

West Berkshire Pharmacies

Enter & View Visit Report



February 2017

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1. Introduction

1.1. Details of visits:

Details of visit 1:	
Service Address	Boots Northbrook Street Newbury RG14 1DJ
Date and Time	19th December 2016, 12:00
Authorised Representatives (Lead in bold)	Cléa Knight , Alice Kunjappy-Clifton, Amelia Hamblin, Sybelle Gronifillo
Contact Details	Healthwatch West Berkshire 2 nd Floor Broadway House 4-8 The Broadway Newbury RG14 1BA

Details of visit 2:	
Service Address	Boots Thatcham Health Centre Bath Road Thatcham RG18 3HD
Date and Time	20th December 2016, 10:30
Authorised Representatives (Lead in bold)	Alice Kunjappy-Clifton , Sybelle Gronifillo, Carolyn Sheircliff
Contact Details	Healthwatch West Berkshire 2 nd Floor Broadway House 4-8 The Broadway Newbury RG14 1BA

Details of visit 3:	
Service Address	Graham Jones Pharmacy Lambourn
Date and Time	21st December 2016, 11:00
Authorised Representatives (Lead in bold)	Cléa Knight , Alice Kunjappy-Clifton, Karen Dodd
Contact Details	Healthwatch West Berkshire 2 nd Floor Broadway House 4-8 The Broadway Newbury RG14 1BA

1.2. Acknowledgements

Healthwatch West Berkshire would like to thank the service provider, service users, visitors, staff, and our volunteers for their contribution to the Enter and View programme.

1.3. Disclaimer

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

2. What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives 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 allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users to make recommendations.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

2.1. Purpose of Visit

- Engage with patients of local pharmacies and hear how they feel about the care and advice they receive and understand issues relating to medication prescribing.
- To identify examples of both good working practice as well as areas for further work.
- To observe patients engaging with pharmacy staff and the pharmacy environment.
- Provide the opportunity for patients to give their feedback on their local pharmacy.

- Introduce Healthwatch West Berkshire as an independent champion who seek to make changes and improve communication between patients, carers, staff and management

2.2.Strategic Drivers

- Create a good working relationship between Healthwatch West Berkshire and local pharmacies.
- Follow up from Pharmacy Engagement activity undertaken in previous months.
- Ensure monitoring of pharmacies is taking place in line with Healthwatch West Berkshire’s current Work Plan 2015-16 objectives.

3. The Pharmacies

The three pharmacies visited were:

1. **Boots, Northbrook Street;**
2. **Boots, Thatcham Health Centre;**
3. **Graham Jones Pharmacy, Lambourn.**

These specific pharmacies were chosen due to the feedback received during the Healthwatch West Berkshire pharmacy engagement activity in September / October 2016. This comprised of visits around West Berkshire to ask the public, service users and staff from different local organisations about their experiences of local pharmacy services. As highlighted within our strategic drivers, this was ... [explain motive behind this to ensure more robust].

3.1.Methodology

These were announced Enter and View visits.

A briefing took place before each visit, giving a background to the pharmacy engagement activity, introducing specific themes and for the Authorised Representatives to have the opportunity to ask questions about anything relating to the visit.

Upon arrival, the Authorised Representatives made themselves known to one of the Pharmacists. On each visit, the appointed lead Authorised Representative explained how the visit would be conducted and asked for permission to display Healthwatch West Berkshire banners and leaflets.

Authorised Representatives used simple questionnaires (see Appendix 1) to capture patients’ experiences of staff attitudes; quality of advice; waiting times; issues regarding medication and any further issues or comments. Observation sheets were also utilised (**see Appendix 2**) to capture any health and safety issues; interaction between patients and staff; accessibility and any other observations about the building.

“As with any Enter and View visit, authorised representatives attended to capture the experiences of patients...not to cause any distress or harm.”

The following is a breakdown of the data acquired:

1. 20 questionnaires were completed by patients at Boots, Northbrook Street; 4 observation sheets completed by Authorised Representatives.
2. 17 questionnaires were completed by patients at Boots, Thatcham Health Centre; 3 observation sheets completed by Authorised Representatives.
3. 15 questionnaires were completed by patients at Graham Jones Pharmacy, Lambourn 2 observation sheets completed by Authorised Representatives.

As with any Enter and View visit, Authorised Representatives attended each pharmacy to capture the experiences of patients; families; carers and staff and were not present to cause any distress or harm to anyone. This meant that Authorised Representatives respected the wishes of anyone who did not want to complete a questionnaire and were mindful of making sure people were not delayed in obtaining their prescriptions by taking the time to speak to us.

To conclude each visit, the team of Authorised Representatives met for a short debrief during which observations and notes were collated and any issues discussed for input into the report.

3.2. Survey Results

Across 20 patient surveys completed, **Northbrook Street Boots** received:

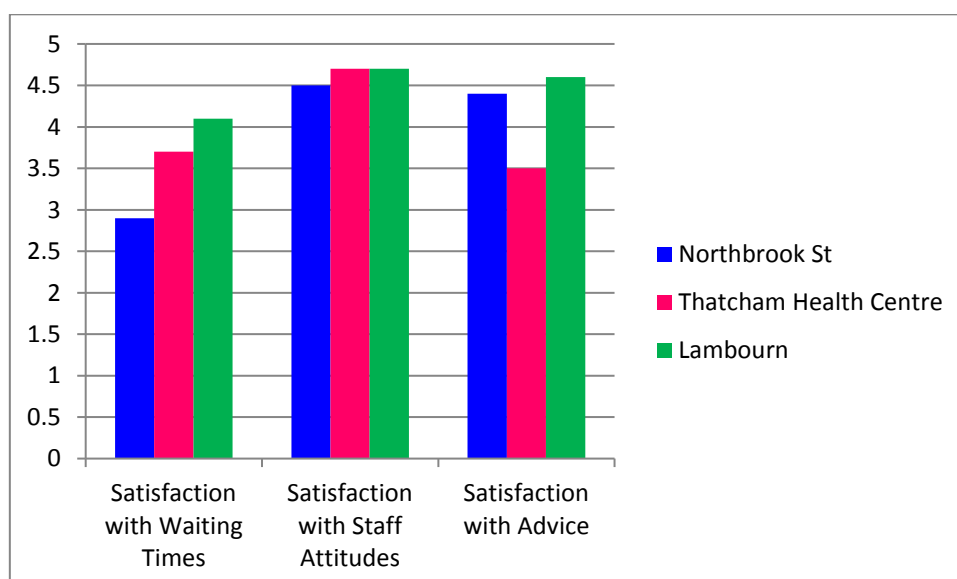
- An average of 2.9 out of 5 for people’s satisfaction with waiting times
- An average of 4.5 out of 5 for people’s satisfaction with staff attitudes
- An average of 4.4 out of 5 for people’s satisfaction with advice given by staff

Across 17 patient surveys completed, **Thatcham Health Centre Boots** received:

- An average of 3.7 out of 5 for people’s satisfaction with waiting times
- An average of 4.7 out of 5 for people’s satisfaction with staff attitudes
- An average of 3.5 out of 5 for people’s satisfaction with advice given by staff

Across 15 patient surveys completed, **Graham Jones Pharmacy, Lambourn** received:

- An average of 4.1 out of 5 for people’s satisfaction with waiting times
- An average of 4.7 out of 5 for people’s satisfaction with staff attitudes
- An average of 4.6 out of 5 for people’s satisfaction with advice given by staff.



3.3. Summary of Findings

Observations made by Authorised Representatives:

(Blue - Boots, Northbrook; Pink - Boots, Thatcham; Green - Lambourn):

Waiting Times	<ul style="list-style-type: none"> • Quite long waiting times observed (up to 20 minutes at times). • Long queues - although it was a busy time of day and year. • Patients generally observed to be seen in a timely manner; waiting times seemed to accrue whilst waiting for prescriptions to be processed. • Crowded, quite busy. • Fairly busy. A constant stream of people although people didn't appear to have to wait long to be seen or to receive their medication.
Staff	<ul style="list-style-type: none"> • Welcoming, friendly staff. • Efficient, calm under pressure. • Helpful, thorough, asking questions about conditions and other medications. • Smartly dressed in uniforms. • Friendly and polite, very accommodating. • Feels like you have to talk first or they don't talk. • Person-centred approach, e.g. raised voice for hearing impairment. • Small pharmacy; staff wear badges so they were easily identified. • Interaction was familiar, friendly and staff seemed to know a lot about their patients - person-centred approach noted. • "I would come and ask Graham's advice just as I would the GP because he knows the answer" (member of the public's comments). • Friendly, knowledgeable and helpful, spending adequate time with each patient, not rushing • Going above and beyond - putting together prescriptions quickly while someone waits, even though they had only just received the prescription from the surgery
Access	<ul style="list-style-type: none"> • Aisles have adequate space • Can't always identify who is a Pharmacist as the badges aren't always clearly displayed • Sometimes trolleys from the shop are in the way of getting to the pharmacy • The Duty Pharmacist board could be more visible, especially for people with a vision impairment. • Big reception area.
Confidentiality	<ul style="list-style-type: none"> • Lower tones generally used, but sometimes conversations can be heard from a distance • Consultation rooms observed being used. • Lowered voices for private conversations. • Recognising the need for lower tones • Screen used for consultations.
Safety	<ul style="list-style-type: none"> • Fire extinguisher by the door.
General	<ul style="list-style-type: none"> • Well-stocked shelves that are clearly labelled.

	<ul style="list-style-type: none">• Floor appeared a bit dirty but everywhere else clean.• Quite a small space, the Pharmacy seemed cluttered. • Noted to be a very calm environment.• Shop floor somewhat untidy but pharmacy area fine.• Use of a mat at the door to wipe mud from customer shoes; appropriate to the village settings.• It was reported that an appointed staff member of the Pharmacy goes daily to collect prescriptions from Lambourn Surgery.• Online prescriptions not seeming to be utilised which may be considered a typical characteristic for a rural pharmacy.
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3.4. Recommendations

This report highlights some positive feedback received by users of three Pharmacies in West Berkshire: Boots on Northbrook Street, Boots in Thatcham Health Centre, and Graham Jones Pharmacy in Lambourn.

Our recommendations are as follows:

Boots, Northbrook Street

- Ensure staff badges are clearly displayed to maximise opportunity for the public to understand who to approach for different enquiries.
- Consider utilising a ticketing / digital screen system to alert people of projected waiting times.
- Improve communication between pharmacy and general shop floor staff to ensure access to the pharmacy area is not blocked by trolleys.
- Consider improving visibility of the Duty Pharmacist board to support the public to be able to access relevant information.

Boots, Thatcham Health Centre

- Continue the person-centred approach observed during the visit.
- Consider training staff in becoming more pro-active in starting conversations as identified by the feedback collated upon visiting.
- Minimise clutter where possible to maximise accessibility.

Graham Jones Pharmacy, Lambourn

- Continue the person-centred approach observed during the visit.
- Continue to be open to using electronic prescription services, in line with reported patient needs.

3.5. Service Provider Responses:

At the time of writing this report, the author has not received any comments from Northbrook Street, Boots or Thatcham Boots. Both service providers were given the recommended twenty working days to respond as per Healthwatch England's policy.

Graham Jones, Lambourn Pharmacy expressed the following in his response to this report:

"We are pleased with the general findings of the report.

I would draw attention to some of the work pharmacies do that the report does not pick up such as MURs (Medicines Use Review), New Medicines service (NMS), flu vaccinations, receiving waste medication and needle exchange. Lambourn is also about to register as a Healthy Living Pharmacy accredited by Public Health England.

In Lambourn we are doing a pilot with Alphega Pharmacy and Lambourn School based around "Growing Healthy" to identify children where weight is a problem and working with the family for long term benefits. We also host the solutions 4 health smoking cessation service. This "outreach" community health work is important to the future of community pharmacy.

With Alphega Pharmacy (A support organisation for independent pharmacy) we have a mystery shopper programme which quarterly examines the quality of our service. The staff have currently achieved 7 straight 100% scores (average is circa 85% for Alphega group)".

We were grateful to receive Mr. Jones' feedback and appreciate that he highlights areas which we intend to consider within future research.

*Response from Carol Trower, MRPharmS
Chief Executive Officer*

Pharmacy Thames Valley - Representing, Supporting and Developing Community Pharmacy

'Pharmacy Thames Valley is always happy to work with HealthWatch West Berkshire and welcomes these Enter and View visits as an opportunity to share good practice and identify possible areas for improvement. We are pleased that the recent visits were generally positive and that the report acknowledges the good work being done in local pharmacies.'

Healthwatch West Berkshire thanks Carol Trower for her positive response. Looking forward to working together more in the future with Enter and View.

4.1 Appendix 1

Pharmacy Questionnaire

INTRODUCTIONS:

My name is I am a volunteer with Healthwatch West Berkshire (SHOW ID)

Healthwatch West Berkshire is an independent body set up by government for local people to have a say in health and social care services. (PROVIDE INFORMATION)

We are doing some research to find out what people think of their health and social care services, and also what people think about your medical practice and the service you receive.

Your answers will be kept anonymous, unless you tell us something that we need to tell somebody else about. We will let you know if this happens. We are only going to ask you about your general thoughts and experiences and not about anything specific about your medical history or condition.

Would you be happy to answer few questions, it shouldn't take more than 15 minutes?

Thank you.

4.2 Appendix 2

Pharmacy Enter and View Observations

Questions to ask yourself as you look around the home

(based on the 15 Steps Challenge)

	Notes
1. General Impressions – e.g. atmosphere/smell/sounds	
2. Reception Area and Welcome – e.g. were staff easily identified?	
3. Safety issues – e.g. does the pharmacy appear to think that safety is important?	
4. Contact between patients and staff - e.g. how are staff interacting with patients (are lower voice tones used for private conversations)?	
5. Cleanliness and hygiene – e.g. does the environment seem suitable? Is the home clean and tidy?	