

# Cohens Chemist Darwen Health Centre Enter and View Report



Visit: 28<sup>th</sup> February 2019

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# 1 Introduction

## 1.1 Details of visit

Details of visit: Cohens Chemist	
Service Address	Darwen Health Centre James Street West Darwen BB3 1PY
Service Provider	Cohens Chemist
Date and Time	28/2/19 10:15am-11:15am
Person in Charge at the time of visit.	Tahir Hussain
Authorised Representatives	Linda Brown. Senior Projects Officer & Lead
	Sajda Khan, Saima Gulfa-Mir

## 1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank Tahir and his team who supported this visit especially those who responded to our questionnaire.

## 1.3 Disclaimer

Please note that this report relates to responses from staff and people using the pharmacy at the time of the visit. Our report is not a representative portrayal of the experiences of everyone who uses this service and is only an account of what was observed and contributed during this time frame.

Healthwatch Blackburn with Darwen 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 Blackburn with Darwen safeguarding policies.

## 2 What is Enter and View?

The Health and Social Care Act (2012) allows Healthwatch Blackburn with Darwen authorised representatives to observe service delivery and talk to service users, their families/carers and staff on premises such as hospitals, care 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.

### 2.1 Purpose of the visit

As part of Healthwatch Blackburn with Darwen (BwD) core work plan, it was agreed that four pharmacies would be visited across a range of diverse communities to observe the scope of pharmacy provision.


### 2.2 Cohens Chemist Enter & View Visit

Healthwatch BwD Enter and View Representatives conducted an announced Enter and View visit, to Cohens Chemist at Darwen Health Centre Darwen on the 28<sup>th</sup> February 2019, to engage directly with customers to gather their views about this service. An observation of the service together with feedback to a questionnaire from 16 customers formed the basis of this report.

### Summary

Feedback from 16 people about the service and staff at Cohens Chemist was positive and when asked, “How happy are you with your local pharmacy service on a scale 1 to 5? (1=extremely happy, 2= happy, 3=neither happy or unhappy, 4= unhappy, 5=extremely unhappy) 10 respondents said they were extremely happy, and 6 respondents said they were happy with the service they received.

Most respondents spoke positively about the service, but some would like the waiting time for prescriptions during busy periods to be shorter.

 **Recommendation:** Cohens Chemist to look at how they can manage the busy dispensing times to reduce some of the waiting times for prescription medication.

### Website

The website is informative and easy to navigate with health advice about common conditions.

### Observation: Environment and Customer Care

The opening hours match those of the two GP practices within Darwen Health Centre and are 8:30am to 6:30pm, closed at weekend.

On arrival it was noted that there is limited parking outside the Health Centre which serves both GP practices and access to other NHS facilities and the Pharmacy. In a previous Enter & View visit undertaken by Healthwatch BwD, at Darwen Health Centre, this issue was raised. Unfortunately, this is beyond the control of the Health Centre.

The Pharmacy is situated to the entrance and exit of the Health Centre and is spacious enough to allow access for wheelchairs and pushchairs. The layout is very open with ample seating for customers whilst waiting. There is a designated child friendly play corner complete with small table and chairs, with additional seating for parents.

A small fridge was available for customers to purchase soft drinks in the waiting area. Soft drinks bottles, which are stored in the window area for restocking the fridge, which appeared a little unsightly. We were told that there had just been a large drinks delivery which needed to be attended to. They are not normally stored there.

Shelves are clutter free and well laid out making it easy to locate items.

It was noted that this is a very busy pharmacy with a constant stream of people from both GP practices calling for prescription medication following doctors' appointments. Throughout our visit the staff appeared to be friendly and helpful, with leaflets offered to support advice given.

### Additional services available

The Pharmacist told us that he is leading on the New Medicines Services (NMS) to support people when they are prescribed new medication. The patient agrees to be followed up 7 to 14 days and then again 14 to 21 days from the initiation of the new medication to see how they are responding to their new treatment. If any problems are identified the Pharmacy can advise them or refer them back to the GP. This leads to greater understanding by the patient of their medication and the condition being treated which improves compliance and outcomes.

Cohens Chemist is only one of two pharmacies in Darwen that prescribes for minor ailments which is currently being piloting. The pilot to prescribe for minor ailments, if deemed necessary, negates an appointment to see the GP resulting in faster treatment. It includes antibiotics treatment for infections such as Bacterial Tonsillitis, Urinary Tract Infections (UTIs) and Bacterial conjunctivitis for babies from 6 months old.

In addition, some items for minor ailments that are no longer prescribed by the GP are being offered to customers at a discounted rate.

The Seasonal Flu Vaccination, both NHS & Private, is delivered as a matter of routine at this branch for the convenience of patients thus improving the take-up for the service and helping to protect a larger percentage of the population.

The Pharmacist told us that Cohens had invested in a machine that creates a monitored dosage blister pack system complete with a visual image and description of the medication.

Repeat medication can be ordered within 48 hrs notice and a free delivery service is available.



### Health Campaigns

It was observed that an information board on aspects of healthy living was situated next to the service desk and the Healthwatch BwD Poster was clearly on display on the counter where people wait to be attended to. The 'Staying Well' campaign being run in March is 'No Smoking'. The Pharmacist is a smoking cessation advisor and qualified to prescribe nicotine replacement therapy.

Clear information about the Flu Vaccine and advice about winter illness was on display as part of the 'Help us help you' NHS campaign. In addition, there was a poster informing people over the age of 70 years that they may be eligible for the Shingles vaccine. In the child friendly corner, a poster offered information to mothers about breastfeeding groups in the borough.

Posters that are situated on the open entrance door are not visible straight away to people walking into the pharmacy. It was considered by the representatives if they would be better placed on the main window?



## Customer Feedback & Responses



16 feedbacks about the service and staff at this Cohens Chemist was positive and when asked, “How happy are you with your local pharmacy service on a scale 1 to 5? (1=extremely happy, 2= happy, 3=neither happy or unhappy, 4= unhappy, 5=extremely unhappy) 10 respondents said they were extremely happy, and 6 respondents said they were happy with the service they received.

Most people (14) who spoke to us said that this is their main pharmacy because it is convenient to their GP. Most respondents (14) used it to collect prescriptions and 11 use the repeat prescription service. Most respondents (12) knew that they could speak to the pharmacist in private but only five respondents had used this service and found it helpful.

When respondents were asked what they liked about the service they told us:

“The staff are efficient and polite”.

“It’s a good service. I was advised about saving money with the Prepayment Prescription Certificate”.

“Convenience to GP”

“I like that there is plenty of seating and the staff are nice”.

“The staff are nice and helpful”.

When respondents were asked, 'if your pharmacy could do one thing to make the service even better, what would that be?' They told us:

“Shorter waiting time for prescriptions.”

“Quicker dispensing time, sometimes you have to wait 20 minutes even when you have rung to check that it is ready”.

“Because it is so busy you can have a long wait for your prescriptions”.

“Shorter waiting times for prescriptions”.

## 2.4 Healthwatch Blackburn with Darwen

- 📌 **Recommendation:** Cohens Chemist to look at how they can manage the busy dispensing times to reduce some of the waiting times for prescription medication.



## 2.5 Service Provider Response

The service provider commented that they were happy with the report and provided some comments to factual accuracy which have been amended in the report.

In response to customer comments which you mention about waiting times, we endeavour to achieve a target average of 5 minutes wait per prescription. We have a process in-house to monitor waiting times and get monthly updates as to what the average waiting time was for the previous month. Looking at the latest month's KPI at my disposal, I can confirm the average waiting time for the previous month was 6.56 minutes which in a Health Centre setting is good. However, this is an average and sometimes certain prescriptions may take slightly longer at certain times of the day. we do always try to do what we can to improve and have invested another 16 staffing hours per week.

## 2.6 Distribution List

This report will be distributed to the following:

- 📌 Blackburn with Darwen Borough Council Public Health
- 📌 NHS England
- 📌 Healthwatch England



## 2.7 Contact Details

If you would like more information about Healthwatch Blackburn with Darwen, a hard copy of this report or to find out how you can get involved in future projects please get in touch.

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