

**Enter and View Report**  
**'Intrahealth' Chilton Pharmacy**  
**Dale Street, Chilton**  
**County Durham**  
**DL17 0HQ**  
**Tuesday 15<sup>th</sup> August 2017**



**Authorised Representatives:** Anne Glynn

**Volunteer Support Officer:** Claire Cowell

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## **Acknowledgements, disclaimer and context**

Healthwatch County Durham would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Please note that this report relates to findings observed on the specific date 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.

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 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.

Healthwatch Enter and View 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.

## **Purpose of the visit**

Healthwatch County Durham have carried out Enter and View visits in GP practices that have scored highly in patient satisfaction surveys and CQC inspections, with the aim to learn from and share good practice identified during conversations with patients and from observations on the day.

The same principle is being used here within Pharmacy services. 'Intrahealth' Chilton Pharmacy, being one of the pharmacies that volunteered to take part in a positive Pilot 'Enter and View'. It forms part of a wider piece of work looking at people's understanding of and use of pharmacy services on behalf of the Local Pharmaceutical Committee (LPC) and Public Health. This work was agreed by the HWCD Board on 1 June 2017 and published in October 2017.

## **Planning and preparation**

Two authorised Representatives, Anne Glynne and Claire Cowell carried out the visit.

Appreciative questions (appendix A) and roles and programme for day (appendix B) were agreed in advance. We advertised the visit (appendix C) and left a comments box and Healthwatch display at the Pharmacy.

The survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, Authorised Representatives and the practice manager for comment.

We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit so the surveys were left one week before the visit on the reception desk with a box for completed surveys to be left in.

Posters were displayed in the pharmacy two weeks before the visit and James Slack, the Pharmacy Manager, briefed the staff before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment and consider areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.

## **Information and data**

We carried out 37 individual conversations with customers, using a set of appreciative questions to give people the opportunity to describe good practice they had experienced or seen.

We also observed activity and spoke to people during our three hour visit, to collect their own independent impressions of the services, which were recorded during and after the visit.

A private space was available if patients felt the need to talk in confidence to us.

## **What people told us**

People shared their experience and opinions, all are noted in Appendix D. Some are unique but there were several trends that we heard, which include:

### **Great Staff - helpful, friendly and quick**

“Staff are friendly and they remember you-this is important when talking about sensitive issues”

“Been other places where this has not been the case. I don’t have a lot of spare time so this is important to me”

“Experience of pharmacy carrying out medicine review-I was taking medicines in such a way that was counterproductive until they stopped me and talked me through how I should be taking specific medicines. Now I feel better”

### **Great customer service and location**

“When there was a problem, it was sorted out, they apologised and it never happened again. This gave me great confidence in the service”

“Its locality is important as I am diabetic so can’t walk far”

“I find the pharmacist has time to explain about medication more than the doctor has available to them”

## **Always have what's needed in stock**

"Its 10 mile to travel here for me but it's worth it, as much better service. They always have in what I need. My local pharmacy will sometimes have some of my prescription in, but not all. Difficult and inconvenient to get in dribs/drabs"

"Has what I need in stock always, never been sent anywhere else"

## **Satisfaction**

"Nothing to improve-keep just as it is"

"Disabled access difficult (door near disabled parking bays for staff only, this should allow disabled access). In bad weather have to walk all the way around the building from the car park to doctors surgery or pharmacy"

"Longer opening hours would be useful"

## **What we observed**

The customers we observed in Intahealth Chilton, appeared to be happy with the services in general.

Observations considered the physical space and how it was managed, as well as communication with staff and users

Key areas of observation were:

### **Effectiveness of the physical space and layout**

Four Pharmacy assistants were working plus the pharmacist

The Pharmacy was very bright and airy, sunny on the day we visited

Chairs in the waiting area were good quality and comfortable

The automatic doors seemed to aggravate some people and were an issue for people. People said in winter time the doors would make waiting uncomfortable. The doors were very sensitive to movement (could they be adjusted?)

## **Positive social interaction and communication**

The pharmacist talked through how medicine and piece of apparatus worked. He demonstrated how it should work and how results were shown. He explained very clearly about how it worked. The client asked about how this might be affected.

It was observed that the staff were very friendly with customers using the service and most of the time knew them personally.

The staff team, including the head pharmacist, worked as one and seemed to have good team spirit.

We observed the pharmacist using the private space available, to see a customer.

We observed that the pharmacist and staff had time to talk to people in a considered, unhurried way. Prescription stock seemed to always be in.

We observed a man asking about a piece of equipment to purchase, although it was not in stock, the assistant said it could be provided but not at other online prices.

## **Issues that arose**

An elderly disabled gentleman talked to us about a difficulty around access.

He stated that he parks in a disabled bay as he is a blue badge holder, however, he has to walk around the peripheral of the building to access both the medical centre and the pharmacy. This is because the direct access double doors next to the disabled parking is closed to patients (only staff are allowed to use this access). The gentleman said this didn't make sense (the main car park is at this area too) and also made life very difficult for him, especially when bad weather comes.

We visited the medical centre reception to ask about this and were told they were happy to allow access, if people pressed the buzzer. We suggested though that they consider saying this in a displayed sign, as people would not know to do this otherwise.

## Recommendations

We have listed the recommendations below based on what we were told and what we saw and heard, during the visit.

1. Retaining the staffing levels and quality was a priority for customers as they felt the present team are very effective. They told us that staff are friendly and offer a prompt service. The staff work as a team and there are adequate numbers to see the amount of customers that use the service. This is important as many people suggested time was tight for them.
2. The locality of the pharmacy is very important to people, for some because of illness they could not walk far so appreciated having a nearby service. Others said that they were happy to travel as such a good service was offered. One journey to get all items on prescription was better than many to a nearer service. Although the pharmacy itself is fully accessible there is an issue with access from the car park through the medical centre. The installation of a sign at the medical centre doors, as highlighted with them, would be very useful for disabled users.
3. We were told that the service provided here was honest and gave good advice around interaction of medication and suggested that the pharmacy had much more time available to do this, more so than the GP. Continued good communication with customers and having time for customers is very important to people using the service. People said that the pharmacy and its service should be kept just as it is.
4. Stock availability seems to work well here and leads to good customer satisfaction so should be retained as a priority



## **Service provider response**

With regard to the entrance doors, the issue is the close proximity to GP surgery automatic doors, which can offset each other at times. We have also had issues with them not opening in time for the patients approach and the sensor has been narrowed to attempt to avoid interaction with GP surgery doors.

Sometimes we are more accessible from an availability perspective to the patients. Time constraints do sometimes limit patient interaction with GP, but I am certain they would give the same advice around medicines if asked from patients too. It is important to note that we are an easy option to access for minor ailments prior to making appointments, and for medication advice too.

Stock availability is a constant area we try to maintain and improve, there are multiple issues nationally obtaining certain stock but we aim to help patients to find alternatives as much as we can. Moving pharmacies and increasing stock holding due to increased workload has affected availability. We keep track of commonly used items to attempt to minimise disruption to patients visit.

We have listened to feedback about accessing the pharmacy from the car park and support the idea suggested to the GP practice, for a sign to let blue badge holders know they can use the door next to the disabled bays.

We found the Enter and View Visit useful in gaining information and feedback from users. The exercise did not disrupt any of the service on the day and people seemed happy to talk and give their views.

James Slack (Head Pharmacist)

## Appendices

### Appendix A

#### Enter and View Questions for high performing Pharmacy practices in County Durham

Thank you for your time today. Healthwatch are here to speak to patients about this practice and to hear the stories behind the good work. We will share that learning with other practices and make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at your Pharmacy? (Prompt questions if needed: What made it a positive experience? Who was involved? How did your feel?)

What is the best thing about your Pharmacy? (Prompts: What makes it stand out for you? Why have you chosen this?)

If you could make sure your Pharmacy kept one thing, what would it be? Why is that? (Prompt if needed: one thing could be a service, facility, process, behavior or person)

If your practice could do one thing to make it even better, what would that be?

**Enter and View-15.8.17**

**Intrahealth Chilton Pharmacy, Dale Street, Chilton DL17 0HQ**

	<b><u>Programme</u></b>	
9.30-9.45am	Photographs/Brief/Programme	
9.45-10.30am	Survey	Claire
	Survey	Ann
	Observe/Stand/photos	Reg.
10.30-11.15am	Survey	Reg.
	Survey	Claire
	Observe/Stand/photos	Ann
11.15-12 noon	Survey	Ann
	Survey	Reg.
	Observe/Stand/photos	Claire
12.00-12.30pm	Evaluate/Findings/Recommendations	

# Tell us about your Pharmacy!

**Tuesday 15 August 9.30am-  
12.00noon 'Intrahealth'-Chilton  
Pharmacy**

Healthwatch County Durham is your local, independent health and social care champion. We are visiting your Pharmacy to find out what you think about the services it offers and would like to hear from residents, visitors and staff about your experiences.

**Come and tell us what you think is so  
good about 'Intrahealth'-Chilton  
Pharmacy!**

[www.healthwatchcountydurham.co.uk](http://www.healthwatchcountydurham.co.uk)

Tel: 0191 3787694, Text: 07756 654218

Whitfield House, Meadowfield Industrial estate,

Durham, DH7 8XL

**Tel: 0191 3787694 Text: 07756 654218**

## Appendix D

### Enter and View Questions for high performing Pharmacy practices in County Durham

Thank you for your time today. Healthwatch are here to speak to patients about this practice and to hear the stories behind the good work. We will share that learning with other practices and make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at your Pharmacy? (Prompt questions if needed: What made it a positive experience? Who was involved? How did you feel?)

- Never a problem-great staff and very helpful //////////////// "always ask how I am", "Always have time to have a bit crack with me", "Staff are friendly and they remember you-this is important when talking about sensitive issues"
- Ok /
- Not bad /
- Always helpful and quick //////////////// "Been other places where this has not been the case (Sedgefield) for example. Not a lot of spare time so this is important to me"
- 10 out of 10 for the staff /
- Good advice //
- Like it, have no complaints/
- First time here, normally use Cobblers Hall or Ferryhill ///
- Children always made to feel welcome /
- Like that its handy for medical centre too /
- This pharmacy building is nearly new, been here less than a year!
- Ok-nothing to change /
- "My problems are always solved by James or the girls. Old age not good with change but James explains things clearly to me" /
- " My prescription is always ready" /
- "Knowing local people means so much. I know the local community make-up. What's here (not a lot) etc. Local coffee shops are further out (Costa/Starbucks at Ferryhill)"
- "Staff know me very well" /
- "I was given information on diabetic tablets that I didn't know about. Thought I had to pay but pharmacy talked me through options"
- "Experience of pharmacy carrying out a medicine review-I was taking medicines in such a way that was counterproductive until pharmacist stopped me-talked me through how I should be taking specific medicines. Now I feel even better"

What is the best thing about your Pharmacy? (Prompts: What makes it stand out for you? Why have you chosen this?)

- Next to the doctor /
- Everything /
- Gill and the other staff are all good ////////////////
- Nothing //
- Do not change the staff, very reliable /////
- Clean //

- Its local for me ///////////////“important as I am diabetic so can’t walk far”, “I can walk here, only came by car as I’m going somewhere else too”
- Easy to access /
- Light and airy /
- Needed new medication-now it’s always in stock for me. /
- Quick service but also have time for anyone //
- Small and compact but tremendous /
- Well stocked pharmacy /
- “You can pop in with any problem and next door to GP is very handy” //
- Easy to find items /
- “When there was a problem, it was sorted out, they apologized and never happened again! This gave me great confidence in the service!” /
- “Good space, the pharmacy was smaller before, this is lighter so better atmosphere. Moved from tiny previous shop front. Here the customers come in and can browse then ask for advice/buy medicines”
- “Only 10 minutes’ walk so very handy for me”
- “Good standards, always pleasant!”
- “I find that the pharmacist has time to explain about medication more than the doctor has available to them”

If you could make sure your Pharmacy kept one thing, what would it be? Why is that? (Prompt if needed: one thing could be a service, facility, process, behavior or person)

- OK //
- Nothing ////////////////
- Nice the way it is /
- Staff are lovely //
- Some way of stopping children climbing on the roof /
- The automatic doors are a nuisance, both sets opening together /
- “Not to move or change in any way” ///
- “Whole thing works well so need to keep it as it is” /
- “Its 10 mile to travel here for me but it’s worth the travel as much better service. They always have in what I need. My local pharmacy will sometimes have some of my prescription in but not all of it. Difficult and inconvenient to get in dribs and drabs!”
- “having James Slack as a manager is great-he is well respected by all of the staff team and community”
- “Has what I need in stock always, never been sent anywhere else” //

If your practice could do one thing to make it even better, what would that be?

- Car Parking in bad place, disabled access difficult (door near disabled parking bays for staff only, this should allow disabled access. In bad weather have to walk all the way around the building from car park to doctors or pharmacy. /
- Alright/
- Better/longer opening times///
- More staff on the front counter-able to see people working//
- Communication between dr. and pharmacy (dr. said prescription ready, pharmacy said not)
- Nothing ////////////////
- Very good ///
- Can’t think of anything /

- Perfect /
- 2 minutes by car and 5 minutes walking here is good /
- They have great communication with me /
- “We definitely get more customers because of being situated next to the medical Centre, which is great!”
- “Staff are the best part of the service” //
- “It’s a bit far to travel for me”
- “I have to come here more often as waiting for heart operation. Once done- my medication will change (hopefully will take less) then will review how I access the pharmacy service”
- “Doctors not so good but chemist great”
- “Not a lot of space to talk to pharmacy staff behind the counter-seats close to counter”