

# Well Pharmacy Longridge

30<sup>th</sup> September 2024

10:00 am- 11:30 am



**Disclaimer:** This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and patients who met members of the Enter and View team on that date.

# Contact Details

## Address

Stonebridge Parade

Preston Road

Longridge

PR3 3AN

## Surgery Contact:

Georgia Turner – Pharmacy Manager

## Date and Time of our Visit:

Monday 30<sup>th</sup> September 2024

10:00am – 11:30am

## Healthwatch Lancashire Authorised Representatives:

Steve Walmsley (Engagement Team Leader)

Lynn Yates (Healthwatch Lancashire Volunteer)

# Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good surgery within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

## Why pharmacies?

Healthwatch Lancashire are carrying out visits to pharmacies in response to concerns about general physical accessibility and access to specific services. We are also interested in establishing how service changes have been perceived and understood by members of the public in light of the recent Pharmacy First initiative.

## Acknowledgements

Healthwatch Lancashire would like to thank patients, staff and management, for making us feel welcome and for taking the time to speak to us during the visit.

# What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Well Pharmacy on 30<sup>th</sup> September 2024 and received feedback from:



## Introductory meeting with manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the Pharmacy Management team to discuss the background of the pharmacy and to view the facilities.

## One to one discussions with patients

Healthwatch Lancashire spoke with people using the pharmacy about their experiences, their reasons for visiting the pharmacy, and how they felt about the service.

## Discussions with members of staff

Healthwatch Lancashire Representatives spoke with members of staff about their experiences delivering services. Questions centred around support for people using the service and any improvements staff felt could be made.

## Observations

Observations were made throughout the visit. This included interactions between staff and people using the service, accessibility measures in and around the building and the condition and cleanliness of the facilities.

# Summary



Healthwatch Lancashire representatives made an announced visit to Well Pharmacy in Longridge on the 30<sup>th</sup> September 2024 in order to find out more about the services provided at the pharmacy and to speak with patients about their experiences.

There was a high level of satisfaction expressed by patients who attended the pharmacy throughout the visit. Most patients visited the pharmacy to pick up their prescriptions after they had attended an appointment at a GP surgery. Two patients were visiting the pharmacy for a follow up visit as they were unable to get their prescription on a previous visit due to stock issues, which they mentioned the staff at the pharmacy had worked to resolve.

Most patients were not aware of the Pharmacy First initiative but were confident that they could go to a pharmacy with a minor issue instead of phoning their GP. Patients were happy with the advice that staff gave them, and they felt that staff were approachable, particularly with medication enquiries.

Staff felt that they had a positive working relationship with each other and the patients. Some concerns were raised about capacity to deliver all services they were expected to, in light of the upcoming seasonal vaccinations which meant that some staff would be diverted from some of the core aspects of their work.

The facility itself had good accessibility with some minor issues that required some attention (see recommendations). Staff were welcoming and supportive of the visit.

# Pharmacy Overview

## Location



Well pharmacy is located near the town centre in Longridge and can be accessed by public transport using bus stops on Preston Road which are close to the surgery. There is a large car park to the side of the building. There are no dedicated disabled parking spaces. While the land is not owned by the pharmacy, it would be beneficial to investigate implementing designated parking bays. (recommendation 1)

## Services available

The pharmacy offers prescription services for people from the two GP practices in the town alongside sales of general medication for members of the public. A consultation room is available for people to be seen by a qualified pharmacist for common ailments. The pharmacy offers advice and guidance under the Pharmacy First initiative and a range of vaccines including:

- Flu
- Covid-19
- Pneumonia
- Meningitis B
- Human papillomavirus (HPV)

# Enter and View observations

## External Environment

The pharmacy is situated in a retail building close to the main road. Directions to the pharmacy were well signposted, and the parking bays were easily located from signs on the main road. Access for people using walking aids and wheelchairs was somewhat restricted owing to a large step on the front pavement. The location of the building has a large step at one end of the building which means that access is not straightforward (see cover photo). Wheelchair users and people using prams were only able to use level access at the far end of the building frontage. A handrail was in place for people to use on the car park side of the building to climb steps leading to the entrance.

The front door was wide enough for prams and wheelchairs to enter, however it was unpowered and would prove difficult to open for some people without assistance. (recommendation 1)

## Internal Environment

The interior of the pharmacy was well designed, with ample space for people to move around. Medications and products were clearly identifiable, and health information was clearly displayed.

Information about the Pharmacy First initiative was prevalent throughout the service area, with banners and bunting on display to advertise the service. One element that was not clear was the types of conditions that people could visit the pharmacy for under this initiative. (recommendation 2)

The service area was accessible and clearly signposted so that people using the service were able to find things that they needed.



## Observations



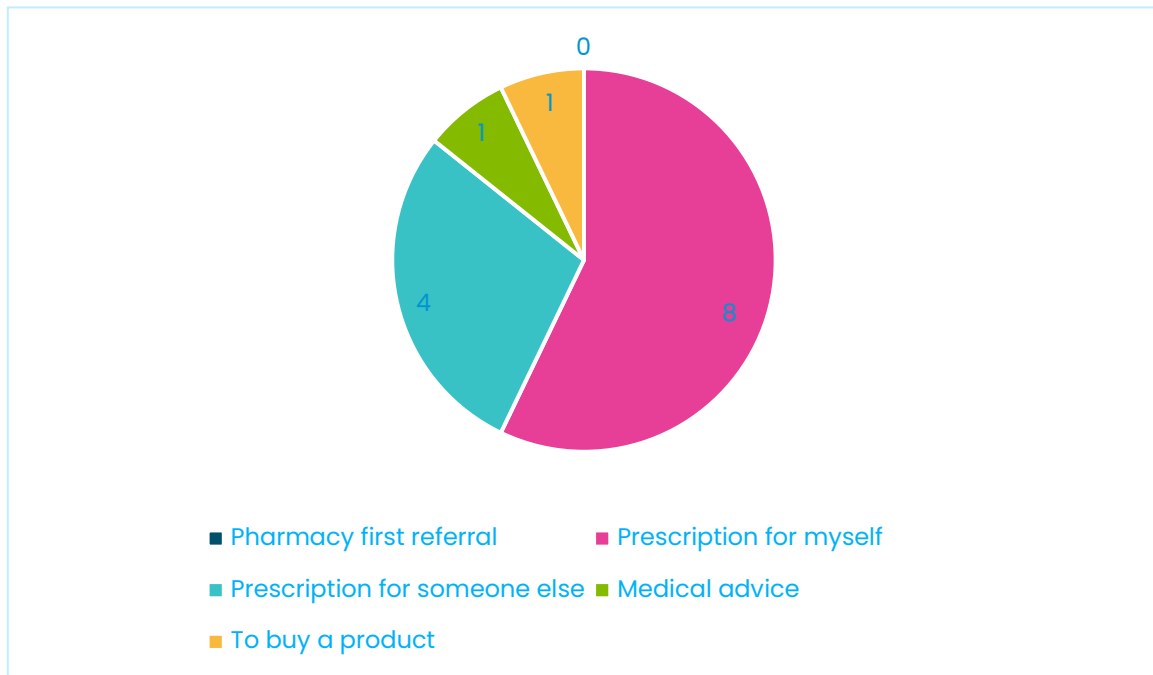
Healthwatch Lancashire observed several interactions between members of staff and people using the service. Staff members were attentive and listened to the enquiries that people came with. Most interactions involved people picking up prescriptions that had been given to them by local GP practices.

One patient made enquiries about an issue that they had experienced with their medication, which was discussed in a sensitive manner by the member of staff who made sure that they were given suitable information. People who attended the pharmacy were able to get the advice they needed. There was a delay observed for one person's prescription where there was a query raised about the prescription; the member of staff made sure they were aware of how things were progressing. (recommendation 3)

# Patient Feedback

Healthwatch Representatives spoke with **Fourteen** people using the service.

## What is the purpose of your visit?



Eight people visited the pharmacy in order to pick up a prescription for themselves. They had received their script and attended the pharmacy to pick it up. No one attended during the visit to enquire about any minor conditions under the Pharmacy First initiative. Staff showed Healthwatch Lancashire that there had been some referrals made under the scheme within the last month.

One person visited the pharmacy to pick up medication for residents at a local care home. This had been facilitated by the medical staff at the home and was picked up once the prescription had been prepared.

Three people were aware of the Pharmacy First initiative and how it could help them. One person explained that they had seen some information in the nearby GP practice which advertised how it could help people. (See appendices)

**“I would come here for minor ailments but this is only because my relative works in the NHS and told me about it.”**

Other people were unsure about what pharmacy first meant and how it could benefit them.

## Have you been able to get what you required?

Two people had been unable to get the medication they needed on previous visits due to stock issues but had returned to the pharmacy on the day of the visit and were able to get the medication they needed.



## What works well at this pharmacy?

Eight people, using the pharmacy, explained that they felt the advice given by staff was always useful and they were able to approach the pharmacist with any questions.

**“I can get advice from them about anything. I came in with a query about my medication and to pick up a prescription. It is easy.”**

All patients spoken with complemented the attitude of staff when they visited the pharmacy, with some complimenting how friendly staff were with them and how they never felt judged asking questions, particularly about medication.

Two people expressed frustration about being unable to get the right medication from the pharmacy but explained that they understood that it was not an issue the staff at the pharmacy could do much about. They commented that they felt the pharmacy were able to resolve any issues with medication because there was a link established between the local GP surgery and the pharmacy.

**“If there are any issues Stonebridge is only up the road and they get things solved quite quickly.”**

One person using the service had returned to the pharmacy after being unable to get their prescription on a previous visit and were happy that the pharmacy had been able to source their medication.

## Do you receive information in a way that is easy to understand?

Six people felt that the advice they were given by the staff at the pharmacy was easy to understand and delivered in a professional manner.

**“They helped me understand about an issue with my medication where it wasn't working properly.”**

Three people explained that they were given helpful advice about getting immunisations at the pharmacy and that they would be taking up this offer.



# Staff feedback

Healthwatch received feedback from **four** staff members during the visit.



## How do you manage your workload?

All four staff felt that there was considerable pressure placed on pharmacists to deliver the services that they were commissioned for.

**“Funding is the biggest concern as our other services only supplement our core work. The funding for core work only goes so far.”**

One member of the team explained that they had to plan carefully in order to deliver their core services as well as the extra requirements of the pharmacy first initiative and the winter vaccine programmes for Covid-19 and Flu.

**“Pharmacy first is really good but it does take up my time, especially when only certain people can deliver it and the vaccines. If I am with a patient for pharmacy first, there might be someone who is waiting for a vaccine that only one member of staff is allowed to administer.”**

Two members of staff felt that there was some work that could be done to improve the referral process from GP practices in order to ensure that there was stock available for people to access.

**“We have had issues where a prescription will come through and we don’t have what the patient needs. It means they need to come back which is frustrating for them and us.”**

## Do you feel supported to carry out a person-centred experience?

All four staff felt that they received good support from themselves and from their head office to deliver the services to people. One member of staff complemented the Pharmacy First initiative, explaining that

**“It is wonderful how it is helping primary care shift around.”**

They explained that it helped them measure more accurately how they were able to help people which meant they got more job satisfaction from being able to help people.

Staff explained that the systems they had in place helped the pharmacy deliver a good level of service to people using the pharmacy, as they were all able to provide support for each other, especially if there were complications with medication. One member of staff commented that they felt there was some engagement that was needed in order to better educate the public about services that were available to them (Recommendation 2)

One staff member was concerned about increasing demand from people as there were issues with availability of medications and greater demand placed on the pharmacy, especially when other services were being reduced in other areas.



## What measures are in place for people with disabilities?

The pharmacy has access to a hearing loop and staff explained that they had used translators on Language Line in the past to help people whose first language was not English. However, this was arranged by patient rather than the staff at the pharmacy. They felt that there was more that could be done to assist some patients but were not sure how to approach this. (recommendation 5)

Three members of staff commented on the accessibility of the building, suggesting some improvements that could be made in to improve the experience for people with physical disabilities. They mentioned that the entrance door required modification to make it more accessible. (recommendation 1)

**“The ramp at the front isn’t the best, we need a handrail at the top end of the ramp and the door is not automatic, it is difficult to open if you are in a wheelchair.”**

# Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from patients and staff.

1. Improve the accessibility of the pharmacy entrance by adding a power assisted door to help people with limited mobility.
2. Display information about the different conditions that people can see a pharmacist for, in addition to current Pharmacy First information on display.
3. Celebrate successes and good practice highlighted within this report by sharing online and in staff meetings.
4. Continue to educate people about services that are available at the pharmacy so they are fully aware of what they can access.
5. Implement a policy to make it clearer about what translation support is available for people with communication issues.

## Appendices

Stonebridge Surgery Enter and View Report

<https://healthwatchlancashire.co.uk/wp-content/uploads/2024/08/Enter-and-View-Report-Stonebridge-Surgery-1.pdf>

## Provider response

Recommendation	Action from provider	Timeframe	Comments
Improve the accessibility of the pharmacy entrance by adding a power assisted door to help people with limited mobility.	I have raised this with our facilities team for this to be implemented.	On or before 6/1/25	
Display information about the different conditions that people can see a pharmacist for, in addition to current Pharmacy first information on display.	We have now displayed flyers which provide info surrounding the P.F service. There are displayed on the till area and are available for customers to take away.	Completed	
Celebrate successes and good practice highlighted within this report by sharing online and in staff meetings.	Weekly huddles held to celebrate our successes. We also have a work whatsapp group where we can celebrate success.	Ongoing	
Continue to educate people about services that are available at the pharmacy so they are fully aware of what they can access.	Display additional posters/ leaflets advertising what services we offer. Contact retail support or create our own.	On or before 6/1/25	
Implement a policy to offer greater translation support for people with communication issues.	Contact our retail support team to source further information e.g. additional leaflets etc	On or before 6/1/25	

## Questions

### Is the report factually accurate?

Yes

### Did you learn anything new about residents' views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire?

No other comments at this time.



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