



**Enter and View Report**

Wigan Borough Pharmacies

Visits: Between 26th October and 4th December 2015

Report published: 29th June 2016

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**1 Executive Summary**

During October – December 2015, Healthwatch Wigan’s Enter & View team visited 19 community pharmacies in Wigan borough. This was in response to discussions after the Pharmaceutical Needs Assessment consultation showing possible variation in services, and an interest in the quality and public experience of these services.

This report contains the background to this work, a summary of recommendations and the individual reports from all 19 visits.

All visits were unannounced and in all cases the pharmacist spent time with the Enter & View team. Where possible our volunteers spoke to customers about their experiences and views.

Each visit looked at three broad areas - environment, customer satisfaction and pharmacy services. In general our overall observations were positive.

* Environment; all but 3 pharmacies were in a good condition and there are plans for 2 to undergo refurbishment. All pharmacies have private consultation rooms available and seating for customers although variation in size and use of these rooms. There was some variation as to how pharmacies deal with visually or hearing impaired customers who need access and information in accessible formats.
* Customer satisfaction: was reported as very good in all cases and all customers spoken to would recommend the pharmacy to their friends and family.
* Pharmacy services: all staff seemed to receive appropriate training according to their role and all pharmacies are systematic when giving advice. All pharmacies conduct a ‘medicine use review’ and check which items are required when repeat prescriptions are requested.

It was found that there is a consistency in the commitment of the community pharmacies to serve their local area to best of their ability. The team also found that local pharmacies were willing to work together in order to provide a better service for their customers.

A range of recommendations have been made that the teams feel would improve these existing pharmacies and the services that they offer.

The appendices contain each individual pharmacy’s report.

**2 Introduction**

**2.1 Purpose of the visit**

In 2015 Healthwatch Wigan took part in consultation relating to the Pharmaceutical Needs Assessment for Wigan Borough. This exercise led to discussions within Healthwatch over variation in pharmaceutical services across the Borough and over variations in quality and public experience of these services.

These discussions revealed a number of assumptions and perceptions about the range of services provided. To explore these assumptions the Enter & View team agreed to carry out a series of comprehensive visits to a substantial number of community pharmacies and to look at the environment, the services provided and ask services users for their views. These visits would also identify where good practice was evidenced and where recommendations on improving pharmacy services could be made.

**2.2 Location**

Nine Enter and View volunteers working in teams of two visited a total of 19 Pharmacies across Wigan Borough. The locations were chosen not only to reflect their geographical location but also the type of Pharmacy, so included in the visits were:-

Independent Pharmacies

National Chain Pharmacies

Supermarket Pharmacies

Pharmacies located in Health Centres

**2.3 Date/Time**

The visits took place between 26th October and 4th December 2015 and at different times throughout the day to try and reflect the different volumes of customers visiting the Pharmacies. Each visit lasted approximately one hour.
The dates each Pharmacy was visited can be found in [Appendix 1](#Appendix1).

**2.4 Panel Members**

The panel members worked in pairs and those participating in the visits were:-

Dr Dipak Banerjee, Enter and View Panel Member

Martin Broom, Enter and View Panel Member

Paul Carroll, Enter and View Panel Member

Susan Gambles, Enter and View Panel Member

Ann Heaton, Enter and View Panel Member

Ann McCartney, Enter and View Panel Member

Ian McCartney, Enter and View Panel Member

Jean Peet, Enter and View Panel Member

Phil Woods, Enter and View Panel Member

**2.5 Pharmacies Visited**

[Asda Pharmacy](#AsdaPharmacyGolbourne), Edge Green Lane, Golborne, WA3 3SP

[Bradshaw Pharmacy](#BradsahwPharmOrrell), Bradshaw Street, Orrell, WN5 0AB

[Cohens Chemist](#CohensStandish), 47a High Street, Standish, WN6 0HA

[Elliot Street Pharmacy](#ElliotSt), 177 Elliot Street Tyldesley, M29 8DR

[Golborne Chemist](#GolbouneChemGolbourne), 98 High Street, Golborne, WA3 3DA

[Imaan Pharmacy](#InmanPharmHindley), Pharmacy Porta cabin, 3-7 Borsdane Avenue, Hindley, WN2 3QN

[John Morris Pharmacy](#JohnMorrisAshton), 109Wigan Road, Ashton-in-Makerfield, WN4 9BH

[Liverpool Road Pharmacy](#LiverpoolRoadPlattBridge), 612 Liverpool Road, Platt Bridge, WN2 5BB

[Manor Pharmacy](#ManorPharmLeigh), The Harriers Building, Leigh Sports Village, Leigh, WN7 4GX

[New Springs Pharmacy](#NewSpringsAspull), 21-23 Wigan Road, Aspull, WN2 1DH

[Peter Buckley (Platt Bridge),](#PeterBuckleyPlattBridge) Platt Bridge Health Centre, Rivington Bridge, Platt Bridge, WN2 3QN

[Richardson Pharmacy](#RichardsonPharmStandish), 42, High Street, Standish, WN6 0HF

[Rowlands Pharmacy](#RowlandsAstley), 391 Manchester Road, Astley, M29 7BY

[Sainsbury’s](#SainsburysMarusBridge), Warrington Way, Marus Bridge, WN3 6XA

[Salter WA (Chemists) Ltd](#SalterInce)., 7 Ince Green Lane, Ince, WN2 2AR

[Standish Pharmacy](#StandishPharmStandish), 15 Preston Road, Standish WN6 0HR

[Tesco Instore Pharmacy](#TescoWigan), Central Park Way, Wigan, WN1 1XS

[Tims and Parker](#TimsParkerLeigh), 76 Bradshawgate, Leigh, WN7 4NP

[Well Pharmacy](#WellPharmNewton), 216 Ormskirk Road, Newtown, WN5 9ED

**2.6 Acknowledgements**

Healthwatch Wigan would like to acknowledge the support given by the Local Pharmaceutical Committee to this project – the committee have been very helpful in helping HWW to design the programme and in producing the final report.

Given that an unannounced visit is inevitably disruptive to the working day, the team would like to record their appreciation of the hospitality and time provided by all the Pharmacy staff and customers we spoke to. All the Pharmacists took the time to talk to the Healthwatch representatives and many were very happy to sit down and talk about the services they provide. It was very clear to the majority of the E&V teams that these people were very proud of the service they provide for their community.

**2.7 Disclaimer**

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all services users and staff, only an account of what was observed and contributed at the time.

**3.0 What is Enter and View**

**3.1 What is Healthwatch Wigan?**

Healthwatch Wigan is the independent champion for local people who use health and social care services in Wigan Borough. We want the people of Wigan Borough to receive the best care possible. Achieving this vision will mean that all those who plan and provide services in the Wigan Borough area will listen to the voice of local people and engage with them to shape good quality services that meets people’s needs.

**3.2 What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View (E&V) visits. Local Healthwatch representatives, who are trained volunteers, carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and Viewvisits can happen if people identify a problem but equally, they can occur when services have a good reputation. This enables lessons to be learned and good practice shared.

Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit Healthwatch Wigan has safeguarding policies in place which identify the correct procedure to be taken.

**3.3 Background to the visit**

Representatives of Healthwatch Wigan attended a meeting of the Local Pharmacy Committee (LPC); a group of elected members from Pharmacy contractors in the Borough, who meet regularly to discuss, give guidance on or plan on national, regional and local initiatives which affect the Pharmaceutical profession and service delivery; and presented their plans for a series of Enter and View visits to local Pharmacies, explaining the reasons for the visits, what happens during a visit and how the visit is reported. Following a short discussion, the LPC agreed to support the planned visits, acknowledging that the report would highlight best practice in the Borough and also help to identify where improvement to the service could be made if appropriate.

The Enter and View teams used a check list of observations and questions in order to achieve consistency across all the visits. Each visit was split into three main areas:

* Environment – accessibility, car parking, bus routes, state of the building externally, security, state of the flooring and decoration internally, accessibility to the counter, etc.
* Customer satisfaction – how often used, satisfaction with the service, use of collect and deliver service, knowledge of the services available, etc.
* Pharmacy services – opening hours, staff training, staffing levels, what services are available, etc.

It is normally the case that Enter and View reports focus on a single visit to a single site or single provider and we feature a response from the provider at the end of the report. However, because this report covers 19 visits we have chosen to include feedback and responses throughout the report at the appropriate point – feedback has been received from individual pharmacies as well as from the Local Pharmaceutical Committee.

**3.4 Details of Wigan Borough’s Pharmacy Service1**

At present, there are 72 pharmacies in Wigan Borough. This is consistent with the national average of 22 pharmacies per 100,000 people in England. People can also access pharmacies outside the border of Wigan Borough, for example people may access a pharmacy near where they work as well as 100 internet pharmacies nationally. Within the Borough, 99% of general practices (including branch surgeries) have a pharmacy within 1km and 88% have one within 300 metres.

All pharmacies are required to provide all Essential Services and provision of these services is excellent across the Borough. These are:-

* Dispensing, medicines and appliances
* Disposal of unwanted medicines
* Promotion of healthy lifestyles
* Signposting
* Support for self-care
* Support for people with disabilities
* Clinical Governance

Pharmacy service provision in the Borough covers a wide range of opening hours including six so called ‘100 hour’ pharmacies that provide access for around 14 to 15 hours each day. All pharmacies provide a Prescription Collection Service and 67 (93%) provide a Prescription Delivery Service. In general, wheelchair access to pharmacy services is good.

As well as providing prescription medication to treat and, where possible, prevent the development of diseases such as heart disease, lung disease and diabetes, pharmacies provide other services that include:

* Stop Smoking Service with access to nicotine replacement products
* ‘Brief Interventions’ to at-risk patients to help raise awareness that small changes to their lifestyle can have a significant positive impact on their health
* Minor Ailment Service to address some of the issues concerning primary care capacity
* Condom (C-card) Scheme allowing young people to obtain free condoms from participating pharmacies and other outlets
* Access to Emergency Hormonal Contraception
* Chlamydia Screening
* Supervised Methadone and Buprenorphine Consumption Service
* Needle Exchange Scheme
* Medicines Use Reviews
* New Medicines Service
* Supporting Public Health Campaigns (e.g. seasonal flu immunisation)

**3.5 Strategic Drivers**

Each year 50 million visits to the GP are for minor ailments that pharmacists are qualified to provide advice on. Nationally, Government funding for community pharmacies in 2016/17 will be cut by 6% (£170m) so there is a drive to deliver more for less. With the increase in online dispensing, the role of the pharmacy is evolving away from the public perception of traditional pharmaceutical dispensing. Locally, the integration of healthcare services through the Greater Manchester Devolution agenda is providing pharmacies with the opportunity to expand their roles as advisors and caregivers. The Royal Pharmaceutical Society’s ‘Now or Never. Shaping Pharmacy for the Future Report’ outlines recommendations for the future of pharmacy, calling for a ‘significant rethink of the models of care through which pharmacy is delivered2”.

Wigan Borough currently has 51 Healthy Living Pharmacies providing a range of services such as smoking cessation, sexual health advice and support to help local people manage long-term conditions or make healthy lifestyle choices. Responses to a 2015 consultation by Wigan Council on Wigan’s Pharmaceutical Needs Assessment highlighted the need to raise public awareness of pharmacy services, such as the Minor Ailments Service, and concerns about the wheelchair accessibility in some pharmacy buildings. Alongside this report, Wigan Council also published the results of a Pharmacy Patient Satisfaction Survey showing 99% of respondents felt they had received excellent or good services from their local pharmacy. 60% of people surveyed primarily went to their pharmacy to collect a prescription, more than 75% of survey respondents visited a pharmacy either weekly or monthly.

**4.0 Result of Visits**

**4.1 Observations from the visits on the Pharmacy Service as a whole**

**Environment**

Those pharmacies which were located in a ‘high street’ setting often lacked car parking facilities unless they were attached or near to a GP surgery but all were in easy access of public transport. In most locations there was a public car park within walking distance. Those located in Health Centres or supermarkets had access to parking, although parking at Local Improvement Finance Trust (Lift) Buildings can be problematical, and although the supermarkets were on bus routes there was a long walk across the car park to access the building.

All the pharmacies visited were in a good state of repair except three; two of these were due for a major refurbishment in the New Year; but one had a broken window, the floor and shelving were dirty and there was broken furniture in the consultation room. Only one pharmacy visited did not have disabled access and this was due to its location, direct stepped access onto the footpath. Disabled customers could summon staff and have their prescription etc. dealt with at the door. Some of the ‘high street’ pharmacies were fitted with either automatic doors or assisted opening doors to allow easy access for disabled customers.

The E&V teams noticed that a lot of the premises visited displayed their opening times clearly on the door or windows but these were then obscured by security shutters when the chemist was closed. The team also found very few displayed the emergency or ‘out of hours’ contact details outside their premises and those that did were located at supermarket pharmacy counters.

The majority of premises had 2 – 3 seats available for customers to sit while waiting for their prescriptions to be filled, even those with restricted space, although it was noted that they rarely had arm supports.

Only a few of the premises visited had low level counters for wheelchair users but all the counters were easily accessed and had space for a wheelchair user. The stock shelves in the shop areas were neat and tidy and well stocked, often displaying different promotions. In all the shops apart from the supermarket chains all proprietary medicines which might cause harm, e.g. those containing paracetamol, were stocked behind the counter. Of the three supermarket pharmacies we visited, two stocked the proprietary medicines close to the pharmacy counter but in one these were stocked in a different part of the shop area which meant that the pharmacy staff often had to leave to counter to show customers where the items were.

All the premises visited had a private room for consultations, although the teams noted that some of these were used as extra storage areas and were cluttered with cardboard boxes.

**Customer Satisfaction**

The E&V teams were able to speak to pharmacy customers in all but two establishments.

* One pharmacy was one of the main centres in Wigan for administrating the addictive drug substitute and needle exchange service. The team did not feel it was appropriate to interview customers accessing confidential services
* The second was a supermarket pharmacy that did not have any customers during the visit.

In the 3 supermarket pharmacies, of the customers we spoke to, around half used them regularly and for the other half they were convenient for them at that time, but all were very satisfied with the service they received. In the other 16 pharmacies the vast majority of customers were regulars and all were very satisfied with the service they received. In one pharmacy, in an area well serviced by chemists, three customers said they had changed their pharmacy as they felt there was a higher level of service at this establishment than their previous one. All those interviewed would recommend their pharmacy to friends and family. None of the customers we spoke to could suggest other services they would like to see their pharmacy deliver.

None of those interviewed used the pharmacy to order repeat prescriptions nor used the collect and delivery services, but several customers ordered their prescriptions either online or over the telephone. Around half of those we spoke to were aware that there was a room available to talk in private to the pharmacist. Only half of customers, however knew what to do in emergency if their chemist was closed.

**Pharmacy Services**

In all the 19 premises visited, the pharmacists on duty were willing to speak to the E&V representative, around 60% had seen the advance letter and knew the reason for the visit, in the other 40% the letter may have been received by a colleague and not passed on. Some pharmacists were happy to allow the team access to the dispensary area and allow them to speak to other staff, whilst others were more reticent and only the duty pharmacist would speak to the team on the shop side of the counter. One pharmacist insisted on phoning his head office before he would speak to the team. The remaining interviews with the pharmacist were conducted in the consulting room.

It can be seen from the table in Appendix 3 that not all the pharmacies provide the full range of advanced and commissioned services, but where it might appear that a service is missing in a particular area this is not the case. For example from the visits it would appear that there is no Chlamydia Screening service available in the Standish area but there are other community pharmacies in that locality which do provide this service that HWW did not visit.

One service provided by some pharmacies which may require further investigation is the needle exchange service; this service was provided in several of the premises visited but it was only observed in action in one establishment. The E&V team were concerned that from their observations this was in fact a supply service and that customers were not exchanging used equipment but merely collecting new needles and syringes. Although this transaction was carried out behind a partition the HWW team could hear the conversation clearly which is a breach of customer confidentiality. There did not appear to be any records kept of who was being supplied and with what but a greater concern is that if used needles and syringes are not being returned to the pharmacy for safe disposal they may be discarded in the locality and become a hazard to the health of the community.

***Comment from the LPC:***

*The purpose of the needle exchange scheme is for pharmacies to offer a user-friendly, non-judgmental, client-centred and confidential service.  If clients do not return sharps they should be encouraged to do so in the future. Failure to return used equipment should not stop pharmacies issuing new supplies.*

*The Healthwatch team may want to further explore the aims of the service in order to gain a better understanding of how the scheme works within pharmacies.*

The E&V teams found that there was always at least one qualified pharmacist on duty during opening times and in most establishments there were more than one; the team also found that the supermarket pharmacies used locum pharmacists to ensure cover for absences. Depending on the size of the establishment there was a range of other staff used, normally between 3 and 5 including; pharmacy technicians, pharmacy assistants, counter staff and drivers. All staff were trained to give advice depending on their level of competence, so that for example, the counter staff may advise on a cough medicine for an adult but they would refer to senior member of staff if it was for a child. When giving advice all staff used WHAM;

**W**ho is the patient?

**W**hat are the symptoms?

**H**ow long have the symptoms been present?

**A**ction taken?

**M**edication being taken?

All the pharmacists also confirmed that staff would check a customer’s medical history before selling them a proprietary medicine, e.g. ensure that the customer was not a diabetic before they purchased a medicine with a sugary content. The pharmacies had training programmes in place for the staff, including statutory Health and Safety and development plans. Staff also undertook regular work place reviews to identify any issues for both staff and management.

All the pharmacies visited conduct a ‘medicine use review’ to ensure that the medication was effective and would report back to the GP any concerns and although not all had a ‘new medicine service’ in place, (a follow up service with the patient to ensure there are no problems with the new drug), they all would ensure that the GP had explained any side effects of new medicines with the patient before completing the prescription.

All the pharmacists interviewed confirmed that they would check with patients, by phone if necessary, when completing repeat prescriptions that all the items were required especially if these were collected by the pharmacy themselves from the GP, to avoid issuing unnecessary medicines.

The team found a wide variation in how pharmacies handled customers with hearing or vision impairment, some had an induction loop system for those with hearing aids and some could produce large print labels for the visually impaired but there did not seem to be any coordinated plan on helping this group of customers.

**4.2 Findings relating to the purpose of the visits**

Healthwatch Wigan is very pleased that the premise for the visits as stated at the beginning of the report, i.e. that some areas of the Borough are poorly served by their community pharmacy, is in fact completely wrong. There is a difference in the types of services and how they are delivered in different locations, but this is due in the main part to the contracts held by the Clinical Commissioning Group (CCG), the Local Authority or NHS England with the different companies and the policies of those companies which lay out how those services are delivered. There was, however, a consistency in the commitment of the community pharmacies to serve their local area to best of their ability.

What the E&V teams found was that even if there were restrictions due to age of building, locality or size of premises there was a highly skilled, highly motivated team in each of the establishments visited. From observing the interaction between staff and customers it is clear that the pharmacies know and understand the communities they serve and are very proud of the relationship they have with their customers.

The conversations we had with the pharmacists have assured Healthwatch Wigan that the community pharmacies in the Borough are not only willing to work to improve the service they provide but are also, wherever possible, willing to expand the services they provide. They all felt that they had a greater role to play in delivering services in Primary Care alongside the GPs and Community Care Trust. One area that could be expanded is the Minor Ailment Scheme (MAS), one pharmacist showed our volunteers the MAS from other CCG areas which covered more ailments that pharmacies could treat. An area of concern that was raised by the pharmacies themselves was the expectation of patients, carers and agencies and care homes that blister packs could be provided on demand. This puts the community pharmacies in a difficult position; wishing to provide the best service for their clients but having severe cost restraints placed on them. Several pharmacies stated that they would be willing to provide this service to a wider clientele if the carers, care homes and agencies were willing to contribute to the cost as this was a case of convenience rather than need.

***Comment from Local Pharmaceutical Committee:***

*This is based on the feedback from only one pharmacy out of all of those visited and none of the others felt that the scheme required review. We feel that the Wigan minor ailment scheme is in fact one of the most comprehensive schemes locally and it has been recently updated. Pharmacies have been asked to put forward suggestions for additional conditions to be included in the recently updated scheme but there has been no feedback received from individual pharmacies to suggest further expansion of the scheme.*

The team also found that local pharmacies were willing to work together in order to provide a better service for their customers, e.g. in Platt Bridge two of the pharmacies staggered their lunch breaks so that at least one was open during the lunch period. Whilst HWW acknowledge that there may be obstacles to business rivals working together, this should be encouraged within the Borough so that customers get a better service and the costs of those services are reduced for the commissioners. One area which may be looked at could be the delivery service, all the pharmacies visited except Tesco in Wigan provided this service and it was observed that in some locations the amount of duplication might be reduced by pharmacies working together. The three pharmacies visited in the Standish area all had their own delivery service which HWW felt could be more cost effective if the three shops worked together.

The pharmacies which were able to access patient summary medical records using ‘Share to Care’ reported to HWW that they were able to provide a safer and more effective service when dispensing prescriptions. They were able to clarify any queries quickly by logging on to the patient records and it saved time as they no longer had to telephone the GP practice to confirm the prescription details, this was especially so for repeat medicines. This has the added benefit of freeing up the GP practice phone lines for patients.

**4.3 Recommendations**

* *All Pharmacies should display their opening times clearly on a suitable site outside of any security shutters etc. This should include details of the Extended Hours Pharmacy service and 111 non-emergency telephone service.*
* *All community pharmacies should have seating for customers and where possible these should have arm rests to allow the easy use by disabled customers.*
* *The private consulting rooms should be kept clear of clutter.*
* *The LPC should review its policy on supporting customers with hearing and/or vision impairment to ensure that they receive the same level of service and help across the Borough.*
* *Healthwatch Wigan should work with the LPC to better understand the ‘needle exchange service’, how it works, how it is monitored and what safeguards are in place to protect the local communities from harm.*
* *The Minor Ailment Scheme should be reviewed by the CCG to enhance the services provided by community pharmacies.*
* *Pharmacies located in a small geographical area should, where commercially possible, work together to avoid duplicating services and reducing costs.*
* *There should be a consistent protocol across the Borough when dealing with repeat prescriptions which contain medicines which are only taken when required, this would safeguard the patient from having excess medicines in the home and help reduce the medicines budget.*
* *The community pharmacies should work together with the wider health and social care community to look at how ‘blister packs’ could be funded for wider use by patients and carers.*
* *The ‘share to care’ programme should be rolled out to all community pharmacies as quickly as is practical, without putting the programme at risk.*
* *The CCG consider a pilot project involving a GP practice and Pharmacy to integrate working arrangements including a pharmacist working within the practice to aid with the medicines management of identified conditions.*
* *CCG and Local Pharmaceutical Committee to look at the potential capital investment required to bring traditional "chemist shops" to a standard that will enable additional services to be offered e.g. consultation rooms not really fit for purpose in both size and location.*

***Comment from Local Pharmaceutical Committee:***

* *Regarding the suggestion that there should be a consistent protocol for dealing with repeat prescriptions.  There is a protocol for ordering of repeat medication which is in place across the Borough and specifically mentions how prn medication should be dealt with in order to reduce waste.  GP practices and pharmacies with support from the CCG have been working hard to implement this protocol for some time.*
* *Regarding blister pack funding – there is a lot of work ongoing within the Borough to ensure that blister packs are used in line with Royal Pharmaceutical Society and the PSNC guidelines.  We would not advocate funding for blister packs for wider use for carers as there are often more risks than benefits associated with their use.*
* *The CCG has no current plans to look into funding a pharmacist working within practice as there is currently a NHSE scheme which is funding this pilot.*
* *The CCG feels it would not be their place to look at capital investment for consultation rooms as it is up to the individual pharmacy companies to comply with national guidelines on this.*

**Distribution List**

This report has been distributed to the following:

* Local Pharmacy Committee
* The individual Pharmacies Visited
* Wigan Borough CCG
* Care Quality Commission
* Healthwatch England

**5.0 Appendices**

**5.1 Appendix 1 – with hyperlinks to each of the pharmacy reports listed in Appendix 2**

|  |  |
| --- | --- |
| **Pharmacy** | **Date** |
| [Asda Pharmacy](#AsdaPharmacyGolbourne), Edge Green Lane, Golborne, WA3 3SP | 04/12/2015 |
| [Bradshaw Pharmacy](#BradsahwPharmOrrell), Bradshaw Street, Orrell, WN5 0AB | 26/10/2015 |
| [Cohens Chemist](#CohensStandish), 47a High Street, Standish, WN6 0HA | 17/11/2015 |
| [Elliott Street Pharmacy](#ElliotSt), 177 Elliott Street, Tyldesley, M29 8DR | 03/12/2015 |
| [Golborne Chemist](#GolbouneChemGolbourne), 98 High Street, Golborne, WA3 3DA  | 22/11/2015 |
| [Imaan Pharmacy](#InmanPharmHindley), 3-7 Borsdane Avenue, Hindley, WN2 3QN | 02/11/2015 |
| [John Morris Pharmacy](#JohnMorrisAshton), 109Wigan Road, Ashton-in-Makerfield, WN4 9BH | 22/11/2015 |
| [Liverpool Road Pharmacy](#LiverpoolRoadPlattBridge), 612 Liverpool Road, Platt Bridge, WN2 5BB | 16/11/2015 |
| [Manor Pharmacy](#ManorPharmLeigh), The Harriers Building, Leigh Sports Village, Leigh, WN7 4GX | 11/11/2015 |
| [New Springs Pharmacy](#NewSpringsAspull), 21-23 Wigan Road, Aspull, WN2 1DH | 26/11/2015 |
| [Peter Buckley](#PeterBuckleyPlattBridge) (Platt Bridge), Platt Bridge Health Centre, Rivington Bridge, Platt Bridge, WN2 3QN | 16/11/2015 |
| [Richardson Pharmacy](#RichardsonPharmStandish), 42, High Street, Standish, WN6 0HF | 17/11/2015 |
| [Rowlands Pharmacy](#RowlandsAstley), 391 Manchester Road, Astley, M29 7BY | 03/12/2015 |
| [Sainsbury’s](#SainsburysMarusBridge), Warrington Way, Marus Bridge, WN3 6XA | 02/11/2015 |
| [Salter WA (Chemists) Ltd](#SalterInce)., 7 Ince Green Lane, Ince, WN2 2AR | 02/11/2015 |
| [Standish Pharmacy](#StandishPharmStandish), 15 Preston Road, Standish WN6 0HR | 17/11/2015 |
| [Tesco Instore Pharmacy](#TescoWigan), Central Park Way, Wigan, WN1 1XS | 26/11/2015 |
| [Tims and Parker](#TimsParkerLeigh), 76 Bradshawgate, Leigh, WN7 4NP | 11/11/2015 |
| [Well Pharmacy](#WellPharmNewton), 216 Ormskirk Road, Newton, WN5 9ED | 26/10/2015 |

**5.2 Appendix 2 Observations from the visits relating to individual Pharmacies**

*(Wherever possible the following observations are in the words of the team visiting each establishment)*

**Asda Pharmacy, Edge Green Lane, Golborne, WA3 3SP**

The team visited this establishment twice, on the first visit there was a locum pharmacist on duty and the team were asked if they could return when the designated pharmacist was on duty.

The environment was good and the building in a good state of repair, there was good access for disabled customers to the counter although they may struggle to access the private consulting room which appeared small and cluttered. We could see no seating provided for customers waiting for their prescriptions to be filled or waiting to be seen in the consultation room. The opening times were clearly displayed at the counter but not on the outside of the building. There was a large selection of proprietary medicines displayed nearby on the shop floor which was easily accessible.

The pharmacist engaged openly with the team and was clearly proud of the services he and his colleagues provided, he described the wide range of services including the minor ailment scheme, dealing with repeat prescriptions, drug substitute service, emergency contraception service and others all of which were governed by either CCG, Local Authority and/or Asda guidelines. There were normally 1 to 5 staff on duty depending on the time of day and there was an ongoing training programme for all staff.

At the time of the visit there were no customers to interview but the pharmacist showed the team a recent customer satisfaction survey, the main findings of which are shown here:

(a) Overall Customer Satisfaction Rating 97% either excellent or very good.

(b) "What was great this time?"

* Offering a clear and well organised layout.
* Being polite and taking time to listen to what you want.
* The service received from the Pharmacist.
* Providing an efficient service.

(c) "What could we do better?"

* The comfort and convenience of the waiting areas.
* Providing general advice on leading a more healthy lifestyle.
* Having in stock the medicines/appliances you need.
* Providing advice on a current health problem or a longer term health issue.

*We are grateful for comments and clarifications received from John Evans, Superintendent Pharmacist, Compliance Team, Asda House*

**Bradshaw Pharmacy, Bradshaw Street, Orrell, WN5 0AB**

Environment

This is a new build, it is fully accessible with lots of parking, good state of repair and very clean. The Pharmacist was very welcoming and ready to answer any questions about the services they provide, and the improving of his service.

Pharmacy Services

He informed us they had twelve staff this included two pharmacists each day. They have a good training programme for career progression for staff, this includes mandatory up dating training. C.P.D

Advice is given by staff depending on the level they are trained to and what they are comfortable with, they are trained to ask standard questions, if more complicated they ask one of the two pharmacists on duty. Handling of minor ailments and advice on everyday symptoms is done working as a team and they adhere to the minor ailment scheme. Most customers know of the scheme and if not counter assistance point it out to them

They are part of ‘Share to Care’ so they have access to summary patient records which make repeat prescriptions a lot easier. Patients can either ring the pharmacy and they will go through the list of medications - they do not accept ‘I will have everything’, they go through the list item by item; or they will ring the patients (this is mostly for the collect and deliver customers). The pharmacist showed us a dummy record to show how the electronic records work.

They have a new medicines service and a follow up service and they can do big print but Braille is not asked for. They also have a service to help with the use of inhalers.

There is no call for a needle exchange in this area but would do if necessary, however there is a sharps disposal service for diabetics.

One of the two pharmacists has devised a planned blister pack service that other pharmacists can replicate: the Patient either comes in for an assessment or the pharmacist goes to them, they are tailored to the patient not for the carers. The delivery service is mainly used by the GP practice on the same site. /we understand that this service has now been commissioned by Wigan Borough CCG.

Other services provided are; emergency contraception - we interview in our privacy room, fill out the form to meet criteria and signpost the customer to the relevant birth control clinics, Flu jabs on NHS if criteria is met is free.

Customer Feedback

The customers we interviewed had nothing but praise for the Pharmacist and staff.

Out of hours provision through Clare House is in place.

*Comment from Vinod Patel, Bradshaw St Pharmacy*

*1. One of our pharmacist was assessed by the CCG in how she interviewed and interpreted, the standard Disability Discrimination Act (DDA) assessment that has to be carried out, prior to providing the Wigan Borough CCG commissioned and funded community monitored dosage(Blister Packs) scheme. It was felt that the way she did the assessment should be used as an example for others to follow and be judged against.*

*2. The delivery service is open to all customers but is almost exclusively used by patients from Bradshaw Medical Centre. The service is currently provided by Bradshaw Street Pharmacy completely Free of Charge.*

*3. At the time of the visit we were awaiting training to become a Healthy Living Pharmacy (HLP). We have now completed the necessary training and are in fact now a HLP.*

**Cohens Chemist, 47a High Street, Standish, WN6 0HA**

Environment

This is a relative new build, 2 years old, with limited car parking but good public transport links. There is wheelchair access with an automatic door and good sized patient area. (There is a door linking GP practice to pharmacy that has never been used and now has a display board in front of it). The pharmacy was in a good state of repair with an accessible counter and shelving, there was some seating available for customers but these were not very comfortable plastic chairs. There was a small consultation room available but it appeared to be too small to carry out a full range of services.

Pharmacy Services

There are normally 5 or 6 staff on duty each day, 1 pharmacist, 1 pharmacy technician, 2 dispensing technicians and 2 apprentices as well as a driver and counter staff. There are in-house training modules as well as Continuing Professional Development for the pharmacist and registered technician. They follow the MAS protocols when giving advice but also give advice on smoking cessation, inhaler use and emergency contraception, only those staff appropriately trained would give such advice.

The repeat prescription service is handled by telephone or email and they always check to ensure the medication is required; they will also prompt customers to reorder if they are aware they require support. They also provide a new medicine service.

They are able to print large labels and will contact those with hearing difficulties by fax to alert them about delivery times. There is no needle exchange of drug substitute service commissioned at this pharmacy and they would signpost customers who were required to dispose of sharps to an appropriate site. The pharmacist would like to offer the Flu jab but the consultation room is too small.

Customer Feedback

There were three customers interviewed during the visit, all of them regular customers who were very happy with the service received. They all ordered their repeat prescriptions via the GP and none had used the collect and delivery service.

**Elliott Street Pharmacy, 177 Elliott Street, Tyldesley, M29 8DR**

Environment

Situated on the main street there was limited parking outside but a public car park nearby. There were bus stops close to the entrance. There was a small ramp and a power assisted door to allow easy access for wheelchair users. The opening times were displayed on the windows but these would be obscured when the security shutters were closed.

The property was in a good state of repair both inside and out and was clean and tidy. There was good access to the counter but its height might be a problem for wheelchair users. There was a small waiting area with two seats for customers with a range of leaflets available. The shop shelves were well stocked and the aisles accessible to all. A small private consultation room was available but this was a little cluttered.

Pharmacy services

The pharmacy employed 5 pharmacists, working a rota, 2 pharmacy technicians, 2 pharmacy assistants and 2 trainees, all of whom have ongoing company and professional training. The pharmacy was no longer providing advice under the Minor Ailment Service due to CCG changes but did provide emergency contraception and smoking cessation advice, chlamydia screening, and addictive drug substitute service.

The pharmacist will phone customers regarding repeat prescriptions and although they did not provide a new medicine service they would ensure the patient was aware of any side effects before dispensing the medication. The pharmacy is able to produce labels in large print or braille if required and had a needle exchange and sharps disposal service. The pharmacist did say he would like to be able to provide a range of blood tests for his customers.

Customer Feedback

The team spoke to two customers during the visit, they were regulars and were happy with services provided, one saying ‘very helpful staff’. Both the customers would recommend the services provided to others.

**Golborne Chemist, 98 High Street, Golborne, WA3 3DA**

Observation of the environment exterior:

(a) Accessibility by ramp, car park (free) and good bus links.

(b) State of repair was surprisingly poor. Overgrown and unkempt at the front of pharmacy. Front primary window cracked with a significant hole. New window ordered for two weeks hopeful it will be fitted in the next 7 days.

(c) Opening hours including emergency service details prominently placed inside and outside property.

Observation of the Interior:

Flooring is level and in good condition. Cleanliness in front of shop poor, every shelf inspected was covered in heavy dust.

State of repair

(a) Alongside the badly broken window which was a risk to staff and customers the consultation room was a disgrace; dirty, broken furniture, table split in two lying on floor alongside a large piece of furniture, wood with nails sticking up and other items being stored or were broken such as electric kettle. No ability to use despite the fact 15 people a day are prescribed methadone substitute. Many of these customers are required to swallow their prescription in front of the pharmacist or one of the pharmacy assistants. The condition of the consultation room is a significant management failure and significantly detracts from customers/patients accessing and seeking confidential advice and services.

(b) Only 2 chairs for customers and they are situated next to the door of the consultation room rendering confidential discussions as impossible. This is a problem probably relating at least in part to the poor front and back of shop configuration. It is a problem that is fixable. I believe appropriate advice to the pharmacy owners could improve the situation greatly.

(c) Accessibility to counter is good. Display shelves not clean but some fairly well stocked but others very poor.

General overall observations of the environment:

Improvements could be made immediately and maintained by appropriate levels of staffing. We saw a young mother with her child being told she would have to spend a minimum of £5 to use her credit card. This meant she had to go round the shelves and collect a number of items to allow her to use her card!

Pharmacy Services

The pharmacist was on duty on her own. No assistant on counter, no assistant within the pharmacy despite the prescribing of very powerful drugs for both end of life patients and drug substitute customers. The pharmacist was in a very vulnerable position both in relation to her own personal safety and the security of the front of shop and pharmacy. These are issues which required to be resolved by the owners as a matter of urgency.

This is a ‘100 hours’ pharmacy, and when we visited only the pharmacist was in situ but very kindly answered all our questions with a significant degree of knowledge and understanding of patient safety and Pharma practice. We wish her well in her chosen career.

Numbers of staff available to the practice:

2 fully qualified pharmacists, 7 others including accredited technicians. All staff are subject to ongoing training both in general and specific areas of minor ailments.

The pharmacists give the bulk of all advice including symptoms, over the counter medicines and holistic drugs (herbal). Use approved protocols for all prescribing regimes, including prescription drugs, minor illnesses. All staff are trained to ask a person’s medical history before selling over the counter products e.g. sugar in products for diabetics. We were shown the system for dealing with both types of repeat prescriptions and the system in operation for the preparation and delivery of blister packs. We were advised of the "as required" drugs which are included in the prescription provided by the GP. The pharmacist without prompting talked us through the relationship with local Doctors, district and MacMillan Nurses in the provision of end of life palliative care.

When a GP practice prescribes either a new drug or amends the dosage(s) of current prescription. (a) The safety protocol immediately electronically advises of changes in the prescription & then (b) The pharmacist contacts the GP and confirms the changes and (c) checks if the GP has explained to his/her patient any contradictions that may happen due to the change in the prescription. (d) The pharmacist will in the handover to the patient explain any contradictions. (e) The pharmacy follows up by contacting the patient around 48 hours later, then again 7/14 days after to ensure the patient is benefitting from the change(s) in their prescription.

We asked what provision the pharmacy practice had for dealing with patients/carers with sensory impairment including labelling. Packaging is almost totally available with Braille. Staff are trained not to cover the Braille with the prescription label. When required the consultation room can be utilised to assist with communicating with a person(s) with sensory impairment.

There is neither a needle exchange nor a sharps disposal facility e.g. for diabetics. These services are allocated to a small number of pharmacies in the area. No signs to indicate who, location and times of service.

A free local delivery service operates Monday through to Saturday. The free service operates around a three mile radius. End of life treatments required on a Sunday are collected either by a nurse, carer or family member and very rarely a GP.

They also provide the free flu jab services.

Customer Feedback

Small number of patients when we were visiting; man on crutches, mother and daughter with two grandchildren, and a mother with her toddler child. All were very happy they use the facility and will continue to do so.

**Imaan Pharmacy, 3-7 Borsdane Avenue, Hindley, WN2 3QN**

Environment

The Pharmacy is situated in the middle of a row of new shops with a disabled access, good parking and a bus stop located nearby. The opening hours are displayed on a large notice in the window. We observed staff including a small leaflet with opening times in each prescription bag. The inside of the shop was clean with well stocked shelves. There is a privacy room available which was in use when the team arrived.

Pharmacy Services

The Pharmacy follows national guidelines for staff training and staff are encouraged to (and are keen to) take part, there is also update training for Continual Professional Development (CPD). The pharmacy takes part in the Minor Ailment Scheme (MAS) and all staff are trained to ask relevant questions and signpost to the MAS if necessary, the pharmacist will refer on the GP if necessary. Staff use WHAM when serving customers with proprietary drugs, especially those with diabetes and/or asthma, and any issues are raised with the pharmacist. The pharmacist reported that they are alert to staff and respond to issues and chairs available for customers to use.

The pharmacy has access to patient electronic records to check on medicines and have regular clients who the pharmacy knows. They have a repeat prescription service and will phone customers once a month who are on electronic prescriptions. They will also phone patients to check their requirements where the prescription indicates that items are prn. They will remind patients when they need to see their GP. There is a new drug scheme in place and the pharmacist will give advice when required.

There is no needle exchange at this pharmacy but there is a sharps return service. The pharmacy will issue blister packs only on advice from the GP but they are asked by carers and agency staff.

The pharmacist would like to provide meningitis inoculation, for which he is trained, but this is not available on the NHS. He would also provide any service which would benefit his customers.

**John Morris Pharmacy, 109Wigan Road, Ashton-in-Makerfield, WN4 9BH**

Environment

First class accessibility for those on foot or with disability aids. Parking on forecourt for prams, disability motorised buggies, wheelchairs, disability ramp and handrail. Limited road side parking but facilities for parking in nearby streets. Bus stops approximately 200 yards or less from pharmacy. Community Clinic and Doctor’s Practice some 100 yards away opposite side of Wigan Road and in a side road, large car park at this facility.

Building exterior was in a good state of repair, clean and tidy. Opening hours and emergency service(s) prominently displayed on Windows facing forecourt and highway. Other important services e.g. "Emergency Contraception" again well displayed.

Pharmacy Services

Without prompting the pharmacist took us through whole building; store room, rest room, blister pack preparation room, the actual pharmacy area, front of shop and the private consultation room.

We observed the following:

* Flooring well maintained, state of repair good, some clutter upstairs but nothing that would interfere with the safe running of the pharmacy.
* Accessibility to counter, excellent staff member in attendance throughout the visit. This seems to be normal practice.
* Display shelves are mainly accessible, some were a bit high for people of small stature but plenty of prompt assistance. Display shelves well stocked, clean and tidy.
* There was little seating provided for customers front of shop. A major building project would, in my view, be required to provide seating space. This would not be cost effective and cause huge disruption to the services currently provided.
* The very small, tidy and well stocked consultation room had a chair for one patient and one for pharmacy staff. I am not certain that privacy can be maintained due to the proximity of the facility to the customers waiting area in front of shop.

A husband and wife team have been owners of this practice for some 20 years. They remembered the letter sent by Healthwatch and pleased that we had visited. The wife was in charge of dispensing so it was the husband that the bulk of the visit was with. We were introduced to all the staff on the premises and I must say that they were all generally really happy with their work duties and very importantly totally committed to their patients and customers. Those asked all confirmed regular in-house training both to maintain current skills but also acquire new or enhanced skills.

Including the pharmacist some 6 staff on duty. Normal opening hours were well displayed 09.00 to 18.30 hrs. Monday – Friday, Saturday 09.00 to 13.00 hrs, no Sunday services. The staff on duty are all trained to work with the pharmacist(s) to give basic Pharmacy product advice, e.g. minor ailments, asthma. In addition the registered pharmacists operate a minor ailments service fully in line with the approved CCG guidance. Advice is also given on every day symptoms with over the counter drugs and holistic herbal drugs. The prescribing regime and advice service for minor ailments such as sore throats, cold sores, head lice, nappy rash, just a small number of the 32 minor ailments covered by the CCG scheme. Staff are trained to check the customer’s medical history before selling over the counter products e.g. sugar content levels to protect diabetics. If staff member is still not content the pharmacist will be asked for further advice and or talk to the customer, the WHAM system used.

They use a robust system for repeat prescriptions which monitors dosage regime, patients order via pharmacy 7 days before the current prescription runs out. The surgery and the pharmacy then work together to ensure continuity of service, there is a pharmacy based regime which flags up prescribed drugs which are to be taken "as required” (PRN). When GP prescribes a completely new drug the system will alert the pharmacist and the technician assisting. The protocols under the "New Medicines Service" are applied to ensure that the GP has explained to the patient any contraindications that may arise. In addition the Pharmacy operate a Medication Usage Review ( MUR ) at 2 days, 7 days and sometimes 14 days to ensure medication is working for the patient.

The pharmacy also provides the following patient services:

* ordering, collection, free delivery service
* unwanted medicines disposal service.
* a range of healthy living advice and cessation of smoking programmes. This includes a healthy living educational library which can be used for free by patients. Again this was a very interesting insight of the knowledge and commitment of this very important part of our primary care services within the evolving NHS.

The pharmacy practice was bursting with pride for the work they are doing whilst not being arrogant or cocky, unassuming, modest and humble a willingness to work with Healthwatch to provide suggestions to improve primary care services.

**Liverpool Road Pharmacy, 612 Liverpool Road, Platt Bridge, WN2 5BB**

Environment

The team entered the pharmacy and were greeted pleasantly by the pharmacist. Despite being due for lunch time closure, the pharmacist closed the shop but continued with the visit and answered all the questions asked. He was very nice and open about his staff and premises. This pharmacy is under the same management as the Platt Bridge Health Centre pharmacy and as such share resources. The Health Centre branch is the main one, is busier and offers more services than this smaller branch.

The pharmacy occupies a shop front location on a main road in between residential properties. There is plenty of parking available on the road at the front of the shop and also a bus stop opposite so is accessible by public transport. The entrance is not at street level and has a step into the shop, which would be a challenge to customers with mobility restrictions and customers with prams. There is a wide pavement outside the shop with plenty of space to park prams, mobility scooters, etc. There is clear signage to the outside, with some information displayed in the window and on the door. Information would, however be hidden behind shutters once they are down and then shop is closed. There are two seats available for customers whilst they wait, which are located by the window to the right of the door. The shelves were well stocked and neat and tidily presented. The shop is due for refurbishment and the pharmacist explained about moving the entrance door to give better access. The shop in currently obviously in need of modernisation and this will be addressed with the refurbishment.

Pharmacy Services

There was a pharmacist and three assistants on duty (who we met but weren’t present during the interview due to lunchtime). The staff were very nice and are up to date with their training, which is updated every two years. This pharmacy has another branch nearby so they stagger their lunch times in order that one branch is always open and providing more opportunities for customers

This branch also produces the blister packs for both pharmacies which takes up a lot of time. These are assembled in a quiet room upstairs by two members of staff. The GP decides who needs the blister packs but the pharmacy often gets requests from carers and agencies for them.

Consultations regarding smoking cessation, contraception, and other private discussions about health issues or concerns take place at the other pharmacy located in the Health Centre a few minute walk from this shop.

The pharmacy is keen to take on other services and the training required for their customers.

*Comment from Local Pharmaceutical Committee:*

*The statement that the GP decides who requires blister packs is not correct.  The GP can request a blister pack from a pharmacy, but the pharmacist is responsible for ensuring that a blister pack is appropriate or if an alternative compliance aid would be more suitable.  We appreciate that this may have been the interpretation on the day as the scheme is quite difficult to follow.*

**Manor Pharmacy, The Harriers Building, Leigh Sports Village, Leigh, WN7 4GX**

Environment

The Pharmacy occupies a large space and is light and airy and modern. However there was limited information on the walls and in the seating area for patients/customers. The pharmacy is very well signposted that has large automatic double doors that can be opened with a press button. The opening times are on an A3 poster that can be seen from outside, there was no reference to the emergency cover. There was plenty of allocated disabled parking outside the shop and free car parking throughout the site. It was noted that despite this a customer parked on the double yellow lines outside the shop to pick up a prescription. There is a bus that visits the site and stops about 40 yards from the shop.

Two reception staff on duty, there was wheelchair access at the counter. The staff were observed to be very friendly and helpful to the limited customers that did come into the shop. All customers were offered a delivery service and given clear information of when the prescription would be ready for collection when the customer indicated that they would call back. The facility is in a good state of repair, new carpets. The shelves are very well stocked and clearly visible, there are a number of the shelves that would not be accessible to people in a wheelchair

The waiting area was quite stark, 3 mismatched chairs that were uncomfortable, one plastic one with arm rests, no reading material or information in that area.

There is a private consultation area

Overall a very good feel to the pharmacy and plenty of space that could be used.

Pharmacy Services

The pharmacist was aware we may visit and had seen our letter. We were made welcome, staff are qualified as counter assistants. Some herbal remedies available. Staff always ask what customer is also taking - use WHAM. 1 in 5 of customers referred to GP, higher proportion if very, staff would occasionally recommend a child to be taken to Walk In Centre.

The pharmacist will ring patients re repeat prescriptions and for 'as required' they let patient decide when they need a repeat prescription when they ring. Use New Medicines Service for new drugs to check for contraindications. Blister packs done if GP requests them and can do large print but not been asked to. No needle exchange or sharps disposal, no drug substitute service - other 2 Manor pharmacies in Leigh do service.

No emergency contraception - they refer to other pharmacies and ring to check to ensure they have it in. No non-medical prescribing done, they do lots of blood pressure checks. They would like to do needle exchange and drug substitute prescribing, would like to do health checks, get lots of requests for diabetes and cholesterol checks but don't do at present.

Customer feedback

Only 3 customers there when we were, one straight in and out dropping off prescription so didn't mange to catch him.

**Customer one**

Used this pharmacy all the time as quite able to be sorted quickly staff always friendly and helpful, not a patient of the GP next door. He said the service was "perfect". He said he was aware of the privacy room, he'd not thought about additional services but if he did he would just ask, the service was 100% and he would very much recommended to others and if it were closed he would come back when open.

**Customer two**

Just moved into the area 3 months ago, he was registered with the GP and would definitely use this pharmacy. He'd been 4 times and was very happy with the service. He knew about the delivery service, but prefers to come in. He has not had any issues with repeat prescription, the staff were always friendly and helpful and gave information and advice not just connected with the prescription. The pharmacy was very good particularly when compared to others and he would recommend it and he didn't need any additional services. He knew about the privacy room. If it were closed he would not go into Leigh and pay for parking.

*Comments from Tahir Patel, Pharmacist, Manor Pharmacy:*

*I can confirm that I have read the draft report and confirm it to be correct.*

*With regards to the visit and report I have no issues and as a company we were happy to participate.*

**New Springs Pharmacy, 21-23 Wigan Road, Aspull, WN2 1DH**

Environment

There was a small car park at the rear with parking available in the side street, there was also a bus stop nearby. The building was in a good state of repair with the entrance accessible by wheelchair users. The opening times were displayed outside but would be hidden when the shop was closed and the security shutters were down. The interior was neat and tidy with plenty of information displayed. The shelving was accessible and well stocked and although there were some display shelves in front of the counter there was room for a wheelchair to access it. There were 2 chairs for customers waiting for prescriptions. There was a small private consultation room available.

Pharmacy Services

I spoke to the pharmacist and asked if the business was a small family business and I was advised very surprisingly that it was part of a much larger business based in Manchester, York, the Wirral and Wigan. There is an overarching company with the practices being either badged as Stella Medical or Rose Medical. The pharmacist was very enthusiastic about her role, intellectually very good and had a clear sense of her professions enhanced engagement within the new primary/ secondary care proposals.

Normal staff duty roster 1 pharmacist, 4/5 trained staff and 1 collection and delivery driver. Opening hours 09.00 - 18.00 hours Monday to Friday, Saturday 09.00- 13.00 hours, not open on a Sunday.

All staff are fully trained for their individual roles working in the pharmacy. Training is ongoing for example dispensing over the counter medicines, healthcare advisors on smoking cessation, obesity, local activities for getting fitter etc., plus assisting the pharmacist with the minor ailments service.

The pharmacist set out her management role in delivering safely the appropriate prescription and over the counter drugs. One service she deliberately does not provide advice on is herbal drugs. This is done on ethical grounds i.e. they are not proven to do what is so often claimed.

All staff are trained to check patient's medical history before selling over the counter drugs, e.g. sugar in product being sold to a diabetic. In circumstances where the staff are unsure the issues will be referred to the duty pharmacist to advise.

Repeat prescriptions; the services explained were precisely as had been mentioned in earlier visits. Customer contact, relationship with the GPs and their staff and the collection system from GPs until home delivery if this is required. One area which may be of concern is that the system of logging repeat prescriptions doesn't electronically flag up changes in the prescription, e.g. PRN prescriptions which are drugs to be used only as required. The pharmacy relies on interaction with patient.

When new drugs are prescribed the pharmacist checks with the prescribing GP if he/she has spoken with the patient and explained any contraindications with the patient. If this hasn't happened the pharmacist will talk directly to the patient. Some of the issues that arise can be patients with poor respiratory capacity, those prescribed blood thinning agents and diabetic conditions. The pharmacist has developed the new medicines service and part of this is contacting the patient at home after 7 and then 14 days, to ensure that the patient is not suffering from side effects etc.

The pharmacy has no provision for assisting with patient/carers with sensory impairment or total deprivation. The reason given was the pharmacy had no patients in these categories. The pharmacy has both a needle exchange and a sharps disposal facility, the services are confidential and are carried out in the consultation room.

To support elderly patients a FT trained member of staff provides support and advice to patient and the carer. A free delivery service is provided in a three mile radius of pharmacy. Deliveries to private homes and care homes take place Monday to Friday.

There is no nonmedical prescribing carried out by the Pharmacist.

The Pharmacist was very much in favour of either taking some GP services into the pharmacy or pharmacist managing areas of GPs surgeries, e.g. testing groups of patient with potential infection(s). The NHS Flu Jabs programme is working in the pharmacy, however in some areas GPs are not happy that this service is not provided exclusively by the GP and or the practice nurse.

Customer Feedback

We spoke to 2 regular customers who were both very happy with the services the pharmacy provided, the found the staff helpful and they had not encountered any problems. One said they ordered repeat prescription by telephone with GP, the other ordered prescriptions on-line, one had used the delivery service and found it excellent. Both would recommend this pharmacy to family and friends.

**Peter Buckley (Platt Bridge), Platt Bridge Health Centre, Rivington Bridge, Platt Bridge, WN2 3QN**

Environment

The pharmacy is located in a new modern build LIFT building which houses many services. There is plenty of car parking available on site although it can be busy with the therapy services in the same building and people parking to pick children from school.

Pharmacy Services

The premises were clean with well stocked shelves and the staff were friendly. The shop is open from 8.30 to 6.30. Advice to customers is given by the pharmacist and staff adhere to national guidelines. The lunch break is staggered with Liverpool Road shop so one pharmacy is available all day. The two pharmacies are under the same management and are located near to each other. They share resources but this pharmacy is the main branch.

The pharmacy operates the Minor Ailment Scheme under local guidelines. The pharmacist looks after patients taking into account their cultural and medical history. The smoking cessation programme is tailored to the requirements of the customer so they are more likely to carry on if a relationship is built up. For repeat prescriptions the patient will phone one week prior to the need of a repeat prescription, they will go through the list of requested prescriptions and agree which are needed. One of the practices operates the electronic prescription service.

Blister boxes are prepared at the parent company on Liverpool Road, this is easier for staff and customers. These are prepared for patients only as recommended by the GP not for carers or agency staff - this is a service for patients, not for their staff or carers. The pharmacist will reiterate what the GP has said so the patient understands, errors are rarely made but the procedures are regularly reviewed.

Medicines can be dispensed with either bigger print or Braille labels. There is no needle exchange as Abram and Hindley have a license. Delivery service is available and is free to people on request. Emergency contraception is available, and the pharmacy will offer free condoms and refer to GP and sexual health clinic if required

We were informed that nonmedical prescribing is not available as local GPs are not keen on pharmacy to prescribe and it needs an extra qualification to be able to carry this service. Flu vaccination is not at present available as it will need more staff to offer this service

The pharmacist is very proud of services provided in challenging circumstances and is keen to expand services

Customer Feedback

Very good

*We are grateful for comment and clarifications received from Neil Farrimond, Superintendent Pharmacist, Platt Bridge Consortium LLP*

**Richardson Pharmacy, 42, High Street, Standish, WN6 0HF**

Environment

Now owned by Cohens and has undergone a recent refit. There is no wheelchair access but inside there is plenty of room for patients. There are two seats for waiting customers with good access to the counter and the well-stocked shelving.

Pharmacy Services

The pharmacy offer a range of services, including; minor aliment scheme, new medicines service, smoking cessation, weight management, emergency contraception, needle exchange, sharps disposal and additive drug substitute. The needle exchange is carried out in the private room where the patient details are recorded; initials, DOB postcode and requirement. The emergency contraception is also carried out in the consultation room. There are normally 3-4 staff on duty daily, pharmacist, assistants and a driver. There is ongoing National Pharmacy Association training courses at the company expense. Staff give advice to customers using WHAM and will signpost to other services if appropriate. The pharmacy can provide large printing for labels.

Customer Feedback

The team spoke to three regular customers, all of whom were very satisfied with the pharmacy, one saying it was ’excellent’. They reported that that they had no problems with repeat prescriptions and but only one had used the delivery service occasionally.

**Rowlands Pharmacy, 391 Manchester Road, Astley, M29 7BY**

Environment

Although this is an older property next to the local GP it was in a good state of repair with an access ramp for the door with power assisted opening. There was parking in the street outside and the GP surgery at the rear as well it being situated on a bus route with bus stops close by. The opening times were displayed outside at the side of the door which was still visible when the security shutter was closed. There was a display of proprietary medicine behind the counter, with other goods being displayed within the shop, the shelves and counter were accessible but the height of the counter may be difficult for wheelchair users.

There was a wide variety of information leaflets available on common conditions and a television running advertisements for a variety of services available from the pharmacy. There was also plenty of seating for customers waiting for their prescription. A small but comfortable private consultation room was also available.

Pharmacy Services

The pharmacist on duty telephoned his head office before speaking to the team but having obtained permission was open and welcoming. There is always one pharmacist on duty with three assistants and one trainee to support him/her. The pharmacy participates in the minor ailments and new medicines scheme. The staff are trained to ask a customers’ medical history before selling proprietary medicines and the pharmacy is part of ‘share to care’ programme so that they can access patients’ summary medical history on line. The pharmacy provides flu jabs, collect and deliver service, emergency contraception and an addictive drug substitute service which is supervised in the consultation room. They do not have a needle exchange nor a sharps disposal service. The pharmacy can offer both large print and braille labels.

Customer Feedback

The team spoke to three customers during the visit, all were regulars and were very satisfied with the service they received. They would all recommend this pharmacy to family and friends

**Sainsbury’s, Warrington Way, Marus Bridge, WN3 6XA**

Environment

The pharmacy is situated inside the supermarket, with a large car park and plenty of disabled parking spaces.

Pharmacy Services

Normally there are two pharmacists on duty with one dispenser and two counter assistants; there is extra cover available when needed. Staff update their training online with additional courses if necessary.

The pharmacy follow national dispensing guidelines and everything is checked by the pharmacist. Not many customers ask for advice as they buy proprietary brands directly off the shelves, there is the minor ailments scheme in place, the pharmacist stated that Wigan are way behind with the paperwork and what they can recommend for minor ailments. The example the pharmacist gave the team to look at as a comparison was from Southport. Staff always check for other conditions with the customer before selling or advising on other products and the pharmacy will always advise if a medicine is cheaper over the counter.

For repeat prescriptions the pharmacist will telephone the patient to check what needs replacing and for new drugs the pharmacist will repeat what the GP has told the patient to check that they understand. The pharmacy does not have a routine delivery service but if a prescription medicine is not in stock they will deliver when becomes available.

There is a hearing loop at the counter and they can provide large print labels if required. The pharmacy does not operate a needle exchange. Contraception advice is given in private by the pharmacist only and they will signpost the patient to their GP or other agencies.

Blister packs are supplied for patients only, but the pharmacist said the system needed updating. There is no funding for carers or care agency, if an agency wants it to save time they should contribute to the cost.

They provide flu vaccination and would like to do other services such as blood pressure and meningitis vaccination and train up more counter staff.

*Comment from the LPC:*

*This is based on the feedback from only one pharmacy out of all of those visited and none of the others felt that the scheme required review.  We feel that the Wigan minor ailment scheme is in fact one of the most comprehensive schemes locally and it has been recently updated. Pharmacies have been asked to put forward suggestions for additional conditions to be included in the recently updated scheme but there has been no feedback received from individual pharmacies to suggest further expansion of the scheme.*

Customer Feedback

The customers the team spoke to were very satisfied and complimented the staff. One customer asked about getting a flu jab but she had a long term condition and the pharmacist informed her she would have to go to GP.

**Salter WA (Chemists) Ltd., 7 Ince Green Lane, Ince, WN2 2AR**

Environment

Double yellow lines at the front, car parking at library very busy, bus stops nearby.

In need of refurbishment. We were informed by pharmacists they had been taken over by a new company. The new company is called Hollowood. Refurbishment was being talked about in the near future.

Pharmacy Services

They had five staff. They all have some training as per national programme. For counter assistants pharmacist recommend to company any careers progression for staff and they are keen to progress. Counter staff are trained to ask certain questions when advice is asked for and anything they are not sure of then they ask the pharmacist. They work as a team.

If patients are on the pharmacy system they check the interaction with medicines they are prescribed. They also give advice on how to use inhalers. Explanation of new medicines -

Minor ailment scheme in place, in general the customers know about this scheme but in the Pharmacists view it is sometimes abused.

They are up and running with electronic records from the GP across the road and some from Pennygate Surgery. Both practices are quite strict with repeat medicines, patients will just say everything but the pharmacy will go through the list. Inhalers are an example that patients will stock pile. PRN we keep a close eye on these and check they really need them. The GPs are strict on this as well. For new drugs we repeat what GP as told them in case they missed anything.

They are not a member of the needle exchange scheme. Drug addiction service belongs to the CDT supervised by pharmacist.

The blister packs are done for the patients only and not for carers but we are often asked by carers and agency staff as it is easier. DDA compliant, not just for the elderly this is a time consuming service and costly.

Contraception service is operated and documented and if they access twice in a month the pharmacy will refer on. They also offer flu jabs and a stocking fitting service when prescribed. Smoking cessation programmes are available and they offer NHS and their own to customers. They are keen to expand services.

The pharmacy will tell customers if they pay for the prescription when the medication is cheaper over the counter.

Large print is available when asked for.

Customer Feedback

Customers interviewed were happy with services and helpful staff.

*We are grateful for follow up comments received from WA Salters to clarify two points, both of which have been amended above in the final report.*

**Standish Pharmacy, 15 Preston Road, Standish WN6 0HR**

Environment

Accessibility is OK but limited due to small service area, the pharmacy has purchased the next door premises which will enable a significant expansion of space – this is planned for May 2016. The shop was in good sate of repair following a recent refit, although the carpet at the entrance to the shop had ‘crept’. There was seating for two customers waiting for prescriptions and a small private consulting room which was only accessed via the dispensary and the staff room. There was a very good display at the entrance showing all the services offered by the pharmacy.

Pharmacy Services

The pharmacy offers the minor ailment scheme, emergency contraception and addictive drug substitute services, the last two being supervised by the pharmacist. At present the pharmacy does not offer needle exchange, sharps disposal or new medicines scheme although the pharmacist will check that the GP has explained any contraindications to the patient. The pharmacy has a 5 day delivery service and sometime on Saturday mornings, they also provide blister packs if required.

There are normally 4-5 staff on duty including; the pharmacist, assistants, counter staff and a driver. All staff undertake training as required, one example of this is via a company called Numark which supports the pharmacy businesses.

The pharmacy would like to provide travel advice and vaccination, where necessary, in future

Customer feedback

The three customers the team interviewed all spoke very highly of the services and staff, they used this pharmacy regularly and would recommend it to others.

**Tesco Instore Pharmacy, Central Park Way, Wigan, WN1 1XS**

Environment

This supermarket has a large car park with plenty of disabled parking bays but it is a long walk from the nearest bus stop. The building is in good state of repair inside and out. There is easy access through the main entrance to the store. The pharmacy counter is close to the entrance and clearly signposted. There are seats available for those waiting for prescriptions but most customers drop off their prescription and then go shopping. The counter is easily accessible but its height may cause problems for those in wheelchairs. There is a private consultation room which is neat and tidy but the waiting area is just outside so a private conversation may be over heard. The non-prescription medicine and other pharmacy stock is situated several aisles away from the pharmacy counter and this means if customers ask for a proprietary medicine, the pharmacy staff have to leave to counter to show them where it located.

Pharmacy Services

The pharmacist and her staff were very welcoming, she was generally very knowledgeable and was very enthusiastic about providing good services and also hopefully new services in the future as she ﬁrmly believes in improved primary care provided in a cost effective way by well-trained support staff and highly qualiﬁed pharmacists.

Normal stafﬁng 4/5 including pharmacist, staff members participate in regular training supplied by Tesco Online. Training relates to not only maintaining current/ongoing skills but also acquiring new skills, for example those trained on services that require advice, give patients and customers support in advising on cessation of smoking assistance, breast feeding. In addition a trained ﬁrst aider can be deployed.

On services such as dispensing of addictive drug substitute this is provided by the duty pharmacist, in the privacy of the consultation room. The pharmacist provides advice with over the counter medicines. They operate an approved programme of both verbal and written advice. In relation to the regime for minor injuries they operate the local CCG guidelines. Any person presenting with symptoms that looks like escalating appropriate advice will be given in relation to attending GP surgery, walk in centre or A&E. In addition staff are fully trained and proﬁcient in asking about medical history before selling over the counter products, e.g. sugar content on items that may be bought by a diabetic. A set of approved questions are also utilised (under the WHAM scheme). Repeat prescriptions, an approved CCG process of electronic prescriptions in agreement with the patient, the GP and pharmacist.

Patient or carer collects the dispensed medication. When issuing repeat prescriptions which includes drugs "as required" (PRN), the record system immediately ﬂags up the prescription to the pharmacist or the pharmacy technician. These are mainly pain killers but always the pharmacist will talk to the patient or the carer and advises how the drug(s) required to be taken safely. In relation to the GP prescribing a new drug, the new medicine service (NMS) prompts as above. The pharmacist will always ascertain if the GP has explained to the patient contra indications, if required the pharmacist will speak personally to the GP and will advise the patient or their representative if contra indications are possible. As part of the NMS the pharmacy contacts the patient by phone after 7 and 14 days to ensure that the new drug regime is working.

The pharmacist was asked about services for those with sensory impairment? All containers were 100% Braille. Staff had to ensure standard labels did not cover over the Braille. No approved system for needle exchange however sharp bins available, e.g. diabetics.

Blister packs are made up by trained dispensers. Currently the service operate for 25 patients. These are collected by patient or more likely a representative. Tesco doesn't provide a home delivery service. Emergency Contraceptive Service, all the pharmacists trained and approved to deliver service. DOH/CCG protocols followed, 100% conﬁdential service. No non-medical prescribing service offered.

Last but not least I asked the pharmacist about other services they would like to provide as part of a more cooperative approach to the delivery of cost effective primary care services;

* Medicine use review, erectile dysfunction and education health checks
* Anti-malarial drugs
* Diabetes and cholesterol checks
* Hirer of Tens machines
* Additional supervised medical consumption,
* Minor ailments, needle exchange, Disposal of patient returned medicines.
* Palliative care scheme,
* Flu jab service
* UTI testing in cooperation with GP practices.

The dispensary which we were able to enter and view was well staffed, well stocked, good systems in place. It was clean from top to bottom. Clearly well managed.

Customer Feedback

Of the four customers we spoke to, two were regulars and the other two were there as it was convenient for them. They all said they were happy with the service they received and that they would recommend this pharmacy to others.

*Comment from Tony Holland, Manager Tesco Wigan Extra*

*The reports says that as the waiting area is outside the consultation room then private conversations may be overheard, this should be avoided due to the background noise from within the store.*

*The report also says that there is no approved system for needle exchange but sharps bins available e.g. diabetics, this is incorrect, we do offer a needle exchange system including taking shares bins from diabetics but we don’t give empty bins – this would be the responsibility of their GP.*

*The section on new services we would like to offer is out of date, we now offer most of these services, except for UTI (Urinary Tract Infection) testing.*

**Tims and Parker, 76 Bradshawgate, Leigh, WN7 4NP**

Environment

Situated on a busy high street, on a bus route, the bus station approximately 100 yards, no parking directly outside, a car park at the rear - pay and display.

The pharmacy is clearly signposted and generally in a good state of repair, although the outside canopy needs some repair and the landlord is aware. The opening hours are displayed on the door; it was a small but prominent poster.

The flooring was flat and wooden, leading up to a counter that is accessible for wheelchair users. Unfortunately there is a step up into the shop itself and there is no real opportunity to install a ramp so difficult for wheelchair users, prams and those needing to walk aided.

The shop is well stocked and good choice of products, there are a few very high shelves not accessible to wheelchair users or smaller people.

There were 4 plastic chairs out of the way of the door and customers going to the counter, plenty of information leaflets available in that area. There was a private consultation area which was congested with equipment at the time of the visit. It was very busy on arrival, 5 staff front of house, the waiting times seemed to be very quick, efficient and each customer was told their approximate waiting time, as a result the busy shop soon cleared, very few waiting and went to do shopping in town before returning.

Pharmacy services

A pharmacy technician made us welcome and was aware we may visit, the pharmacist was on a course so locum in today. As well as the pharmacist there were 3 staff (NVQ level 2 technicians) and advice was given by 3 Healthy Living Champions.

Advice given includes smoking cessation and minor ailments are also popular as they are town centre based. No herbal medicines dispensed. Sometimes urge customer to continue whatever they have been taking to see if it works before giving something else on minor ailments.

They do not phone patients for repeat prescriptions and for ‘as required', they let patient decide. Computer flags contraindications and sometimes the patient tells them if a problem.

Computer can print large format but they don't get asked. Very busy needle exchange in separate area, drug substitute in same area with water available. They do emergency contraception and also offer pregnancy test. They do a lot of blood pressure checks, used to do diabetes but not anymore but they are often asked for diabetes and cholesterol checks to be done.

Customer Feedback

**Customer one**

A regular user of this pharmacy and very happy with the service, they knew that there was a privacy room. If they needed a repeat prescription they called the doctor there were no issues and they would not use the delivery service but they know it was available. They would recommended this pharmacy to others.

**Customer two**

A resident of Hindley Green that used this pharmacy as they were visiting the town to shop. They were happy for the service but as a casual user could not think of any services they would use. She ordered her repeat prescriptions from the doctor and there had been no problem with repeats. She would not use the collection service. She would recommend to others says it does well here and the staff let you know a time for collection.

**Customer three**

A regular user of the pharmacy and gave a positive response to all of the questions about the service, repeat prescriptions the services offered, privacy room and would recommend to others. They confirmed that it was a good service before dashing off

**Well Pharmacy, 216 Ormskirk Road, Newton, WN5 9ED**

Environment

The building is in a good state of repair with a disabled access and push button on door for wheelchair users. There is no car park except in the side streets but there is a bus stop outside.

Pharmacy Services

The team only spoke to the pharmacists on duty but there were two other staff on duty.

Staff training is mandatory for the counter assistant with other courses available on the internet, at the moment there was no planned career progression.

Staff will respond to patient questions by giving advice but will always check with pharmacist if in doubt. Staff use WHAM, asking specific questions but do not take a full history, they also operate the minor ailment scheme.

Repeat prescriptions are handled over the phone, making sure patients are only being supplied with what they we need, the pharmacist will question when they say everything.

They also operate the patient prompt system and they are part of the new medicine scheme and this is done over the telephone.

Large print labels are available if required. The pharmacy gives contraceptive advice and adheres to the local scheme. Blister packs are supplied for patients only, the pharmacy is asked more and more by paid carers and carer agencies to supply them for their customers but this service is time consuming and costly. The pharmacy has been giving the flu vaccinations this year, to those who meet the criteria. The pharmacy also operates a collect and deliver service.

It appeared that the majority of the customers at this pharmacy use the needle exchange scheme. The team observed this service as it was very busy. The team saw no evidence of any exchange just supply, and that this is a free service. They do have a privacy room but the team observed that this is not always used. Customers came in and were seen behind a screen but the team could hear every word, the counter assistant discussed the needle size they wanted. The team did not observe any recording system, customers asked for what they wanted and the pharmacy staff handed them over.

*Comment from Andrew Whitfield, Well Pharmacy*

*a) Can I just clarify a couple of points mentioned regarding our visit, since I was the contact on the day.*

*“At the moment there was no planned career progression"*

*There is LIMITED career progression in branch. All colleagues are expected to complete an NVQ level 2 in pharmacy services within two years of starting, to become a "pharmacy assistant”. Progress after that, e.g. technician, ACT, supervisory and other roles, are dependent on branch circumstances at the time, but colleagues may pursue such roles if vacancies arise in other branches.*

*"They do have a privacy room. We observed that this is not always used. Customers came in and were seen behind a screen but we heard every word, the counter assistant discussed the needle size they wanted.*

*There also did not seem to be any recording system. They asked for what they wanted given them and left."*

*Whilst accepting that patients/clients can be overheard, the screen does meet standards laid down at the introduction of the service. The private consultation room is available for ALL patients should they request it, or if the pharmacist and colleagues deem it necessary & prudent.*

*Substance misuse clients are often loud and "boisterous” & are largely unconcerned about the pharmacy environment (or other patients). We do however try to reduce the impact on other patients/customers wherever we can within our very small pharmacy, whilst respecting the service users' expectation to be treated as any other customer.*

*I can confirm that there IS a recording sheet for transactions under the needle exchange scheme where syringes are requested & these are duly recorded, unless ancillary items are requested alone.*

*b) Other than clarifying the above, I confirm that the report is accurate with regards to our branch visit. It was a pleasure to meet & discuss with the two ladies who visited us. Some of the questions were a little vague/confusing at the time - understandable, as I believe we were one of the first pharmacies visited (they said they would feedback to the HW team).*

*The report seems to recognise the hard work & services that local pharmacies offer. It would be good to recognise that this is done within a chronically underfunded part of the healthcare sector (another 6% cut recently announced with more to come?) which will affect profitability, staffing and roll-out of further services. The DH has accepted that this could result in up to 3000 pharmacies nationwide closing within a few years.*

*Comment from Local Pharmaceutical Committee:*

*The purpose of the needle exchange scheme is for pharmacies to offer a user-friendly, non-judgmental, client-centred and confidential service.  If clients do not return sharps they should be encouraged to do so in the future. Failure to return used equipment should not stop pharmacies issuing new supplies.*

*The Healthwatch team may want to further explore the aims of the service in order to gain a better understanding of how the scheme works within pharmacies.*

**5.3 Appendix 3**

**Essential, Advanced and Commissioned Services in the Pharmacies Visited1**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Pharmacy | Chlamydia Screening | Emergency Hormonal Contraception | Monitored Dosage System | Minor Ailment Scheme | Needle Exchange | Palliative Care Scheme | Stop Smoking Service | Supervised Consumption | Healthy Living Pharmacy | Essential Services | Medicines Use Review | New Medicines Service | Consultation Room Available |
| Asda Pharmacy |  | x |  |  | x | x | x | x |  | x | x | x | x |
| Bradshaw Pharmacy |  | x | x | x |  |  | x |  |  | x | x | x | x |
| Cohens Chemist,  |  |  | x | x |  |  | x |  | x | x | x | x | x |
| Elliott Street Pharmacy | x | x | x |  |  |  | x | x | x | x | x |  | x |
| Golborne Chemist,  |  | x |  | x |  | x | x |  |  | x | x |  | x |
| Imaan Pharmacy |  | x | x | x | x |  | x | x | x | x | x | x | x |
| John Morris Pharmacy |  | x | x | x |  |  | x | x | x | x | x | x | x |
| Liverpool Road Pharmacy |  |  | x | x |  |  | x |  |  | x |  |  |  |
| Manor Pharmacy |  | x | x | x |  |  | x |  |  | x | x | x | x |
| New Springs Pharmacy |  | x | x | x | x |  | x | x | x | x | x | x | x |
| Peter Buckley  | x | x |  | x |  |  | x |  | x | x | x | x | x |
| Richardson Pharmacy |  | x | x | x |  |  | x | x | x | x |  |  |  |
| Rowlands Pharmacy |  | x |  | x |  |  |  | x | x | x | x | x | x |
| Sainsbury’s  |  |  |  | x |  |  | x | x | x | x | x |  | x |
| Salter WA (Chemists) Ltd |  | x | x | x |  |  | x |  |  | x | x | x | x |
| Standish Pharmacy |  | x |  | x |  |  | x | x | x | x |  |  | x |
| Tesco Instore Pharmacy | x | x | x | x | x | x | x | x | x | x | x | x | x |
| Tims and Parker | x | x | x | x | x |  | x | x | x | x | x | x | x |
| Well Pharmacy |  | x | x | x | x |  | x | x |  | x | x |  | x |

**N.B.** This is not the complete list of services provided by the Pharmacists. A full list is provided in the Wigan Borough Pharmaceutical Needs Assessment 2015.

**5.4 Appendix 4**

**References**

1 - Wigan Borough Pharmaceutical Needs Assessment 2015

<https://www.wigan.gov.uk/Docs/PDF/Council/Strategies-Plans-and-Policies/HealthAndSocialCare/PNAconsultation/Pharmaceutical-Needs-Assessment-Final.pdf>

2 - Now or Never. Shaping Pharmacy for the Future (November 2013) <https://www.rpharms.com/promoting-pharmacy-pdfs/moc-report-full.pdf>

<http://www.rpharms.com/pressreleases/pr_show.asp?id=2808>

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/486941/letter-psnc.pdf>

**5.5 Appendix 5: The letter sent out by the Chair of Healthwatch Wigan via the Quality team advising of the Enter and View process.**

Dear xxxxxxx ,

**HEALTHWATCH WIGAN "ENTER & VIEW" VISIT PROGRAMME**

Firstly may I introduce myself, I am Rt. Hon. Sir Ian McCartney, Chairman of Healthwatch Wigan and member of the Wigan Adult Safeguarding Board and the Wigan Health and Wellbeing Board in addition I represent all Greater Manchester Healthwatch Organisations on the Gt. Manchester Health and Wellbeing Board.

I am writing to advise you that our Chief Executive Mr. Dave Nunns and my fellow Directors will be activating our Healthwatch powers under the Health and Social Care Act 2012, to carry out visits to premises where health and social care services are funded from the public purse. These include NHS Trusts & Foundation Trusts, Local Authorities, GPs, Dentists, Opticians, Community Pharmacists, persons who own or control premises where ophthalmic and pharmaceutical services are provided from, Bodies or Institutions which are contracted by Local Authorities and or the NHS to provide health or care services such as Adult Social Care Homes and Day Care Centres and services provided under the powers of the Mental Health Act.

Healthwatch Wigan is NOT an Inspector or Regulator of Premises, services, or staff. We are
trained and DBS checked volunteers who are able to offer a layperson’s perspective in
collecting the views of patients, clients, staff and families to assist organisations bring about service improvement.

We have a very close working relationship with the following organisations:
(1) Wigan Council Quality Surveillance Team members and the Director.
(2) Wigan Borough Clinical Commissioning Group Quality Surveillance Group.
(3) Care Quality Commission Area Teams for Primary Medical Services, Hospital and Social Care and the 2 National Heads of Inspection.
(4) Greater Manchester West Coroner and her Coroner's Officers
(5) Wigan Adult Safeguarding Board and the Safeguarding Children Board

In addition members of the public, councillors, Members of Parliament and Community Groups do from time to time raise specific issues with us. For example if the matter raised was deemed by us to be a safeguarding issue we would immediately inform the Wigan Borough Central Duty Team, otherwise we may decide to use our Enter and View powers to investigate the issue.

We have spent some considerable time in recruiting and training a diverse group of local
volunteers some of whom have been already participating in hospital PLACE visits in
Wrightington, Wigan and Leigh, which WWL Acute Foundation Trust have expressed
delight in the practical ideas provided by the "PLACE" volunteers.

This letter does not mean you will be visited by us in the next few days, however it does
indicate that your establishment(s) could be visited as part of our varied programme of Enter and View activities. If or when one of our teams visit we will have a clear purpose, we will treat all people including staff with dignity and respect. We will be courteous at
all times and be as unobtrusive as possible.

We will inform all particularly staff of what we are doing at each stage of the visit, we
will never exhibit discriminatory behaviour, respecting differences and diversity. We will
at all times respect individual confidentiality, not disclosing confidential or sensitive
information unless there is a genuine concern about safety and wellbeing of a service
user or if the person consents to the sharing of a specific piece of information.

In our relations with the commissioners and regulators we operate amongst our Staff,
Directors and Volunteers a Duty of Care and a Duty of Candour in ensuring that the rights and needs of people receiving health and social care services are provided with respect and dignity. I can assure you and your management team and staff that our Enter and View teams will be in possession of the right skills and personal qualities to work collaboratively with your staff team if we ever decide to visit your facilities.

To help ensure the smooth running of any visit we may make to a site, it would be most helpful if you could brief your staff – particularly duty managers – as to the information contained in this letter and the possibility that they may receive a visit sometime.

If having read this letter and you wish further information on Healthwatch Wigan, please do not hesitate to contact us or even pop in, we would be delighted to meet you.

Yours sincerely



Ian McCartney