

ASDA PHARMACY

ENTER AND VIEW

Tuesday 20th September 2022



OVERVIEW OF PHARMACY

Address: Asda Pharmacy, Wednesbury Oak Rd, Tipton DY4 0BP
(within Asda Tipton Superstore)

Owner : Asda Stores Limited, Asda House, South Bank, Great Wilson Street, Leeds. LS11 5AD

Facebook page: <https://www.facebook.com/asdatipton>

Website: <https://www.asda.com/about/instore/pharmacy>

Telephone: 0121 506 7010

This dispensing chemist provides a service for local people including:

- Medication both prescription and over the counter (including repeat prescriptions)
- A medicine check-up and advice
- A prescription collection service

Displayed at the counter are the opening times which are:

Monday to Saturday : 9 am to 8 pm

Sunday : 10 am to 4 pm

Customers were asked to rate the pharmacy - 75% described the pharmacy as excellent and 25% as good

The pharmacy is situated within the Asda store.

There is external specific signage for parking to call and collect medication.

Visitors can park on the main car par which has disabled parking as well as for parents with children.

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.



Engaging
Communities
Solutions

PURPOSE OF THE VISIT

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

Healthwatch Sandwell wanted to find out customers' experience of the pharmacy services, this included why they visited the pharmacy and what support they received and how they are treated.

Healthwatch Sandwell also wanted to know about patients' experiences of receiving prescriptions from their General Practitioners and how this was actioned by this pharmacy.

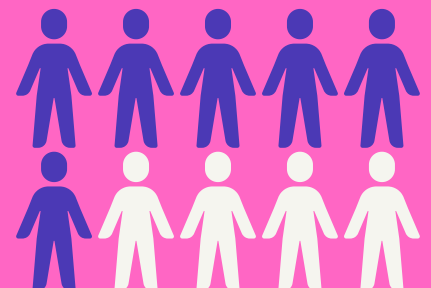
All of this was achieved by observation and talking to customers and staff.

PURPOSE OF THE REPORT

This report will provide an overview of the services at Asda 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...

15 customers - both men and women from mixed ethnic backgrounds



WHAT WE DID

Anita Andrews - Authorised Representative facilitated the visit and spoke to 15 customers, both male, female of mixed ethnicities on Tuesday 20th September 2022 at 1.00 pm – 3:30 pm (approx.)

The areas covered included :

- 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

"as an older person I struggle to understand my medication...but the staff always help me"

WHAT CUSTOMERS SAID...

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

Customers 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 spoke well of the staff and commented that they are always willing to answer their queries.

Customers were observed asking for advice about their prescription as well as over the counter medication. Staff were attentive and guided customers appropriately.

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.

A poster was observed with the procedure of how to do so, should they be left unsatisfied.

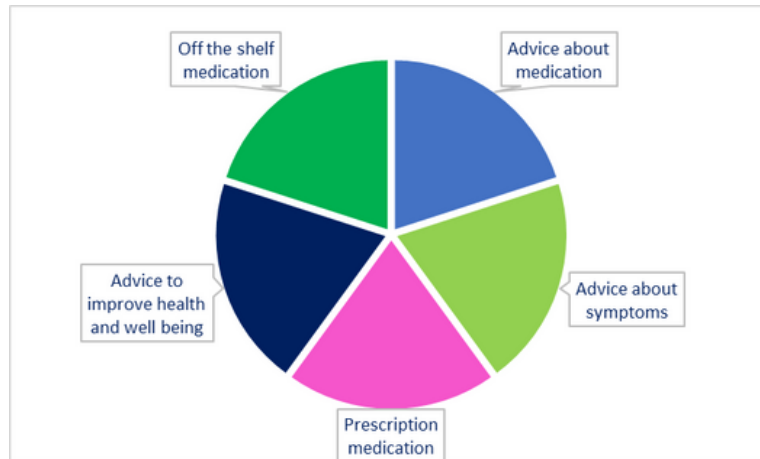
CUSTOMERS' ISSUES

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 a GP and customers expressed frustration with this.

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



REASONS FOR VISITING THE PHARMACY



WHAT CUSTOMERS SAID ABOUT THE STAFF TEAM

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

Customers described the behaviour of all staff as 'professional' and communication with them and with their colleagues as being effective.

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 shelves well stocked. It hosted 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.

There are various posters and leaflets at the pharmacy with relevant health promotion information, such as, vaccinations, disposal of medication and on line doctors etc.

There is an induction loop facility for people who are hearing impaired.

Covid-19 precautions were in place e.g. hand sanitiser and screens at the counter.



WHAT STAFF SAID

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

Staff have regular continued professional development and have participated in relevant training sessions which is provided by Asda.



CONCLUSION

After this visit, it was concluded that this community pharmacy was a good resource for anyone needing help, 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.

Staff receive regular training and are an effective team.

The environment is clean, tidy and welcoming.



RECOMMENDATION

Pharmacy staff to direct customers to the complaints poster, when appropriate.



COMMENTS FROM PHARMACY

No comments were received from the pharmacy.

ACKNOWLEDGMENTS

Healthwatch Sandwell would like to thank the staff at Asda Pharmacy 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 20th September 2022 at 1.00 pm – 3.30 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)

