

# Wesham Pharmacy

Date: Friday 25<sup>th</sup> October 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.

# Contact Details

## Address

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## Pharmacy Contact:

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## Date and Time of our Visit:

Friday 25<sup>th</sup> October 2024

10:00am – 12:00noon

## Healthwatch Lancashire Authorised Representatives:

Sue Edwards (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](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 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 Wesham Pharmacy on Friday 25<sup>th</sup> October 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 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.

# Summary



The Wesham Pharmacy team were welcoming to the Healthwatch Lancashire representatives. Ten patients and three members of staff provided feedback about the pharmacy

Services offered at the pharmacy include medication and appliance dispensary such as stoma pouches, blood pressure testing, flu vaccinations, Type 2 Diabetes screening, smoking

cessation support, weight loss support, supervised consumption of prescribed medicines and Pharmacy First.

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 with how information was given to them. One patient would like to see improvement around how incomplete prescriptions are communicated to patients in order to reduce the number of trips required to collect medication. Several patients mentioned that the delivery service is good, although one would like to see further flexibility with delivery times in order to meet their needs more fully. Services provided such as blood pressure checks and flu vaccinations were seen as a positive by several of the people spoken with. All patients were highly complementary of the pharmacist and pharmacy team.

Seven out of the ten 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. Several patients were aware of the service but did not know that it was called 'Pharmacy First'.

All staff felt fully supported and that they were able to provide person-centred care, with consultation rooms available to have conversations with patients who may have further accessibility needs. Two staff members felt that British Sign Language (BSL) training would be of benefit, as well as offering further services such as holiday vaccinations and raising community awareness of the services on offer. All staff members stated that they would recommend the pharmacy to a close relative.

Several of the pharmacy team are multi-lingual and able to support patients for whom English is a second language. Further accessibility such as access to British Sign Language (BSL) interpreters would be good, as well as considering better wheelchair access such as a portable ramp. Good person-centred care was evident, with the pharmacy team demonstrating good communication, and were seen to be friendly and knowledgeable.

# Pharmacy Overview



## Location

Wesham Pharmacy is located on Station Road in Wesham. The town of Wesham is situated between Preston and Blackpool, and neighbours Kirkham.

There is good public transport along Station Road with regular buses running to/from Preston, Blackpool and St Annes. There are regular trains to/from north Lancashire, with the pharmacy being in close proximity to Kirkham and Wesham Station.

There are no designated parking spaces for the pharmacy due to its location on Station Road. However, street parking is available close by.

The pharmacy has an informative website which offers information about services provided, location and contact details, and an online pharmacist appointment booking system. There is also a Facebook page for the pharmacy with general news, information and advice.

## Services available

The pharmacy offers various services including medication and appliance dispensary such as stoma pouches, catheter bags and tracheostomy tubes, blood pressure testing, flu vaccinations, Type 2 Diabetes screening, smoking cessation support, weight loss support, supervised consumption of prescribed medicines and Pharmacy First.





# Enter and View observations

## External Environment

Wesham Pharmacy was easy to find and clearly identifiable. The exterior appears well presented, with information about services, including Pharmacy First, on display in the window. Opening times are indicated on the door, although these are in a white font direct on the glass which may not be easily read by patients with a visual impairment (Recommendation 1).

## 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. Two consultation rooms and offices are available leading off from the main pharmacy. Posters with relevant information including COVID and flu vaccination booking and Pharmacy First are placed in various locations around the pharmacy.

Three chairs are available for patients waiting for services, and a small table with hand sanitiser and disinfectant wipes is available for both patients and staff to use.

Overall the pharmacy appears well maintained and pleasantly presented.



## Observations

The pharmacy team were observed being friendly and approachable; and interactions with patients were seen to be helpful. Healthwatch Lancashire representatives observed that in some cases staff knew the patients well and asked after family etc. which the patients appeared to appreciate.

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.

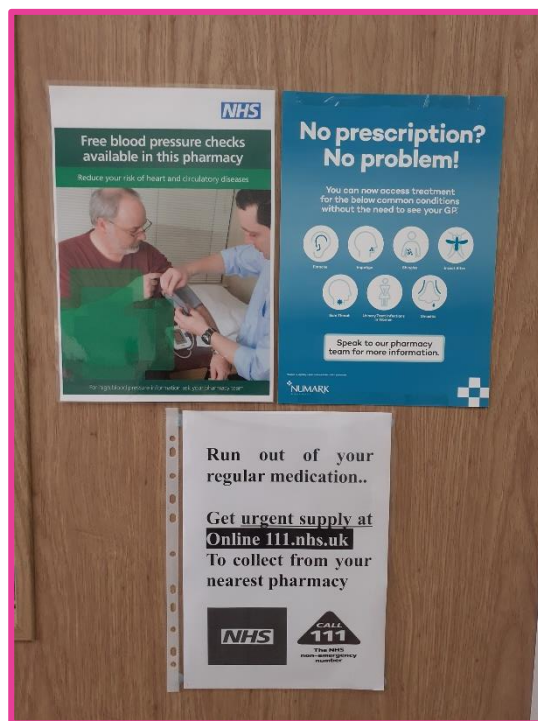
Staff appeared to work well as a team and all seemed to have clearly defined roles, with good communication between the team being observed throughout the visit.

It was noted during the visit that there is a low step leading into the pharmacy and no ramp available for wheelchair users to access the pharmacy. Healthwatch

Lancashire representatives inquired about this and were informed that staff can serve wheelchair users outdoors when necessary. However this is not ideal, especially in adverse weather. The step is low enough to be navigated by some types of wheelchairs with support, and due to the location of the pharmacy it would be an unreasonable expectation that a fixed ramp could be constructed. However it is recommended that a portable ramp is available in order to meet the needs of all patients (Recommendation 2).

The pharmacy currently has no access to British Sign Language (BSL) interpreter services and it was explained to Healthwatch Lancashire representatives that those using BSL tend to come in with their own interpreter. There are also no interpreter services available for those for whom English is a second language. It was explained to Healthwatch Lancashire representatives that some of the staff are multi-lingual and able to interpret as and when necessary. 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 3).

Healthwatch Lancashire observed someone call in to have a flu vaccination but hadn't realised that they needed to book in advance and was therefore unable to have it at that time. Pharmacy staff explained to them how to book an appointment, although a follow-up conversation with the patient by Healthwatch Lancashire representatives identified that they weren't clear on the number to call and stated that they would call '911' as instructed. It would be good for the pharmacy team to have a leaflet that they can hand out when asked around flu vaccinations with the process and contact number etc. (Recommendation 4).

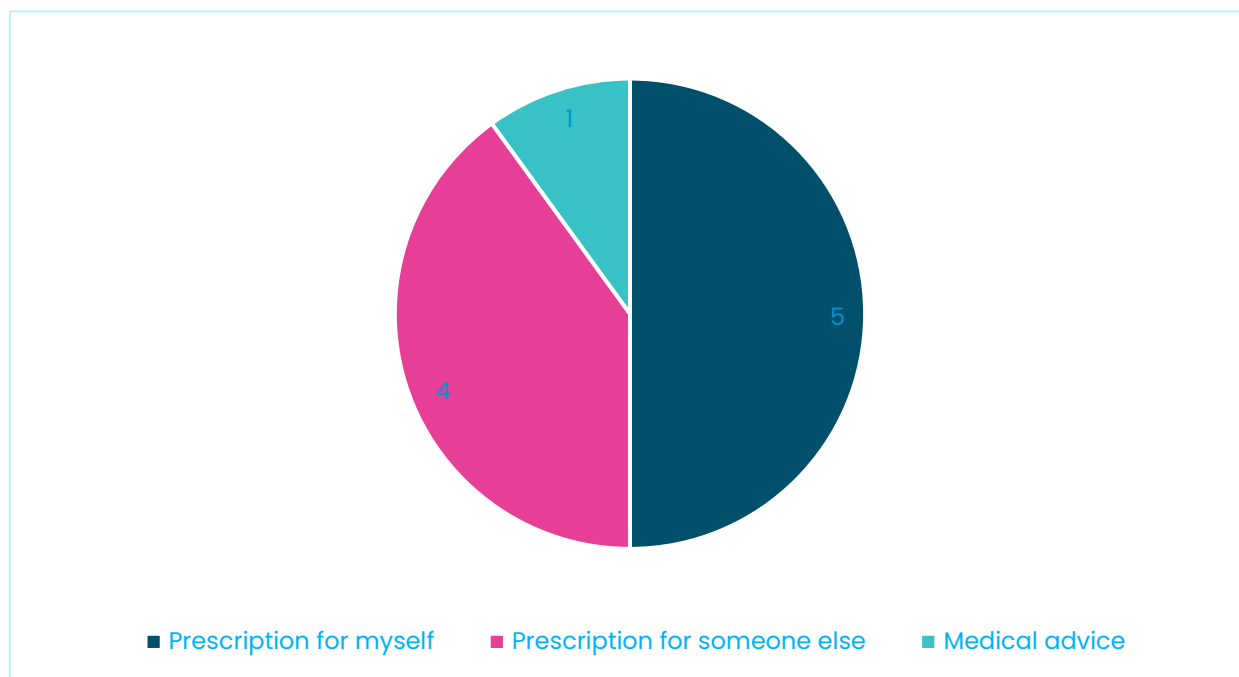




# Patient Feedback

Healthwatch Representatives spoke with ten people using the service.

## What is the purpose of your visit?



Nine of the patients spoken with were collecting prescriptions either for themselves or someone else, with one patient using the pharmacy to ask for advice. One person spoken with had called in to the pharmacy to have a flu vaccination. 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. One person explained that they normally have their prescription delivered but had just popped in to collect as a one-off due to their personal circumstances that day.

Out of the ten patients spoken with seven were aware of the Pharmacy First initiative, two were unaware and one preferred not to answer this question. It should be noted that many of the people spoken with were unfamiliar with the actual term 'Pharmacy First' but were aware they could see the pharmacist with certain health complaints. One patient stated that they had used Pharmacy First at Wesham Pharmacy in the past and had found it to be a positive experience.

## Were you able to get what you needed?

Eight patients stated that they had been able to get what they needed at the time of their visits ***"Always get what I need"***.

One patient stated that they normally do, but what they needed that day couldn't be found so they would need to return to the pharmacy later.

One person spoken with told Healthwatch Lancashire representatives that the pharmacy doesn't inform people if an item is on order and not included when they collect their prescription which has resulted in return journeys, it was suggested that this should be communicated so that they can plan their visit accordingly **"...some sort of message to let me know"** (Recommendation 5).

Two patients spoke about the delivery service as being good, although one patient felt that there was need for more flexibility in delivery to those with long-term conditions and/or elderly as they find that delivery times are not always suitable for them.

## **What works well at this pharmacy?**

All people spoken with during the visit were complimentary of the pharmacist and pharmacy team:

**"Really nice pharmacist"**

**"Friendly and very helpful"**

The pharmacy was also rated highly for its services and customer care:

**"Absolutely brilliant, first class"**

**"5 stars for this pharmacy"**

**"This is the best pharmacy"**

One patient spoken with felt that the pharmacy had added value to the local community **"It has seriously improved the local area"**.

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

None of the people spoken with during the visit felt that anything needed changing or adding to meet their needs other than more flexibility around delivery and notification when there may be incomplete prescriptions ready for collection, as previously discussed.

## 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:



*"I can just have a chat with them."*

*"I was told that as it's a new medication for me they will do a follow-up call in a weeks' time to check it's all ok"*

*"Yes and we can ring and get advice and support"*

## Any other comments

*"They're on the ball, and on top of everything"*

*"Really well organised and very efficient"*

*"We lived without a local pharmacy for a while and it's the best thing that has opened..."*

# Staff feedback

Healthwatch received feedback from three staff members during the visit.



## How do you manage your workload?

Two of the team felt that current workload was manageable, and one member of staff felt that it could be challenging at times, such as with winter pressures. However, all three members of staff stated that they were able to identify when their workload was demanding and that work colleagues will help each other out. Two members of staff talked about prioritising when necessary and that they are able to ask for help if needed.

*"Managing the workflow can be challenging at times but some effective strategies we use are prioritising tasks, time management, organising the workplace..."*

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

All three members of staff who provided feedback felt sufficiently supported in order to provide person-centred care

*"Yes, we have time to chat with them also"*



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

All three staff members talked about utilising the consultation rooms in order to support those with accessibility needs, and that they can use technology and visual aids as appropriate/necessary. One member of staff spoke about how they have a hearing loop system in order to support people with a hearing impairment, and one staff member felt that the pharmacy was wheelchair accessible.

*"We have consultation rooms where we can deliver individualised care"*

## Would you recommend this service to a relative?

All three members of staff stated that they would recommend the service to a relative *"Absolutely, I would recommend this pharmacy to a close relative we provide a high level of care and each patient is made to feel welcome"*.

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

Staff spoken with felt that British Sign Language (BSL) training, travel vaccinations and ear cleaning services would be of benefit to the local community. One staff member also felt that it would be good to raise awareness with the local community regarding services on offer *"More awareness to local community on what we actually cover and offer"* (Recommendation 6).

## Any other comments?

*"I have really enjoyed working here and I would recommend it to people I know"*



# Recommendations

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

1. Consider displaying opening times on the entrance door in a more accessible format for those with visual impairments.
2. Look at acquiring a portable ramp which can be utilised as and when appropriate to help reduce health inequalities.
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. Consider leaflets or such which can be passed on to patients with relevant contact number(s) for booking vaccinations etc.
5. Investigate and carry out methods of informing patients prior to collection when an order/prescription is not complete in order to allow patients to better plan their visits.
6. Highlight services within the local community and showcase good practice.



## Provider response

Recommendation	Action from provider	Timeframe	Comments
<b>Accessibility:</b> Look at acquiring a portable ramp which can be utilised as and when appropriate Consider displaying opening times on the entrance door in a more accessible format Investigate potential Interpreter services, including BSL	We are hoping to purchase a ramp in the near future. We will revise the way we display our opening times. We are actively looking to train members of staff in BSL.	3-6 months	No further comments
<b>Communication:</b> Consider leaflets or such which can be passed on to patients with relevant contact number(s) Investigate and carry out methods of Informing patients prior to collection when an order/prescription is not complete	We have added our contact details into our dispensing bags. Each label contains pharmacy address with contact numbers. We have started contacting patients as soon as there is difficulty fulfilling a prescription.	Immediately	No further comments
<b>Good practice:</b> Highlight services within the local community and showcase good practice	We have taken more of an active approach in supporting the community displaying posters of local services.	Immediately	No further comments



# healthwatch

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