



**Enter and View Report**

**Long Hanborough  
Pharmacy**



August 2022

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# 1. Introduction

## 1.1 Details of Visit

<b>Details of visit:</b>	
<b>Service Address</b>	Long Hanborough Pharmacy Willis Court Long Hanborough Witney OX29 8FQ
<b>Service Provider</b>	Eynsham Medical Group
<b>Date and Time</b>	Thursday 31 <sup>st</sup> March 2022, 2:00 – 5:00 pm
<b>Authorised Representatives</b>	Amier Alagab, Vicky Tilley
<b>Contact details</b>	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.



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## 2. What is Enter and View?

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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 Care Quality Commission (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 Long Hanborough Pharmacy was part of a project to visit both pharmacies serving the two sites of Eynsham Medical Centre. We wanted to hear what is working well as well as where things could be improved.

## 2.3 Methodology

Due to COVID-19 pandemic restrictions, we carried out a risk assessment before the visit and we followed all precautions. Following an initial approach by Healthwatch Oxfordshire by email and telephone, we liaised with the Pharmacy Manager for the Enter and View visit.

We arranged a time to visit on Wednesday 31<sup>st</sup> March 2022 from 2:00 – 5:00 pm.

Two members of the Healthwatch Oxfordshire team trained to conduct Enter and View spent nearly three hours at the pharmacy. We were welcomed by the pharmacy manager and had an informative meeting with him before proceeding with the visit. He provided us with information about the pharmacy and explained all aspects of the services as well as the positive and negative issues they experienced during the pandemic.

Healthwatch Oxfordshire posters and leaflets had been displayed around the counter areas, and we left some paper questionnaires and 'freepost' envelopes for the service to distribute to customers/patients after our visit.

We observed the physical environment and spoke to four members of staff and nine customers/patients on site. We explained why we were there and obtained prior consent from all staff and customers/patients we spoke to. We spoke to staff and patients in the consultation room and in the waiting room if no other customers/patients were present.

## 2.4 Summary of findings

- Comments from customers/patients related to the service, organisation, safe environment and efficiency, and the attitudes of the staff.
- There were six members of staff working during the visit. One pharmacist, two dispensers and three counter assistants, all of them were wearing a uniform and masks.
- The pharmacy is run by a dedicated staff team who aim to deliver excellent care by working together.
- In general, customers/patients feel well-informed and happy with the service they receive.
- Comments from customers/patients about the environment and efficiency of the services, and the attitudes of staff were highly positive.



- The pharmacy benefits from being attached to the Long Hanborough Surgery and the patient journey is smooth, with clear directions and supportive staff.
- Staff were all clearly busy and the pharmacy appears well organised and under control. All the team members we asked spoke to us and were very welcoming.
- The pharmacy was clean, well organised, and staff were confident and professional. There was a consultation room available for patients who wanted a private discussion or consultation.
- There were clear signages on the floor inside the pharmacy to aid social distancing and two chairs located in the waiting area for customers/patients if needed.

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## 3. Results of visit

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The Long Hanborough Pharmacy is located at Willis Court in Long Hanborough and operates five days a week:

Monday	9am to 1pm	2pm to 6pm
Tuesday	9am to 1pm	2pm to 6pm
Wednesday	9am to 1pm	2pm to 6:30pm
Thursday	9am to 1pm	2pm to 6pm
Friday	9am to 1pm	2pm to 6pm

Saturday and Sunday the pharmacy is closed.

The pharmacy provides NHS and private prescriptions, sells over-the-counter medicines, and provides health advice to people. It is the only pharmacy available in the area.

We were warmly welcomed by the pharmacy manager; he explained to us all aspects of the services they offered and discussed the positive and negative issues they experienced.



### 3.1 Observations

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

There were six members of staff working during the visit all wearing the pharmacy uniform, with badges.

Information on the noticeboard in the corridor outside the pharmacy all looked up to date. The prescription drop-off box was easy to see with information and request forms available.

In the main shop there is healthcare information displayed with leaflets about weight loss and healthy eating as well as information about prescription charges.


There was information displayed in the consultation room about a chaperone policy. We did not see any translated leaflets.

### 3.2 Staff Feedback

We spoke to four members of staff including the pharmacy manager, dispensers, and counter assistants. The pharmacy manager appears very confident in his role. We left paper surveys with 'prepaid' envelopes to be distributed for other staff/customers who might wish to complete one and return it to Healthwatch Oxfordshire.

We noticed that the pharmacy was very busy, we heard the workload had increased 20% during the last few months due to Lloyd's pharmacy issues. For example, they were impacted by intermittent closures of Lloyds pharmacy in Eynsham due to staff shortages. Staff reported that this increased demand had not always been easy to manage, partly as they are not able to take on any more staff to cope with the additional workload. Sometimes it has caused waiting times to increase. It is anticipated that things will go back to where they were once the issues in Eynsham are sorted out. The pharmacy has never had to turn anyone away. Dossett boxes are a fifth more of what they do now – but they say this needs to be funded properly.

Positive comments were made about the collaborative work with GP processes and trying to integrate with the pharmacy as much as possible. An example highlighted was the blood pressure service which is offered in the pharmacy but



can integrate with patient care for continued treatment – potentially helping to ease the GPs workload.

Challenges raised by staff included patients sometimes seeing pharmacists being ‘just as supply’ and being undervalued by members of the public. Comments indicated that even though pharmacy continued to open through the pandemic and offer a service, the consensus from the public is that they don’t see pharmacy professionals as part of the NHS.

Staff felt there was a need to support the public to better understand about the role of a pharmacy, pharmacist, and its staff. This includes enabling patients to understand and appreciate what staff can and can’t do, and the constraints under which they work.

We heard from staff that communications with patients/customers is sometimes an issue, again due to lack of understanding about processes, such as stock shortages and supply, for example.

We heard there is a lack of clear process structure, and sometimes things get changed by different staff. If mistakes are made there is no board that says that mistakes have been made. Staff felt as a result they could not learn from mistakes as a team.

Other comments indicated staff were happy with their roles and the support from both management and team. Staff indicated that they could take part in training and skills development and that this is supported.

### **3.3 Customer/Patient Feedback**

We spoke to eight customers/patients about their experiences of using the Long Hanborough Pharmacy.

Some customers/patients found the journey to the pharmacy easy and walkable; others drove by car as the pharmacy is attached to the GP practice. There were free parking spaces and good wheelchair access.

The customers/patients we spoke to were all happy about the services received from the pharmacy.

We heard from a woman who was happy about the services offered by the pharmacy having just changed from Lloyd’s pharmacy in Eynsham. She had experienced problems there with prescriptions not being ready or having to wait 3/4 of an hour so had started coming to Long Hanborough pharmacy.



We heard from a man who mentioned that the pharmacy's facilities were nice. He said that at busy times during the pandemic lockdown there were quite long waiting times but that was now under control. He did comment that it was disappointing that there were no facilities for parking bikes, especially when people are being encouraged to use cars less. There are some racks by the side of the building, but they are quite obscure and look like they're for staff, so he locked his bike to a tree.

A female patient informed us she did not have any experience of how to give feedback or make complaints, most of the patients had no experience about the complaint procedure, though this was because they had no cause to make a complaint

Some patients received their prescriptions directly from the GP to the pharmacy, with a few orderings online through Patient Access.

We heard from a woman who said the pharmacy was convenient and staff were friendly. She had had all her vaccines at the pharmacy, and these had been well organised. She said the service in Long Hanborough was more reliable than Eynsham, which was important to her as she is on heart medication.

All customers/patients we met were happy about the staff and the services provided by the pharmacy but were not familiar about the complaint procedure though none had had need to make a complaint.

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## 4. Recommendations

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- Ensure information on how to offer feedback and make complaints is clearly displayed in the pharmacy and website, a feedback form should be available at the pharmacy.
- Ensure that staff have the necessary information about training opportunities to develop their career pathway and are kept updated about any news and policies.
- Provide translated copies of essential leaflets and information about how to book an interpreter.
- Pharmacy should introduce a process for recording errors/ mistakes that are recorded in real time and accessible to all relevant staff.

## 5. Service provider response

Responses in bold to the recommendations received by email on 9<sup>th</sup> August 2022 from Ian Dunphy, Pharmacy Manager.

- Ensure information on how to offer feedback and make complaints is clearly displayed in the pharmacy and website, a feedback form should be available at the pharmacy.  
**The Pharmacy complaints procedure is now visible on the pharmacy notice board next to our information governance policy.**
- Ensure that staff have the necessary information about training opportunities to develop their career pathway and are kept updated about any news and policies.  
**Staff are regularly briefed on learning opportunities and have to contractually complete CPD that is reviewed on an annual basis.**
- Provide translated copies of essential leaflets and information about how to book an interpreter.  
**Due to the Covid pandemic leaflets that are not fast moving are currently restricted. All are available to be printed off in large print or in a different language if requested. An interpreter can be booked via the telephone if requested as part of our SOPs\***
- Pharmacy should introduce a process for recording errors/ mistakes that are recorded in real time and accessible to all relevant staff.  
**Mistakes are recorded in real time and reports are available to all staff through Dropbox. Errors are discussed in a daily briefing for 1 week every month to make sure that all members of staff are aware and can contribute to error trap implementation.**

\*SOP: this stands for standard operating procedure.

