharmacy contact details would not be on the form so admin would have to look up/google pharmacy details in order to let them know that they had sent us an incorrect patient"

- "Yes it was easy to enter in to medical notes however it was extra work load for practice admin staff with out any extra payments. when practice vaccinte it was only matter of clinician to enter into patients medical record template. no admin support required. but for pharmacy they are getting paid for vaccination "and practice staff are doing extra work for them free. (with no cost). and patient are getting vaccine twice free.(what a quality of service NHs is providing to patients!)

- "Poor data sent from chemists - some patients we were offering vaccinations had already been injected by pharmacists, but our system did not have details. it was a shambolic nightmare"

- "But we receive fax/paper which has to be entered"

- "If electronic and integrated would be easier. We are not always informed either."

- "Yes if we get them"

- "It is another piece of work to do, the ease of inputting data depends on quality received from pharmacist"

- "There were about 2-3 queries ie. DOB and address different or not our patient"

- "Flu vaccinations done at pharmacies are not always notified to practices. I have found several patients this year who say that they were given the vaccine by a local pharmacist but we have had not communication from the pharamcy."

- "Its another job"

- "But sometime they omit some informations"

- "Not received"

- "It is just one more thing to do. This should be automated into the patient record"

- "We did receive a wide number of forms that did not relate to our patients"

- "It takes time"

- "Variable info received."

- "When we actually receive it"

- "If received..."

- "They should be electronic. At the moment, they are by fax and not always faxed either."

- "Time consuming! Also some inaccuracies noted with names of patients not registered with the practice being given to GP - creates more work if followed up."

- "Create more paper work. If it can be linked up electronically, that would minimise paper work issue"

- "Most have not fed back to GP surgeries"

- "Needs manual entry"

- "But a considerable delay in getting the information"

- "Not always received and if received not always in good time"

- "The data which is received by email (to the Practice Manager) should not be sent this way. It should be sent by fax as before. By email it to the Practice Manager this create more work at the Practice because the information needs to be sent to the Admin person who then needs to print and scan information to the "patient records."

- "It wouldn't be a problem if we received the data! Over the past few years, my practice (E83645) has always achieved 75-79%. This year was a real struggle. We made many contacts with patients via letters/phone calls (added expense to the practice) to find that pharmacists had administered but not notified us. When local pharmacists were contacted, some patients had been vaccinated as far back as 4-6 weeks!! It doesn't look very efficient from the patient's perception, was far more labour intensive & therefore costly from the practice point of view. We've run these clinics very efficiently for many years & offer flexible appointment times to patients - let us continue to do them please."

- "Not convinced that we receive all data"

- "Increased costs of staff having to input data"

- "Yes easy to enter - difficult to get all the info"

- "Scanning documentation and manual transcribing of read codes, batch numbers, etc."

- "PATIENTS ARE NOT AS EXCEPTING IN HAVING FLU JABS AND WHEN PRESS IS SAYING ONLY BENIFICAL IN 10% OF GIVEN THIS DOES NOT HELP US IN GENERAL PRACTICE!!!!"

- "It does require extra data input"

- "Most of the time, Depends on pharmacy and if we actually get sent anything"

- "It is relatively easy but very time consuming."

- "Needs e data and automatic read code entry"

- "We have had some notifications 3 times or more for the same patient."

- "We have had to chase up informatin from local pharmacies. Using the database - requires checking patient by patient a long list. Pharamcies should provide the information in same way walk in centres/out of hours provide inforamtion about consultaions with patients - current system is not great."

- "Yes, only when we are informed."

- "They were being batched and delays were inevitable"

- "But time consuming"

- "It is not integrated with our system we have to manually add it which is a pain. Something you have not asked about is all the vaccinations we do opportunistically on patients with appointments and their relatives and carers who turn up with them, and of course at home visits. This accounts for around 20% of our "vaccines. The other problem is the poor media coverage, so many people refuse vaccinations in the UK due to a poor understanding of how they work and adverse publicity. You have also not included HCAs in this survey who do the bulk of our vaccinations."

- "Facts are fine - on paper being sent too late and no knowledge of quality of data"
- "BETTER THIS YEAR. LAST YEAR WAS HOPELESS"
- "If you're going to continue with using external agencies/agents to give vaccinations then there should be real time update of patient's records electronically. We will NOT be ordering so many flu vaccines in future and will not be doing extra flu clinics anymore IF the Pharmacists/others are used WITHOUT records "being updated electronically accurately (WITHOUT INVOLVING ME OR MY STAFF!).
- "Entering a 'flu vaccine' record is very easy and quick"
- "Not all the time"
- "Would support them entering the info directly"
- "Early data in October was not transmitted electronically room for error and double vaccination for some more vulnerable patients Patients did not feel they had a choice of still going to the GP when offered immunisation by pharmacist"
- "We did not have time to enter all the batch details etc. And some reports came in very late, indeed after the 31 Jan deadline (having been given in October!)"
- "If i dont do the vaccine I fail to see the point of enerting the dats on my system from someone else who does - why should I pay my staff to do this"
- "No data usually received"
- "Duplicate data, wrong data, cant print off or export into excel"
- "If we receive them but we don't always!"

2. Do you think offering the flu vaccine for the elderly and risk groups at pharmacies is a good idea?

- Yes
- No
- Mixed opinions

Further comments:_____

5 pharmacists from 58 respondents gave comments.

- "Convenient for patients and most of the time no appointment necessary"
- "We are , compared to all other healthcare put together, more accessible, and as we have the pharmacy up and running, the vaccination can be VERY cost effective. We are open, miles longer hours than any other healthcare provider, some pharmacies- upto 100 hrs a week!"
- "It means patients can have the option of going either to their gps or pharmacies, many pharmacies do not even require an appointment"
- "More convenient and easily excessable by patients.""
- PHARMACY ADDS ANOTHER CONVENIENT AND ACCESSIBLE AVENUE THAT PATIENTS CAN GET VACCINATED. AND PATIENTS REALLY VALUE THE SERVICE"
- "pharmacies are very easy to visit, with no appointment required.

5. What reasons do people give for coming to you to receive their seasonal flu vaccine instead of attending their GP surgery? Please list as many reasons as you like.

57 out of 58 pharmacist respondents chose to provide comments:

- "no appointment needed"
- "no waiting time"
- "easy access"
- "friendly, comfortable, service"
- "time given for questions"
- "no queing"
- "pharmacist known very well so feel at ease."
- "Convenience"
- "No appointment"
- "Closer to their home"
- "Convenient opening times including Saturdays"
- "Gp had no appts"
- "No need to wait"
- "Prefer to have it here"
- "Easier and more convenient"
- "Convenient"
- "Better appt availability"
- "close to work"
- "close to home"
- "CONVIENIENT TO GET TO"
- "CONVIENIENT OPENING HOURS"
- "NO APPOINTMENTS NECESSARY"
- "TRUST"
- "Reduces pressure on GP"
- "More convenient"
- "Its Free if eligible"
- "more convenient"
- "no appointment necessary"
- "Close to their home"
- "No appointment required"
- "Convenient opening times (lunch and Saturdays mainly)"
- "They came last year"
- "Little or no waiting times"
- "quick"
- "convenient"
- "close"
- "no appointment"
- "good service"
- "easy access"
- "no appointment needed"

- "closer to home"
- "longer opening times"
- "prefer to use the pharmacy"
- "always use the pharmacy"
- "don't have to wait"
- "closer to home"
- "convenient location"
- "extended opening hours"
- "closer to work"
- "no need for appointment"
- "convenient opening hours"
- "Convenient location"
- "No appointment needed in general"
- "informal"
- "familiarity of staff and pharmacist"
- "Friendliness of staff"
- "Were made aware of the service by us"
- "easy access"
- "convenient"
- "no appointment"
- "closer"
- "no appointment"
- "convenient to get to"
- "like the staff"
- "Convenience"
- "Walk in"
- "Missed out on flu clinics/appointments being held at surgery"
- "General enquiry which then leads to vaccination"
- "No Appointment Needed"
- "Can do when collecting prescription"
- "Close to home"
- "Drop in service"
- "Friendly Staff/ Trusted Faces"
- "Doctors is like battery farm"
- "quick"
- "convenient"
- "no appointment"
- "closer"
- "easier access"
- "flexible timing"
- "very convenient"
- "no appointment required"
- "can come on most days unlike at GPs which is fixed days"
- "good friendly service"
- "Saturdays are very welcome for working people"
- "patients who are generally well prefer not to go to a GP for a flujab"
- "no appointment"
- "convenient opening hours"
- "no long waiting time"

- "professional service"
- "easy access"
- "convenient"
- "no appointment"
- "more comfortable"
- "work in service"
- "service with a smile"
- "Convenience, as there is a pharmacy open, near every patient"
- "we are a healthcare professionals, and have the public trust"
- "We are open unsocial hours, some open upto 100hrs a week"
- "We know and see our patients more regularly than any other provider due the nature of our business (i.e. Retail arm is used by our patients and customers")
- "We can have the complete process within minutes, convenient for the people with a very short time to waste"
- "We have qualified staff, already working in the pharmacy-so no need for that extra nurse, etc and they understand that it saves money for the NHS"
- "They were passing the pharmacy so dropped in!"
- "No appointment necessary"
- "Like the service"
- "convenient to get to"
- "can be done after their work hours"
- "Enjoy the extra information received rather than being rushed"
- "no waiting like in GP surgeries"
- "no appointment is needed"
- "quick, time-efficient"
- "More convenient"
- "Waiting times"
- "Better hours"
- "More convenient"
- "Patients know you, feel more comfortable"
- "Saves them a trip"
- "No appointment"
- "convenient"
- "no appointment necessary"
- "no waiting time"
- "given just as well as GPs or nurses"
- "Vaccine not available at GP in Sep 2014"
- "No appointment necessary"
- "Surgery doing vaccinations on Saturday"
- "Patients asked by pharmacy staff pro actively"
- "Pharmacy nearby"
- "Pharmacy staff give good reception"
- "Surgery had run out of vaccines"
- "Pharmacy/Patient Rapport"
- "Ease of Access to Pharmacy"
- "Flexible Appointments Fitted Around Patient Convenience"
- "Previous Job Experience with Pharmac"
- "Patients Given Better Information"
- "Lack of GP Appointments"

- "No Vaccines at GP Surgery"
- "Easy to get to"
- "No appointment"
- "Better opening hours"
- "Came into pharmacy for something else"
- "No need for appointments"
- "No need to wait as usually done asap after assessment"
- "Convenient opening times"
- "Close to home, easy to get to"
- "Privacy due to availability of private consulting room"
- "Large space available in consulting room for comfort"
- "No need for an appointment"
- "convenient opening times."
- "Closer to work or home"
- "Familiar pharmacist and staff"
- "Later opening"
- "open on weekends"
- "speed of service"
- "convenience"
- "friendliness"
- "amount of information given -more than GPs"
- "comfort"
- "no need for appointments"
- "No appointment need"
- "Close to home/work"
- "Friendly environment"
- "It is faster than GP"
- "No appointment necessary"
- "No queuing"
- "quick"
- "personal"
- "Convenient"
- "No appointments"
- "Long waiting time at GP FLU CLINIC"
- "Longer opening hours"
- "Have the jab while they are picking up their prescription"
- "Patients being referred by GP staff!"
- "no appointment needed"
- "convenient"
- "no waiting time"
- "No appointment needed"
- "Don't have to wait for hours in the surgery to see nurse/GP"
- "No appointment required"
- "Even if on appointment, not later than the next day"
- "Appointments based on patient's convenience"
- "no appointments"
- "convenient times"
- "professional service"
- "quality of care"

- "good information"
- "right place at the right time...(not a time issue)"
- "convenience"
- "No need for appointments"
- "Local to their home"
- "More convenient and accesiable"
- "Trust us more then their nurse"
- "Always complain hard to get appoitment at their GP"
- "convinience"
- "good technique"
- "no queing"
- "convenient"
- "can be done any day"
- "Access"
- "No Appointment"
- "Open longer hours including weekends"
- "People who work do not have to take off"
- "professional and confidential service"
- "no bookings"
- "convenient (travelling)"
- "already collecting prescription(s) from pharmacy"
- "prefer the pharmacy's service to GPs"
- "stock shortage"
- "whilst in the pharmacy they remember that they have not been vaccinated"
- "Ease of access"
- "No appointment needed"
- "Quick & Easy"
- "long waiting times at the surgery"
- "get flu jab while waiting for prescription to be dispensed"
- "quick servicy at pharmacy"
- "same person giving flu jab in pharmacy i.e. pharmacist"
- "no hassle of booking appointment at pharmacy"
- "walk in service"
- "longer opening hours"
- "walk in"
- "no appointment required"
- "quick service"
- "more availability"
- "More convenient as no need for appointment"
- "Not having to wait"
- "Not having to go on appointed days only at GP"
- "More time and explanantions given by pharmacist before and after injection"
- "Available at weekends"
- "GP not willing to provide if not on the at risk list"
- "no appointment"
- "walk-in/convenient"
- "near to home"
- "trust pharmacist"
- "vaccines not out of stock"

- "Convenient"
- "Fast service"
- "No appointments"
- "Professional service"
- "Convenience"
- "No appointment required"
- "Close to their home"
- "Prefer the environment"
- "More convenient wrt timing"
- "Spur of the moment decision"
- "CONVENIENT"
- "OPENING HOURS"
- "NO APPOINTMENT- NO WAITING"
- "BETTER RELATIONSHIP"
- "ALWAYS ON HAND FOR ADVICE"
- "BETTER ADVICE"
- "no need for appointment"
- "you have it in stock"
- "the nurse is fully booked at the surgery"
- "i do not have time to go to the surgery"
- "you are open on saturday which is my day off"
- "More convenient"
- "GP only run clinic on specific days."
- "Happy to use pharmacy where possible as it is easier"
- "Can get it done, and not have to remember to attend an appointment"

8. Thinking about the benefits and disadvantages of offering flu vaccines at pharmacies, which statements would you agree with? Tick all that apply.

... Any further comments: _____

9 pharmacists from 58 respondents chose to comment:

- "It we could check patient record for pneumonia vaccine history , then increase uptake , as most patients unsure , and Gp mostly hard to get information from"
- "many patients confused as to whether they have had pneumonia"
- "no support or training provided by the commissioning body; not enough time to prepare the services; not accurate information about the details of the service level agreement"
- "Worthwhile service, however paperwork is still a problem. Always something to upload."
- "system needs to be streamlined with less paperwork and an easier system to notify GPs that they are obliged to view and update their records"
- "People travelling have private Vaccination jabs, without access to PMR, so it's not a problem. Also this will create a huge saving , overall , on the NHS"
- "GPs need to stop seeing pharmacy as competition"
- "GP's do not all have emails, this should be in place automatically on sonar"

- "Pharmacy is where we are OK and willing to do more."