

# LLOYDS PHARMACY

## ENTER AND VIEW

Tuesday 19th July 2022



## OVERVIEW OF PHARMACY

**Address:** Lloyds Pharmacy 150-152 Walsall Rd, Stone Cross, West Bromwich B71 3HP

**Owner :** McKesson UK

**Facebook page:** <https://www.facebook.com/lloydspharmacy>

**Website:** <https://lloydspharmacy.com/>

**Telephone Number:** 0121 588 2238

**This dispensing chemist provides a service for local people including:**

- Medication both prescription and over the counter (including repeat prescriptions)
- Medi pack/tray system (a free service)
- Medication delivery service with own vehicle (a chargeable service)

**It is a Healthy Living Pharmacy who gets involved in local health promotion campaigns. There is a notice board with relevant health promotion information, for example, vaccinations and dementia.**

**Customers were asked to rate the pharmacy – 13% described the pharmacy as excellent, 75% as good and 12% were neutral.**

**The opening times which are displayed externally are:**

**Monday to Friday : 9am to 7pm**

**Saturday : 9am to 5.30 pm**

**The venue is situated on Walsall Rd, Stone Cross, West Bromwich B71 3HP, there is restricted parking outside the Pharmacy.**

## HEALTHWATCH REMIT

Healthwatch Sandwell have a legal power (Health and Social Care Act 2012) for Authorised Representatives to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.



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## PURPOSE OF THE VISIT

The purpose of the visit was to observe the environment and explore first-hand with customers their experiences of using Lloyds Pharmacy.

Healthwatch Sandwell wanted to find out customers' experience of the pharmacy service, this included why they visit the pharmacy, what support they get from the pharmacy and how they are treated.

Healthwatch Sandwell also wanted to know about patients' experiences of receiving prescriptions from General Practitioners and them being actioned by this pharmacy. All of this was achieved by observation and talking to customers and staff.

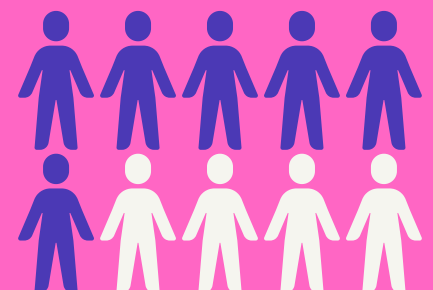
## PURPOSE OF THE REPORT

This report will provide an overview of the services at Lloyds Pharmacy and will provide customer experience feedback.

Where appropriate, recommendations will be made based on the findings of this Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the Pharmacy and in turn improve the service experience for patients.

## WHO WE SPOKE TO...

**25 customers both men and women from mixed ethnic backgrounds**



## WHAT WE DID

Anita Andrews - Authorised Representative facilitated the visit and spoke to 25 customers, both male, female of mixed ethnicities on Tuesday 19th July 2022 at 9.00 am – 12.00 pm (approx.).

A pre-set of questions were asked that covered:

- the types of services that customers access
- efficiency of obtaining prescription medication
- quality of support from staff including being respected, listened to, privacy, confidentiality
- concerns and complaints
- communication between customers, staff and primary care team
- the environment including accessibility



## WHAT CUSTOMERS SAID...

Customers were spoken to in the waiting area and gave extremely positive feedback.

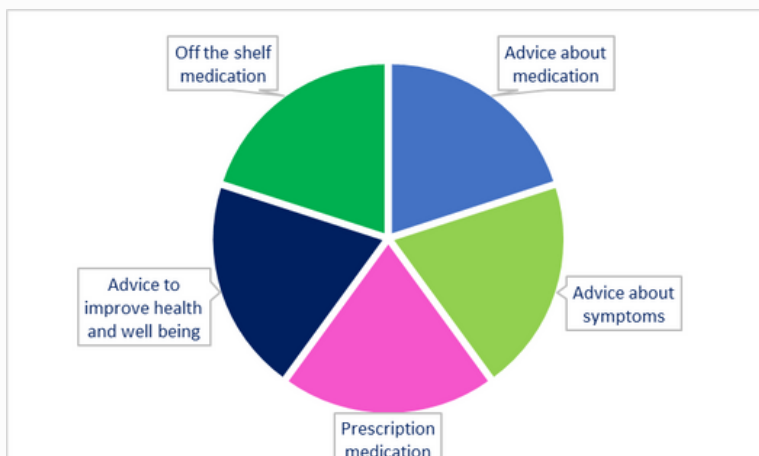
They said that they get the correct medication from this pharmacy to meet their needs and that they get support and advice about their medication.

Customers were asked about what they would do if they were not satisfied with the service. The majority knew to speak to the staff at the pharmacy but did not know who to speak to outside of the pharmacy.

Customers were asked if the pharmacy could be improved in any way, all customers said that nothing could be improved.

## REASONS FOR VISITING THE PHARMACY

Customers visit the pharmacy for a variety of issues, which include:



## CUSTOMERS' ISSUES

Customers said there were no problems with communication between their GP practice and this pharmacy. However, there was overwhelming feedback about the lack of appointments, especially face to face consultations with local GP practices and customers expressed frustration with this.



## WHAT CUSTOMERS SAID ABOUT THE STAFF TEAM

Customers spoke positively about the staff and commented that they are always willing to answer their queries. Customers were observed asking for advice about health conditions e.g. insects bites and rashes. Staff were attentive and guided customers appropriately, whether to local GP or to over the counter medication.

One customer of eastern European origin, whose first language was not English, used Google translate and copied a message onto their mobile phone and showed this to a member of staff, who immediately gave appropriate advice.

Customers were asked about the behaviour of the staff, there was unanimous feedback that all staff were polite, courteous, respectful, professional and treat them with dignity and respect. Their confidentiality is always upheld.

*"I can always ask the staff...they are always helpful"*

## ENVIRONMENTAL OBSERVATIONS

Prior to our visit a poster was sent to the pharmacy to advertise the visit, this was not displayed during the visit.

On the day of the visit it was welcoming and clean with well stocked shelves . It hosts a wide range of goods including household items as well as various commodities to improve health and wellbeing. The venue has a small consulting room which has a door for privacy.

## WHAT STAFF SAID

*There is an established team at this pharmacy and they work well as team, good team work was observed during the visit.*

*Staff have regular continued professional development and participate in relevant training sessions which is provided by Lloyds.*

*Some staff of south Asian origin use their language skills to communicate with customers which means that their needs can be met.*



*Staff highlighted that they face anti-social behaviour at the pharmacy which included theft. They also described how customers can be irate with them over issues that are beyond their control, for example:*

- Ordering prescriptions from off site, which can be delivered to Lloyds late.*
- The need for a prescription from the GP before any medication can be provided, this isn't always provided in a timely way.*

*When these situations arise, some customers vent their frustration and anger on staff who respond professionally but it does cause stress for them.*

*It is interesting to note that during the visit none of the customers raised these issues, in actual fact they praised the staff which is evidence that the staff are dealing with these situations effectively. The Authorised Representative suggested that they could provide a leaflet/poster with flow chart explain the process for customers.*

## CONCLUSION

*This visit found that this community pharmacy is a good resource for anyone needing medical advice or support.*

*Customers spoke well of the service and the care given by staff, the majority use the pharmacy for prescription and over the counter medication.*

*Concerns are dealt with effectively, however customers are unsure who to complain to outside of the Pharmacy.*

*Staff receive regular training and are an effective team, who at times work in challenging circumstances.*

*The environment is clean, tidy and welcoming.*

## RECOMMENDATION

*Display complaints procedure to include who to speak to outside of the pharmacy.*



## COMMENTS FROM PHARMACY

*No comments were received from the Pharmacy*

## ACKNOWLEDGMENTS

*Healthwatch Sandwell would like to thank Harpreet Shergill (Pharmacist), her team of staff and the visitors to the pharmacy for their co-operation during the visit.*



## DISCLAIMER

*Please note that this report relates to findings during the visit made on Tuesday 19th July 2022 at 9.00 am – 12.00 pm (approx.). The report does not claim to be representative of all visitors, only of those who contributed within the restricted time available.*

*This report and its findings will be shared with Healthwatch Sandwell Advisory Board, Sandwell MBC, Sandwell and West Birmingham Clinical Commissioning Group, The General Pharmaceutical Council and Healthwatch England. The report will also be published on the Healthwatch Sandwell website: ([www.healthwatchsandwell.co.uk](http://www.healthwatchsandwell.co.uk))*