

Jhoots Pharmacy

Date: Monday 11th November 2024

Time: 10:00-12:00 noon



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.

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Date and Time of our Visit:

Monday 11th November 2024

10:00am – 12:00noon

Healthwatch Lancashire Authorised Representatives:

Sue Edwards (Senior Engagement Officer)

Charles Howarth (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

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 Jhoots Pharmacy on Monday 11th November 2024 and received feedback from:



Introductory meeting with manager

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

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

All staff present at the time of the visit were busy with patients and in order not to impact on services the Healthwatch team offered staff the opportunity to share their views about the pharmacy at a later time via return email of the survey or phone call; however, no staff member chose to share their experiences. Staff were helpful when answering general questions about the pharmacy and services provided.

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



The pharmacy team were welcoming to the Healthwatch Lancashire representatives. Services offered at the pharmacy include medication dispensary, blood pressure testing, flu vaccinations, pregnancy testing, smoking cessation support, supervised consumption of prescribed medicines and Pharmacy First. They also offer support with downloading and using GP apps.

External observations of the pharmacy identified urgent need for a new handrail and some repair work to the supporting brick work in order to maintain the safety of patients. The front exterior is also in need of some tidying and fresh paint in order to improve the overall appearance.

Interior observations showed the pharmacy to be pleasantly presented, well-lit and accessible.

Eight patients provided feedback about their experience of using the pharmacy. Overall the patients who spoke with Healthwatch Lancashire were positive about their experience. Patients felt that they were able to get what they needed and were satisfied on how information was given to them. The need for more stock was raised by two patients. The fact that the pharmacy is local and convenient was important to several of the patients spoken with.

Five out of the eight patients spoken with were aware of the Pharmacy First initiative; one patient stated that they had used it in the past and had found it to be a positive experience, and one was using it for their child at the time of the visit. Three patients stated that they were not aware of the service, although once explained they all stated that they were aware that they could see the pharmacist for certain conditions but did not know that it was called 'Pharmacy First'.

The pharmacy does not currently have access to an interpretation service for those who may use British Sign Language (BSL) or for whom English is a second language and it is recommended that the pharmacy investigate this for future patients who may need interpretation services.

Observations of interactions between the pharmacy team and patients was good, with clear communication between pharmacy team and patients; and staff appeared friendly and knowledgeable.

Pharmacy Overview



Location

Jhoots Pharmacy is located on Wyre View in the town of Knott End-on-Sea, in the borough of Wyre.

Regular buses run in and out of Knott End from Blackpool, Lancaster and Preston. There is a ferry which connects Knott End and Fleetwood, although this is weather and tide dependant.

There is a carpark with free parking, including disabled bays, close to the pharmacy, and street parking is also available.

Approximately a year ago the Pharmacy was taken over by Jhoots from Lloyds Pharmacies.

Services available

The pharmacy offers various services including medication dispensary, blood pressure testing, flu vaccinations, pregnancy testing, smoking cessation support, supervised consumption of prescribed medicines and Pharmacy First. They also offer support with downloading and using GP apps.

At the time of the visit there was one permanent pharmacist working Monday to Thursday, with a regular locum covering Friday and Saturday.

When writing this report it was noted that the pharmacy website failed to load and that the Jhoots website does not recognise the Knott End branch; therefore there was little information available to patients around services online.



Enter and View observations

External Environment

Jhoots Pharmacy is easy to find and clearly identifiable. Some information about services, including medication delivery and blood pressure checks is on display in the window. A permanent ramp leads from the footpath to the door allowing for easier wheelchair access. There is also a metal handrail to help with mobility and create a safety barrier, although it was noted that this was in a poor condition along with the supporting brickwork which is collapsing, and both are in need of urgent repair as these could pose a hazard should anyone overly lean on the hand rail (Recommendation 1).

The pharmacy exterior looked tired and in need of some fresh paint, as well as clearing leaves, weeds and debris around the front exterior and ramp (Recommendation 2). As the upstairs level is not owned by the pharmacy it would be an unreasonable expectation that they could improve the external appearance other than the ground floor level.



Internal Environment

On entering the pharmacy the counter is clearly identifiable and patients can access it easily without obstacles or clutter. The dispensary is located to the rear of the counter and visible to the public.

A consultation room and offices are available leading off from the main pharmacy. Posters with relevant information including Pharmacy First and domestic abuse support, as well as social events such as Macmillan coffee mornings are placed in various locations within the pharmacy.

A chair was available for patients waiting for services, although during the visit no patients were seen to use this chair as they were seen quickly.

The pharmacy also sells over-the-counter medication, personal grooming and hygiene products, which are accessible and displayed well. An unused display cabinet was in one area of the pharmacy. Discussion with staff determined that this was due to be moved off the shop floor.

The interior of the pharmacy appeared well maintained, with good lighting and was accessible.



Observations

The pharmacy team were observed being friendly and approachable, and interactions with patients were seen to be helpful. Healthwatch Lancashire representatives observed staff knowing some patients well and there was general chatter taking place.

All pharmacy staff working face to face with customers were heard giving clear instructions around the taking of prescribed medications and asking questions where necessary/appropriate.

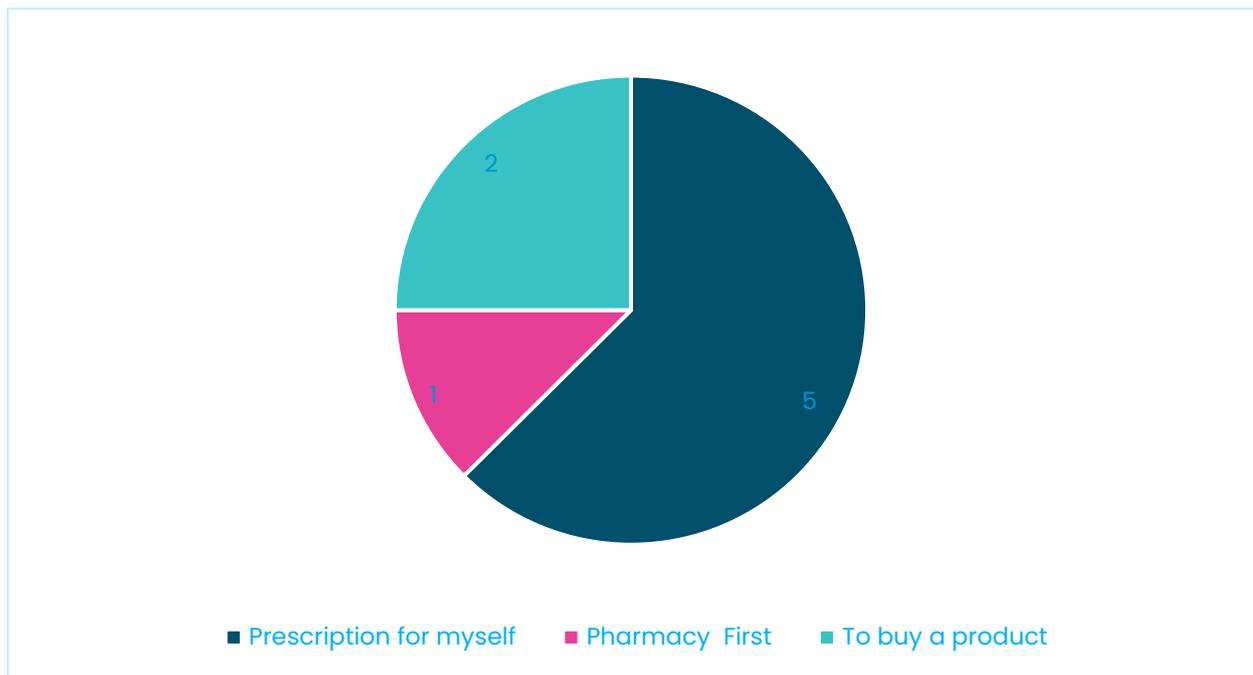
Staff appeared to work well as a team and all seemed to have clearly defined roles; with good communication between the team being observed throughout the visit.

A hearing loop system is in place for the hard of hearing, although the pharmacy currently has no access to British Sign Language (BSL) interpreter services. There is also no interpreter service available for those for whom English is a second language. It is recommended that the pharmacy team investigate interpreter services in order to be able to access these should the need arise in the future (Recommendation 2).

Patient Feedback

Healthwatch Representatives spoke with eight people using the service. Patients were observed being seen quickly and most preferred brief conversations with the Healthwatch Lancashire representatives with several stating that they had 'just popped in' on their way to something else or were at work and 'just nipped out'.

What is the purpose of your visit?



Five of the patients spoken with were collecting prescriptions for themselves, one patient had called in to access the Pharmacy First service for their child who was unwell, and two had called in to buy a product. None of the patients spoken with had been advised to visit the pharmacy by a healthcare professional other than by a GP in order to collect a prescription.

Out of the eight patients spoken with five were aware of the Pharmacy First initiative. Three patients stated that they were unaware, although it should be

noted that whilst they were unfamiliar with the actual term 'Pharmacy First' once it was explained all three stated that they were aware they could see the pharmacist with certain health complaints. One patient stated that they had used Pharmacy First at Jhoots Pharmacy in the past and had found it to be a positive experience.

Were you able to get what you needed?

All eight patients stated that they had been able to get what they needed at the time of their visits.

The pharmacist explained to the Healthwatch Lancashire representatives that the pharmacy team check the order system daily in the morning which ensures that prescriptions are usually ready for patient collection.

The person who had used the Pharmacy First service at the time of the visit waited whilst their prescription was put together following a consultation with the pharmacist and stated that they had been able to get what they needed.

What works well at this pharmacy?

Overall those spoken with were positive about the pharmacy, with locality, staff and services being discussed as good.

“Exceptional service that needs to stay open”

“Staff are fantastic”

“I had my blood pressure taken here; it worked well for me”

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

Two of the people spoken with felt that the pharmacy could do with having more stock. However neither wished to elaborate further so it is recommended that the pharmacy team carry out some further investigation into what customers would like to see in order to meet this need (Recommendation 4).

“No, it's got everything I need”

“More on the shelves”

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

All patients spoken with stated that they receive communication in a way that is easy to understand. Communication from the pharmacy team was praised by several patients:

“Yes it’s great”



Any other comments

“It’s very convenient”

“It’s excellent”

Staff feedback

The staff team at Jhoots Pharmacy is small and was seen to be consistently busy throughout the visit. In order not to disrupt services the Healthwatch Lancashire team offered staff the opportunity to feedback both during and following the visit; however no staff feedback was forthcoming.

It is therefore recommended that the pharmacy team have their own discussions to identify where they feel improvements could be made as well as highlighting good practice which can be showcased (Recommendation 5).

Recommendations

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

1. Replace the existing handrail by the entrance and repair the supporting brick wall to maintain the safety of people accessing the pharmacy. This should be carried out as a matter of urgency to prevent patient accident/injury.
2. Clear the weeds, leaves and debris at the front of the pharmacy and look at improving the overall external appearance with fresh paint, etc.
3. Investigate potential Interpreter services, including BSL, to ensure that patients are able to have information communicated in a way that they can understand.

4. Investigate what stock patients/customers would like to see in the pharmacy and identify where further products could be of benefit to the patients using the pharmacy.
5. Have team discussions around current services to identify where staff feel improvements could be made as well as sharing and showcasing good practice.

Provider response

| Recommendation | Action from provider | Timeframe | Comments |
|--|----------------------|-----------|---|
| <p>Accessibility: Replace the current handrail and repair the supporting brick work in order to maintain patient safety</p> <p>Investigate potential Interpreter services, including BSL</p> | | | This is something I am unable to comment on as it can only be dealt with from the higher department of the company. |
| <p>Exterior: Clear leaves, weeds and debris, especially on the ramp, to improve safety and appearance</p> | | | This is something I am unable to comment on as it can only be dealt with from the higher department of the company. |
| <p>Product sales: Investigate what products patients/customers would like to see in the pharmacy</p> | | | All staff members have now been trained to be able to confidently speak about services offered e.g. pharmacy first. |
| <p>Good practice: Have team discussions around current services to identify where staff may feel improvements could be made</p> <p>Highlight services within the local community and showcase good practice</p> | | | We have displayed small cards at the counter which point out the pharmacy first services |



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