

EMERGENCY CARE SUMMARY

Survey Responses

160 people responded to this survey

All survey respondents view ECS access favourably



"Having access to ECS has saved time for me and minimised any delay in treatment for the patient"

"As an extended-hours pharmacy we often have patients present after 6pm looking for items which have been left at the GP for collection. Now we can access their record in minutes and supply the item so they leave delighted with the service provided and we don't need to waste time on hold to NHS 24."



The vast majority of survey respondents used ECS to help them navigate unscheduled care consultations

There were many examples given of being able to supply a newly prescribed medication to a patient, even though the original prescription had not made it to the pharmacy (e.g. Antibiotics)



"...a child was prescribed an antibiotic on a phone consultation on a Friday night but the prescription didn't make it to the pharmacy before the surgery closed. I was able to quickly access the ECS and get the meds to the child first thing Saturday morning. Prior to this would have involved several phone calls and much disruption in the pharmacy."

"Prevents us from having to pass the patient on to another service"



Many respondents reported that ECS helped give them the confidence to make a supply of medication or decide whether to refer a patient onwards

When asked what they would have done without access to ECS, most pharmacists said that they would have been forced to make a clinical decision without all of the information that they needed



"Direct access to the relevant information allows the pharmacist to provide patients with the pharmaceutical care required in one complete interaction (in most cases). It also removes the need for a third party (GP practice staff or NHS24 staff) thus freeing up their time and, more importantly, removing a potential source of error (for example, by communication not being clear or recorded correctly via a phone call)"

"ECS has been essential throughout the pandemic to support those unable to visit their normal GP or Pharmacy"



Most pharmacists reported a positive effect on the patient journey, with onward referrals often avoided