

PRESCRIPTION
WAITING
TIME
AUDIT



Method A

Standards	90% of prescriptions will be completed within minutes, 10% within minutes.
Data Collection	In pencil, record on prescription: time in record on prescription: time out (or ready to be given out) Monitor for 4 weeks.
Evaluate Data	Is the data complete and accurate?
Implement Change	e.g. Staffing at busy times.
Reaudit	Has the change been successful? Can you make further improvements?

Method B

Standards	100% of patients will be given an estimate of how long the prescription will take when they leave the prescriptions, unless they are calling back. 90% of prescriptions will be dispensed within this estimate or by the agreed call back time. If the estimate of time is exceeded by 50% or 5 minutes, then 100% of patients will be informed, given a reason for the delay, and given another estimate for completion.
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Data Collection

Estimate of Time to Dispense Prescription or Agreed Call Back Time	Time In	Time Out	Additional Time Agreed	Reason for Delay

Key for Reason for Delay

I = intervention on prescription

B = unusually busy time, original estimate impossible

N = no stock

M = manufactured item

Monitor for 4 weeks

Evaluate Data

Is this a representative sample?

Is this data complete and accurate?

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Implement Change

Pharmacist/dispensing assistant frequently informs counter assistants of how long prescriptions are taking.

From data analysis, define average waiting times for different intervals during the day, so that counter assistant can give more accurate estimates e.g. 9 - 10am = 5 mins etc.

Change staffing to suit business.