



Enter and View Report

Lloyds Pharmacy – Eynsham



March 2022



Contents

- 1- Introduction 3
 - 1.1 Details of visit 3
 - 1.2 Acknowledgements 3
- 2- What is Enter and View? 4
 - 2.1 Purpose of Visit 4
 - 2.2 Strategic drivers 4
 - 2.3 Methodology 5
 - 2.4 Results of visit 6
 - Staff Feedback 8
 - Patient Feedback 9
- Recommendations 10
- Service provider response 11



1- Introduction

1.1 Details of visit

Details of visit:	
Service Address	Lloyds Pharmacy, 64 Acre End Street, Eynsham, OX29 4PD.
Service Provider	Lloyds Pharmacy Sapphire Court Walsgrave Triangle Coventry CV2 2TX
Date and Time	Wednesday 16 th February 2022, 14:00 – 17:00
Authorised Representatives	Amier Alagab, Emma Teasdale
Contact details	01865 520520

1.2 Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, patients, volunteers, and staff for their contribution to the Enter and View programme.

1.3 Disclaimer

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.





2- What is Enter and View?

Part of the local Healthwatch Oxfordshire programme is to carry out Enter and View visits. Local Healthwatch Oxfordshire 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 Oxfordshire 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 Oxfordshire 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 CQC where they are protected by legislation if they raise a concern.

2.1 Purpose of Visit

- To observe how the facility operates and provides its services.
- To collect views from patients, volunteers, and staff on services.
- To identify 'Best Practice' and highlight any areas of concern.

2.2 Strategic drivers

The Enter and View visit to the Lloyds Pharmacy at Eynsham was part of project on the health and social care experiences of people living in and around Eynsham. The Lloyds Pharmacy at Eynsham is open 6 days a week 9:00 am to 5:30 pm Monday to Friday and 9:00am to 4:00pm on Saturday.

Healthwatch Oxfordshire wanted to visit the pharmacy in response to hearing from people about issues in accessing the pharmacy and services during 2021 and how well the procedures were working for staff and patients/customers and to hear from patients about their experiences of using the pharmacy.

Methodology

Due to the COVID-19 pandemic restrictions, we considered the risk assessment before the visit and all precautions were taken seriously. The planning for this visit was done by email and telephone. Following an initial approach by Healthwatch Oxfordshire to the Lloyds Pharmacy Manager to pay an Enter & View visit to the service, we liaised with the Pharmacy Manager for the visit to the Pharmacy premises and the person in charge on the planned visit day.

We arranged a time to visit on Wednesday 16th February 2022 from 14:00 – 17:00.

Two members of the Healthwatch Oxfordshire team trained to conduct Enter and View spent nearly 3 hours at the Pharmacy on 16th February 2022. We spoke to 3 staff on site, and 6 patients/customers on the street in front of the pharmacy. Conversations took place with patients/customers on the street in front of the pharmacy because the main entrance was closed to customers. No customers were allowed to enter the pharmacy at the time, (under the Medicines Act 1968 and the provisions within The Medicines (Pharmacies) (Responsible Pharmacist) Regulations 2008 guidance), on account of there being no pharmacist available at the pharmacy on this day.

Healthwatch Oxfordshire posters and leaflets had been displayed on the pharmacy entrance. We explained about why we were there and ensured that we obtained consent from all staff, and customers/patients we spoke to.

We left some paper questionnaires and 'freepost' envelopes for the service to distribute to the staff and customers after our visit.

We discussed our findings with the provider.

2.4 Summary of findings

- Comments from customers/ patients were varying about the service, organisation, safe environment and efficiency and the attitudes of staff.
- There were three members of staff working during the visit. Two were there when we arrived, neither were wearing masks. A third member of staff arrived and was wearing a mask and wore it throughout the visit.
- The pharmacy wasn't open to customers due to there not being a pharmacist on site (we understand that this was the second consecutive day with no pharmacist on site).
- As the only Pharmacy available in the village, people, particularly those with limited transport, do not have other choices, and must accept the service.
- The environment inside the pharmacy was calm. This was because there was no service on the day except from responding to the customers knocking on the door to get back their prescriptions to get the medicines from other pharmacy.
- The pharmacy is situated on the main road which runs through the village. There are a few marked parking spaces outside the pharmacy.
- The pharmacy building consists of two floors, the medicines are stored and dispensed on both the ground floor and the first floor, they have lift facilities between the floors for the medicines

2.5 Results of visit

- The Lloyds Pharmacy at Eynsham located at the Acre End Street, operates from 9:00 am -5:30 pm Monday to Friday and 9:00am to 4:00pm on Saturday.
- The Pharmacy provides NHS and private prescriptions, sells over-the counter medicines, Covid -19 test Rapid Lateral Flow, Flu jab and Covid-19 vaccine and provide health advice to the village and it's the only pharmacy available in the area.



- We were warmly welcomed by the staff; they explained to us all aspects of services and discussed the positive and negative issues they experienced.
- We were told that the pharmacy manager was on holiday, but they knew that we were coming.
- We met a qualified registered dispenser and two other counter staff who have been registered for the Counterintelligence course that could provide them with some knowledge about essential medicines over the counter but hadn't managed to start it yet.

Observations

The pharmacy wasn't open to customers due to there not being a pharmacist on site (this was the second consecutive day with no pharmacist).

The two Healthwatch Oxfordshire Authorised Representatives spent some time looking at the environment and what information was displayed for the patients/customers.

There were three members of staff working during the visit all wearing the pharmacy uniform, one with no name badge. Two were there when we arrived, neither were wearing masks. A third member of staff arrived and was wearing a mask and wore it throughout the visit.

In the main shop there is healthcare information displayed, which is inaccessible for customers as it is to the far right-hand side of the shop but is unreachable as it is behind the counter and screens.

There is a copy of a General Data Protection Regulation (GDPR) Privacy notice and a Chaperone Policy.


No arrows signage for Covid distancing appear on the ground inside the pharmacy.

There was a hearing loop to assist people who were hard of hearing.

Considering there had been no customers in the shop for two days, the front door mat was dirty, the air conditioning vent was very dusty, cobwebs visible across the store.

Downstairs:

FIRE HAZARD: On entry to the building staff mentioned the key to the front door was with the dispenser who is outside for lunch, and we needed to enter via the fire door at the back of the building. The entrance area



was cluttered with boxes and items on the stairs. The downstairs pharmacy area was also quite cluttered.

Upstairs:

FIRE HAZARD – A sharps container kept on the corner of the stairs, at the top on the landing area – red box in front of fire extinguisher – the box contained many used medicine bottles (identified as Methadone), The red boxes also contained 3 bags of labels intended for shredding – looked like a company collects these. The bags stated on them they contained personal information.

Office was a good size and not cluttered.

General storeroom tidy.

Staff room good size – table chairs, fridge, kettle, microwave.

Staff toilet also used as stationery cupboard.

Dispensary room which is accessible to all staff – not a locked or key coded room – this is where the dosette boxes (pillbox is a multicompartiment compliance aid for storing scheduled doses of medications) are prepared. CCTV system is also located in this room together with two system computers.

Staff Feedback

We spoke to 3 staff on site, Paper surveys were left and distributed for other staff to complete and return in a prepaid envelope to Healthwatch Oxfordshire.

In all we heard from:

- 1 Dispenser staff
- 2 Counter staff

We heard from the staff that this is the second day the pharmacy door remained closed for customers/patients due to non-availability of a pharmacist despite their being the only pharmacy in the village.

We were told by the staff, that more staff are needed in the pharmacy to overcome the present frustrating situation and to cope with the increased number of prescriptions received every day.

The computer system had been upgraded recently to a new system; staff felt no sufficient training had been given. Some staff noted they had



watched online videos to understand how to use the new system. This impacted staff performance and was time consuming.

The staff team are supposed to have an online forum once a month. Staff informed us that this does not take place.

The staff commented that they felt under pressure and that they are letting the customers down on days of non-availability of a pharmacist. Having a regular pharmacist made the service run much more smoothly.

Staff expressed concern about the experiences of negative attitudes from some customers, some of whom could be rude and confrontational. This was a source of stress for staff.

Communication with customers about the closure of the pharmacy was through a handwritten piece of paper notice at the front door stating:

'UNFORTUNATELY, We Don't Have a pharmacist. Which means we are unable to open by LAW. Apologies for the inconvenience. We are waiting to hear back from the head office. If you are out of medicines please knock and we can return your script to you, so you can go to another pharmacy.'

During our visit the staff member had to run from the fire exit door at the back of the shop to respond to customers knocking on the pharmacy main door.


Patient Feedback

We spoke with 6 patients about their experiences of using the Lloyds Pharmacy at Eynsham. This report reflects what we heard from patients/customers on 16th February 2022. As described above, we spoke to people on the street in front of the pharmacy.

Some people found the journey to the pharmacy easy and walkable. Others drove by car. There were adequate free parking spaces available on the street in front of the pharmacy. There is good wheelchair access.

We heard from the customers/patients, that, this is the only pharmacy in the village. There is a pharmacy in the GP surgery, not allowed for public to use it if they live within a mile of the surgery. The pharmacy is overwhelmed by the amount of people now living in the area, and pressure on provision will continue to grow as new housing development takes place in Eynsham and surrounds.

We also heard from customers; "it's terrible", "can't always get the important medications", and sometimes can only get half or incomplete prescriptions.



The number of people having to use the pharmacy is growing, the pharmacy is regularly too busy and has a long waiting time to collect the medication.

We heard from a customer, that the pharmacy used to offer Covid vaccinations. This member of the public told us they booked a vaccine and turned up for appointment but was told that there was no qualified pharmacist to give the vaccine.

All the patients/customers we met on the day did not know how to give feedback, comments, or complaints about the service.

Overall, they were happy talking to the pharmacist when available for medication advice and other consultation.

Recommendations

- Ensure always the pharmacy kept open for the public by appointing a regular pharmacist and qualified staff for the benefit of the public.
- Assure enough spacing and signage on the ground are maintained to comply with the COVID-19 guidelines.
- General cleanliness and organisation of the pharmacy could be improved.
- The pharmacy should be clean, and cobwebs regularly be removed.
- In case of any emergency, the area near fire exit must be always clear to ensure safe evacuation.
- The sharps container and used methadone bottles, and other medical waste must be kept in a safe and secure place,
- Personal data for collection should also be kept secure
- It's important to offer the staff adequate training (especially about the new computer system), and to manage the workflow.
- Notices and written communication with the public at the front door should be presented in a professional way and printed.
- Healthcare information leaflet could be displayed near the entrance instead of the present location behind the counter which limits public access
- Ensure topping up and sufficient stock of medicines always maintained to avoid patients/customers complaints.



Service provider response

