

Broadway Pharmacy with Cure Clinics Preston

Friday 8th November 2024

9:30am-11:30am



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

331 Garstang Rd

Fulwood

Preston

PR2 9UP

Pharmacy Contact:

Mike Ball (Superintendent Pharmacist & Managing Director)

Date and Time of our Visit:

Friday 8th November 2024

9:30am-11:30am

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Cora Dixon (communications and administrative coordinator)

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

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 order to respond to concerns about general accessibility in pharmacies and also to understand how service changes are perceived 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 Broadway Pharmacy and Cure Clinic on Friday 8th November 2024 and received feedback from:



Introductory meeting with manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the Superintendent Pharmacist to discuss the background of the pharmacy and to view the facilities. The Superintendent Pharmacist explained what happens within the pharmacy and what they offer to patients accessing the service.

One to one discussions with patients

Healthwatch Lancashire spoke with patients 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 of 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.

Glossary

EDO- They are handheld devices that allow the team member to find a patient and ascertain the status and/or locations of any prescriptions we have for them. Barcode scanning creates an audit trail of every stage of the dispensing process, from receipt of the prescription right through the dispensing process and to handout to the patient.

Summary



Healthwatch Lancashire Representatives made an announced visit to Broadway and Cure Clinics Pharmacy on Friday 8th November 2024 to speak with staff and members of the public using the service about their experiences.

The pharmacy is accessible for patients with level access and automatic door access. On entry into the pharmacy there is a large space for patients to move around and seating available for those waiting for prescriptions. There are three consultations rooms which were being used at the time of the visit for vaccinations and Pharmacy First consultations.

The pharmacy became very busy during the visit and staff were seen to be calm and dealt with patients requests quickly and efficiently. Staff were observed to be supporting each other to get the queue down, and patients experienced minimal wait time before their prescription was ready.

Staff members were observed to be greeting patients as they entered the pharmacy. Staff were friendly and professional and were seen supporting patients with their queries.

Overall staff satisfaction was positive, with staff mentioning the support they receive and how they support each other in the main pharmacy area. An improvement mentioned by staff was the need to learn sign language in order to create a more inclusive environment. Also, more communication between the staff upstairs and downstairs would be beneficial.

Overall, patients were satisfied with the service being provided. Many of the patients spoke about the kindness and professionalism of the staff in the main pharmacy and how they will bend over backwards to support them. The only recommendation that was mentioned by patients was around signage in the reception area of the pharmacy, as there are two desks and it is not clear which to go to if staff are not there to greet them.



Pharmacy Overview

Location



Broadway Pharmacy and Cure Clinics is a stand-alone building on the main road in Fulwood. The pharmacy can be accessed by public transport with a bus stop 100 feet from the building. There is parking available to the front and side of the pharmacy with two disabled spaces. The entrance to the pharmacy is sloped to support with ease of access and an automatic door.

Services available

The pharmacy offers three tiers of care to the patients; essential, advanced and enhanced which offers services including prescriptions, consultations, Pharmacy First, vaccinations, blood pressure checks and clinical services.

During a conversation with the Superintendent Pharmacist he explained that all prescriptions are now made by barcode technology, and they have moved away from paper. This has taken the pressure off staff and allowed more staff to support with prescriptions. This also helps staff in the main pharmacy find the prescription and help patients more effectively.

At the time of the visit there were

- Pharmacists X 3
- Accredited Checking Technicians (ACT's) X 3
- Pharmacy Technician X 1
- Pre-registration Pharmacy Technicians X 3
- Pharmacy Dispensers X 6
- Health & Wellbeing Advisors X 5
- Delivery Driver X 1

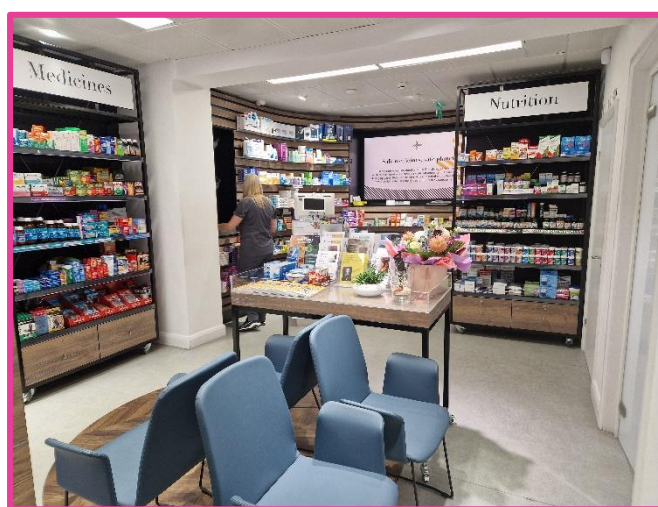
Enter and View observations

External Environment

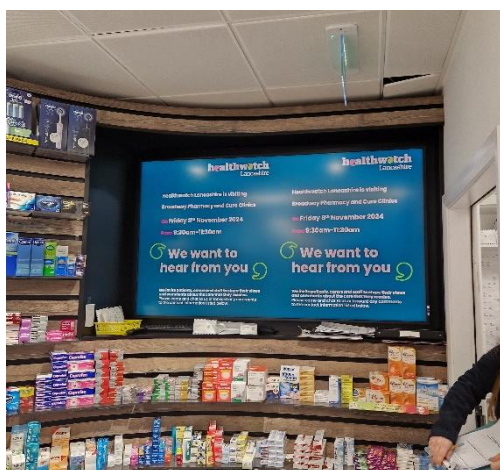
The pharmacy is clearly signposted from the main road with a sign closer to the road for patients to see and the name on the building. There is an automatic door on entry and a large space for patients to move around and ample space for prams and wheelchairs. Patients were observed to be using the 24/7 prescription pick up service outside of the pharmacy. This allows patients to pick up their prescriptions at any time of the day or night with a code that is supplied by the Pharmacy.

Internal Environment

On entry into the pharmacy there is a main reception desk and a large open space with medication shelves, three consultation rooms and another desk to the left of the entrance. There are two large screens in each section of the pharmacy showing what is available at the pharmacy and how patients can seek help and support. At the time of the visit a Healthwatch Lancashire poster was shown on the screen. We were informed that this had been up for a week to inform patients that we were coming.



Medications and other products were clearly labelled and accessible for patients to view. The pharmacy offers a variety of seating options, including chairs outside the consultation room for patients waiting for a vaccine or a Pharmacy First consultation. Leaflets and booklets were available throughout the pharmacy for patients to browse or take home. These materials provided information about the pharmacy's services and guidance on where to seek additional help and support. On a table to the left of the pharmacy, a stand displayed leaflets alongside a bouquet of flowers. Staff shared that a patient regularly brings flowers to the pharmacy, which they display for all patients to enjoy.



The three consultations rooms were clearly signposted and had frosted glass on the doors for privacy. There were no clocks present in the pharmacy at the time of the visit. Conversations with staff members concluded that they have dementia patients using the pharmacy, so a dementia friendly clock would be beneficial to support these patients. (Recommendation 1)

Prescriptions are carried out upstairs and then sent down a spiral shoot for staff on the bottom floor to pass to patients. During the visit this was observed to be used very effectively.

Observations



When Healthwatch Lancashire Representatives arrived they were greeted by the Superintendent Pharmacist and had a discussion about what happens within the pharmacy and what they provide. We were then shown around and were introduced to staff in the main pharmacy. The Superintendent Pharmacist and staff in the main pharmacy were very friendly, supportive and attentive throughout the visit.

There were four members of staff on the ground floor, and they were seeing to patients very efficiently and patients were not waiting for long periods of time to be seen. Patients were observed to be greeted as they walked into the pharmacy to establish what they have come into the pharmacy for. This helped with the wait times of patients and patients were observed to be in and out within ten minutes.

Staff were observed to be using EDO machines which are used to track prescriptions. When patients enter the pharmacy the staff members were observed asking for their name to see if the prescription was ready. This would then be communicated upstairs and the prescription sent down for the patient.

A patient walked in and told staff that they had taken her child to the doctors, and they had just suggested some over the counter cough medicine. The member of staff asked the patient a few questions regarding the cough and talked them through the options and advised them of which one they thought would be best to use. Prescriptions were observed to be sent down very quickly, and staff were seen to be collecting these and handing them out efficiently.

One patient was observed coming in with a prescription they had picked up from the 24/7 prescription point. There was a query about the medication and the member of staff was very quick to resolve the situation and explained that was what the doctor had sent through. The staff member offered to call the GP on their behalf and find out what has happened and if they needed to change the prescription.

A few occasions during the visit the pharmacy became very busy, but staff remained calm and dealt with patients as they came in and apologised for any wait. Prescriptions were still coming out quickly and the pharmacy cleared as quickly as it had become busy.

Outside of the pharmacy is a 24/7 collection point for patients to pick up their prescriptions when it is best for them. This works by the pharmacy sending the patient a text with a code to say that it is ready.

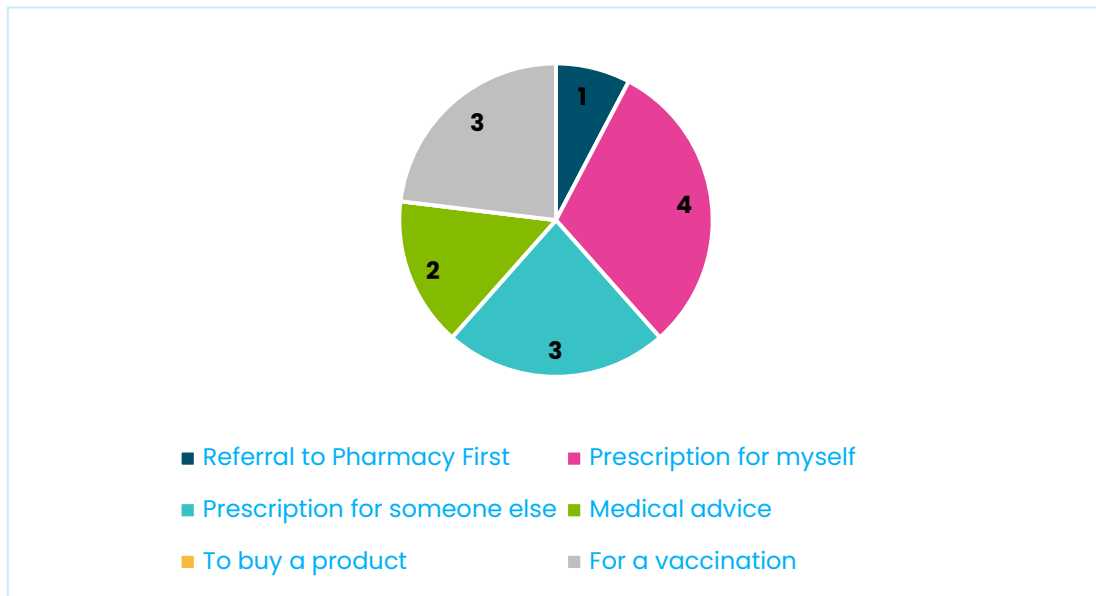


The patient then needs to enter the code and pay and the prescription will be dispensed. The Superintendent Pharmacist highlighted that this is a service that patients sign up to and is not something patients have to use.

Patient Feedback

Healthwatch Lancashire representatives spoke with thirteen people using the service.

What is the purpose of your visit?



There were a number of reasons patients had attended the pharmacy on the day. Several patients mentioned that this was their main pharmacy, while others stopped by for convenience or came because they preferred it to their own pharmacy.

“I came here as it’s a better pharmacy than my own.”

A few patients visited the pharmacy for a vaccine, and pharmacy staff were able to facilitate this with a short wait.

“I came in to collect a prescription, but I asked if I could have my vaccine whilst I was here and they were happy to facilitate this for me.”

Patients were asked if they were aware of the Pharmacy First initiative, and ten of the thirteen spoken with were aware of it. It was clear that the three patients who were not aware had not used the pharmacy before and don’t have information from their main pharmacy.

Were you able to get what you needed?

All thirteen patients commented that they had received what they came for on the day. One patient spoke with representatives about how they had come in to collect their prescription and asked if they could have their vaccine and the pharmacy was able to facilitate this and how quick the turnaround was.

“Plenty of staff available and the wait time compared to other pharmacies is great, you are in and out here.”

Further conversations with patients highlighted that they had come in for a vaccine booking or for a Pharmacy First consultation, and they were surprised that they could be seen there and then with minimal wait times. (Recommendation 2)

“I can’t believe I came in today to ask about something, and they said if I wait five minutes I can be seen, that was very quick.”

What works well at this pharmacy?

Patients using the pharmacy were very complimentary. We were told about how much they feel supported by the pharmacy team, and nothing is too much.

“This is my first time using this pharmacy and they are very welcoming and friendly. They helped me with my query and its very clean and modern.”

Other themes spoken about were around home deliveries being available to accommodate patients who would not necessarily be able to get from home to the pharmacy. Also the space in the pharmacy and the modernisation.

“They are excellent, they do home deliveries for prescriptions, they always accommodate in any way they can.”

“The space is incredible; you don’t feel like you are walking into a pharmacy it is so modern and spacious.”

One area that was highlighted as a positive was when a patient spoke about how the pharmacy had been very supportive of them recently and they were thankful as they had taken part in the process of getting medication prescribed and ordered which made life easier for them.

“I like the smooth transition from GP to pharmacy, they have been so supportive of me recently and I can’t thank them enough for their help and support.”

Is there anything that could be changed to meet your needs?

When speaking with patients it was clear that they were all happy with the pharmacy and struggled to think of how this could be improved. Two patients who had used the pharmacy for the first time did have one recommendation they thought would be helpful.

Patients found that it was somewhat confusing as they entered the pharmacy as there was a choice of desks to approach. They felt that signage to identify the steps on their patient journey would be helpful.



“There is a slight confusion over the two desks, it would be good to have some signage to understand where to go if there are no staff to greet you.” (Recommendation 3)

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

All thirteen patients said that they do receive information that is easy for them to understand. They also praised the communication with the pharmacy, stating that they get sent texts when their prescriptions are ready and the staff are very thorough.

“I always get a text to say that my prescription is ready which massively helps so I am not waiting for ages.”

Any other comments

Patients wanted to speak with representatives about how they find this pharmacy to be up to date, modern, clean and accessible.

“It’s always very clean, bright and inviting, there are a lot of long-standing staff who know you by name and it gives you a sense of reassurance.”

“I have used the 24/7 prescription collection service, and I think its great, very accessible and easy for work patterns.”

Staff feedback

Healthwatch received feedback from five staff members during the visit.



How do you manage your workload?

Staff members spoke about how busy the pharmacy can be at times, and it can be quite stressful. They mention that they all pull together as a team to help in busier times.

“There is a lot of pressure behind the scenes, but we take it in our stride. There are more patients now, it is a hard job. Lovely environment, people are lovely and caring.”

“Work great as a team, stressful and busier than a general practice.”

Staff members spoke about the increasing workload, and this can make it busier with increasing patients visiting the pharmacy. With the population around the pharmacy growing and more patients using this pharmacy, capacity has recently grown.

“There has been a big increase in workload its full on and constant. Everybody works so hard. Lots to do, stock, patients, orders, bigger space may be needed.”

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

All members of staff said they feel well supported to carry out their duties efficiently. They mentioned that if they need help or have any questions they can just ask and they will get support. There was a worry around if the system goes down as this puts a strain on the staff and patients.

“Yes, feel equipped, ask for help if I don’t have the answers. Sometimes it feels a little disorganised when the System goes down, everyone needs to know what to do or how to fix it. It can put a strain on things.”

“Yes 100%, always can ask team around for second opinion.”

What measures are in place for people with disabilities?



Staff members mentioned that there had been some conversations recently about someone going on a British Sign Language course to help any patients that come into the pharmacy.

“A Sign language course was mentioned in one to ones, more people coming into the pharmacy, so we need it.”

Members of staff also highlighted that they use ipad communications for anyone who is hard of hearing and will write down instructions or comments. One member of staff mentioned how they use translation service for some patients when they

come into the pharmacy. Also dementia clocks were mentioned as staff shared that they do have dementia patients using the pharmacy.

“Good idea to get staff to learn how to sign, a course to learn. iPad communications with those who are hard of hearing. Dementia clock needed as do have patients with dementia.”

Would you recommend this service to a relative?

Every staff member said they would recommend this pharmacy to a relative or friend and stated that they are very happy working here.

“Yes, service is second to none. Fast reliable and efficient. Proud to work here and recommend here, happy coming to work.”

Staff members commented on the fact that there were more staff in the pharmacy now and role definitions would be helpful. Also more communication needed around changes.

Definitely. Probably need more role definition as there is more staff now. More protocols etc and structured processes. Better communication needed on changes.

(Recommendation 4)

Are there any changes that can be made to improve the service?

Some recommendations that staff members suggested were around signage in the pharmacy (Recommendation 3), a ticket system or self-check in machine for patients when it's busy (Recommendation 5), accessible signposting for patients to take away or online.



“Signs within the pharmacy, coffee machine for waiting patients, ticket system, self-check in, accessible signposting to take away or online.”

Staff members mentioned that they have a lot of patients coming to collect their prescription whilst walking their dogs and this can cause a problem when it is busy and would be helpful if there was a place to tie up dogs outside.

“Somewhere for patients to tie their dogs whilst they come in to pick up their prescription would be helpful for both staff and patients.”

Any other comments?

“This is a lovely place to work, and Michael really looks after us.”

“It would be nice to have a full team meeting, communication between upstairs and downstairs is limited. It would be good to have a spokesperson for each floor to share ideas and updates, so all staff know what is happening.” (Recommendation 6)

Recommendations

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

1. Ensure that a dementia clock is visible which shows the day, date and time.
2. Share good practice highlighted in this report across other pharmacies in the network to share ideas which have lead to patient satisfaction.
3. Look into the possibility of getting signage above both desks so it is clear for patients where they should report to.
4. Produce a roles guide for staff that shows what each role entails and who they would need to go to for certain things, this would also help if support is needed in other areas so staff know what is expected of them.
5. Explore the possibility of having a self-check in machine for patients or a ticket machine for busier times or vaccination waiting.
6. A. Ensure all staff are involved in staff meetings to ensure they are able to share ideas and be aware of updates.
B. Nominate someone from each floor to share ideas and updates with the management team that can be fed back to the staff members.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Ensure that a dementia clock is visible which shows the day, date and time.	<ul style="list-style-type: none"> • Further discussion with staff members to understand the need for a clock in the pharmacy. • If benefits of a clock being visible is identified will ensure it is a dementia clock. • Possibility of being on our TV screens 	January	
Share good practice highlighted in this report across other pharmacies in the network to share ideas which have lead to patient satisfaction.	<ul style="list-style-type: none"> • Once final report received will forward to colleagues at Lancashire Pharmacy Committee (LPC) to share across the wider network. 	Once final report published	
Look into the possibility of getting signage above both desks so it is clear for patients where they should report to.	<ul style="list-style-type: none"> • The senior management team is in the process of planning a year long review of Broadway Pharmacy including all aspects of the business. • This will heavily involve staff engagement, and this point will be reviewed as part of the patient experience / facing areas. 	3-6 months	<p>Part of wider internal review planned for the pharmacy.</p> <p>Patient experience underpins all the care we provide and if we can make improvements to this through clear signage we will endeavour to do so.</p>
Produce a roles guide for staff that shows what each role entails and who they would need to go to for certain things, this would also help if support is needed in other areas so staff know what is expected of them.	<ul style="list-style-type: none"> • Some of our longstanding employees have not had updates to job descriptions despite significant development in pharmacy roles • All role profiles are due to be reviewed and updated to reflect current skills and activities undertaken. • There is work being undertaken in the senior management team to 	3-6 months	<p>Part of wider internal review planned for the pharmacy.</p> <p>Both actions will create clarity for staff and clear lines of responsibility.</p>

	create an organisational structure.		
Explore the possibility of having a self-check in machine for patients or a ticket machine for busier times or vaccination waiting.	<ul style="list-style-type: none"> The senior management team is in the process of planning a year long review of Broadway Pharmacy including all aspects of the business. This will heavily involve staff engagement, and this point will be reviewed as part of the patient experience / facing areas. 	3-6 months	Part of wider internal review planned for the pharmacy.
<p>A. Ensure all staff are involved in staff meetings to ensure they are able to share ideas and be aware of updates.</p> <p>B. Nominate someone from each floor to share ideas and updates with the management team that can be fed back to the staff members.</p>	<ul style="list-style-type: none"> Implementation of dedicated (non Pharmacist) Pharmacy Manager from 1/1/2025. Improved communication across the business has been identified as one of the main priorities to focus on in the first three months. Full team meeting has been planned for 13th February 2025 where we can set standards / goals for coming year. Weekly meetings currently take place in dispensary but from January these will extend to all staff members – there will be two of these a week which will be a mixture of shop floor and dispensary staff so that ideas and updates can be communicated across the whole team. The Pharmacy Manager is responsible for this task. 	January – March 2025	

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?

It is reassuring to read that our patients find visiting our pharmacy a positive experience and they struggled to think how we could improve.

We are aware of how busy we can be at times and how this impacts the staff. We are in the process of looking at how we work and how we can improve this for both patients and staff wellbeing.

We will look at the possibility of sign language training for staff to enhance our service to be more inclusive for all patients.

Any other comments?

It has been lovely to hear the positive feedback from our patients particularly in examples where our staff have gone above and beyond to support patients. We are committed to any enhancements we can make to continue to provide an excellent service.



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Lancashire

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