

Accessibility Audit of Hackney's Community Pharmacies

April 2022





Contents

- p. 4** *Introduction*
- p.7** *Our aim*
- p. 8** *Methodology*
- p. 9** *Key findings*
- p. 12** *Recommendations and pharmacies' responses*
- p. 35** *Detailed findings*

Which community pharmacies did we visit?

❖ Woodberry Wetlands Neighbourhood

- ❖ Armstrong Dispensing Chemist, N4 2EX
- ❖ Park Pharmacy, N4 2AA
- ❖ Rowlands Pharmacy, N4 2HE
- ❖ Safedale Pharmacy, N16 9DL

❖ Springfield Park Neighbourhood

- ❖ Boots, N16 6TT
- ❖ Dunsmure Pharmacy, N16 5JY
- ❖ Greenlight pharmacy, N16 6LU
- ❖ Land Pharmacy, N16 6TY
- ❖ Morrisons Pharmacy, N16 5SR
- ❖ Spivack Chemist, N16 6QX
(New name Greenlight)

❖ Clissold Park Neighbourhood

- ❖ Allen Pharmacy, N16 9PA
- ❖ Benjamin Pharmacist, N16 7JD
- ❖ Day Lewis Pharmacy N16 8AD
- ❖ Safedale Ltd, N16 0AP
- ❖ Safedale Ltd (Albion Road, N16 0TA)
- ❖ Superdrug Store, E8 2LX

❖ Hackney Downs Neighbourhood

- ❖ Asvacare Pharmacy, E5 9BU
- ❖ Cohen Chemist, E5 9BQ
- ❖ Day Lewis, E5 8BY
- ❖ F. A. Strange, E5 8EQ

❖ Hackney Marshes Neighbourhood

- ❖ Bees Pharmacy- Kalpesh Chemist, E5 0HD
- ❖ Boots The Chemist Ltd, E8 1HR
- ❖ Clockwork Pharmacy (Mare Street)E8 1HP
- ❖ Clockwork Pharmacy 236 Well Street E9 6QT
- ❖ Clockwork Pharmacy 239 Well Street E9 6RG
- ❖ Friends Pharmacy, E5 0RN
- ❖ Regal Pharmacy, E5 0LP
- ❖ Safedale Pharmacy, E5 0NS
- ❖ Silverfields Pharmacy, E9 5QG

❖ Well Street Common Neighbourhood

- ❖ Bees Pharmacy, E9 5DG
- ❖ Silverfield Chemist, E9 6AS
- ❖ Clockwork Victoria Park Pharmacy, E9 7HD
- ❖ K. Sonigra Pharmacy, E9 7PX
- ❖ Tesco Instore Pharmacy, E9 6ND

❖ London Fields Neighbourhood

- ❖ Boots Chemist, E8 2NS
- ❖ Carsil (Marijak Pharmacy) E8 1EJ
- ❖ Clarks Healthcare Ltd. E8 5QJ
- ❖ Dev's Chemist, E8 1NH
- ❖ Guardian pharmacy, E8 4AE
- ❖ Haggerston Pharmacy, E8 4HU
- ❖ J Edmunds Pharmacy, E8 2JS
- ❖ Kingsland Pharmacy, E8 4AA
- ❖ Norlington Chemist Ltd, E8 4PH

❖ Shoreditch Park & The City Neighbourhood

- ❖ Finstead Pharmacy, N1 5LG
- ❖ Judd's Pharmacy, N1 6BT
- ❖ Murrays Chemist, N1 7QJ
- ❖ Spring Pharmacy, N1 5LG
- ❖ Unipharm pharmacy, E2 8AN

The mission of Healthwatch Hackney - Hackney's health and care watchdog.

Everyone's accessibility needs are different. It is therefore not possible for Healthwatch Hackney to make a judgment as to whether premises are accessible for any one person. This review is an audit listing of the available accessibility tools and facilities within each pharmacy. We hope this will support service users to make decisions about using a pharmacy as well as encourage pharmacies to improve their accessibility.

Our aim is to ensure that health and social care is accessible to everyone in the borough. We make recommendations to improve health and social care provision along with ensuring that the services within Hackney maintain high-quality standards and meet the needs of the community.

Access to healthcare advice has been a particular challenge over the last two years. Face-to-face access to GP practices was limited during the pandemic, service delivery changed, and GP services were under enormous pressure. This has resulted in community pharmacies increasingly being asked to take on some of the pressure off GP practices by dealing with minor ailments.

Like GP's, Community pharmacies are part of the NHS family, and pharmacists are healthcare professionals who are able to provide health advice and information.

Community pharmacies are an important resource for local residents to receive healthcare advice and information instantly, without having to phone or go into their GP practice. Therefore, physically accessing the pharmacies is important, as is awareness of the available services provided there.

Our review confirmed that all Hackney's community pharmacies are working hard to accommodate residents' health and care needs. Many of the pharmacies offer great access to patients and residents, such as a step-free accessible entrance, an induction loop to assist with hearing, a lower counter to assist patients who use a wheelchair, clear signs identifying the different areas of the pharmacy to help users to better navigate, wide corridors to help wheelchair and pram users to manoeuvre, clear signage and an accessible consultation room.

There were, however, some common themes, for which we have made some recommendations to improve access (starting from page 13).



Acknowledgement

We would like to thank the City and Hackney Local Pharmaceutical Committee for their support and contribution to this project.

We would like to thank all the pharmacy leads and staff for their cooperation and for accommodating our visits and for responding to our questions.

We also thank our volunteers Ivana Kolar, Madeline Dillmon and Ellie Fletcher for their time and contribution to this project.

We presented the final draft of the report to the City and Hackney Local Pharmaceutical Committee Board Meeting on 24th of November 2022. Following the meeting, we received the following response:

“The committee expects that this report and the reports for other allied health professionals, that are to follow, will highlight the NHS/Local Authority investment in an estate that is required in all healthcare estates to improve accessibility.” Yogendra Parmar, Chief Executive Support, City and Hackney Local Pharmaceutical Committee

Community pharmacies and the role of the pharmacist

Pharmacists are qualified healthcare professionals who can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

All pharmacists train for 5 years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice.

Some of the services that may be available at the local pharmacies are:

- emergency contraception
- asthma inhaler use and advice
- chlamydia screening and treatment
- stop smoking service
- blood pressure, cholesterol and blood sugar testing
- substance misuse service, including needle and syringe exchange schemes
- weight management service
- flu vaccination

If symptoms suggest it is something more serious, pharmacists have the right training to advise the patient if they need to see a GP, nurse or other healthcare professional.

Many pharmacies offer extended opening hours in the evenings and at weekends. Some are open until midnight or even later, even on public holidays. These extended opening hours reduce A&E attendance, especially with non-critical cases.

Community Pharmacist Consultation Service (CPCS)

The NHS Community Pharmacist Consultation Service (CPCS) was introduced to enable community pharmacies to play a greater role in urgent care provision. The service aims to relieve pressure on the wider NHS by connecting patients with a community pharmacy, delivering a swift, convenient and effective service to meet patients' needs.

As well as referrals from general practices, the service takes referrals from NHS 111 (and NHS 111 online for requests for urgent supply), Integrated Urgent Care Clinical Assessment Services and in some cases, patients referred via the 999 service.

Since the CPCS was launched, an average of 10,500 patients per week (nationally) are referred for a consultation with a pharmacist following a call to NHS 111; these are patients who might otherwise have gone to see a GP.

As a result of the Healthy Living Pharmacy Level 1 (HLP) criteria **from 1st January 2021**, almost all pharmacies will need to have a consultation room.

The requirements for consultation room are that they must comply with the minimum requirements set out below:

- clearly designated as a room for confidential conversations, for example, a sign is attached to the door to the room saying *Consultation Room*
- It must be distinct from the general public areas of the pharmacy premises
- it must be a room where both the patient and the pharmacist are able to sit down together and talk at their normal speaking volumes, without being overheard by any other person (including pharmacy staff), other than a person whose presence the patient requests or consents to (such as a carer or chaperone)

From 1st April 2020, the pharmacy must also have IT equipment accessible within the consultation room with minimum access to the internet.

Contractors who open new pharmacy premises on or after 1st January 2021 will need to have a consultation room from the first day they open for business.

Where pharmacy premises are too small for a consultation room to be included, the contractor must apply to the NHSE&I regional team to request an exemption from this requirement. The contractor must then ensure that they put arrangements in place at the pharmacy which enable staff and patients to communicate confidentially by telephone or another live audio link and a live video link.

The consultation rooms can be also used for walk-in patients who want to discuss issues with pharmacy staff without being overheard.



Our aim

With this review, we aim to bring greater awareness of the use of the consultation rooms as a safe and confidential place for patients to talk to a health professional instantly, to provide residents with information about the use of the community pharmacies, accessibility tools available within each pharmacy and to ensure that all patients, no matter which is their local pharmacy, had as accessible services as possible.

The areas we looked at are:

- Access to premises - entrance ramp, automated door, ring bell
- Access within premises - lower counter, induction/ hearing loop, how easy it is to maneuver within the pharmacy
- Signage - how easy is to navigate within the pharmacy
- Consultation room - access and state of the room

We also wanted to highlight a good practice.

What would make an accessible pharmacy?

- **Having permanent or temporary ramp for wheelchair/ mobility scooters users, visually impaired patients as well as for parents with prams.**
- **If ramp is not available, having a ring bell outside to assist patients waiting**
- **Automated door with a push pad for complete access**
- **Easy to navigate premises - corridors free of obstacles, signs in bold Placing important patient-led information on the homepage for easy access**
- **Clean and tidy environment**
- **Accessible consultation room**
- **Clear sign and signposting for the consultation room**

Overall, with the recommendations made for community pharmacies in Hackney, we hope to increase the awareness of the consultation rooms, accessibility of pharmacies and improve patient satisfaction with these pharmacies.



Methodology

“Data Collection”

The audit was carried out in April 2022.

Four Authorised Representatives carried out a detailed audit of the available accessible tools and facilities within the 48 community pharmacies in Hackney that signed up to provide Community Pharmacist Consultation Service (CPCS). This review was carried out through physical visits over a period of one month.

A [checklist was developed](#) considering the main accessibility tools needed for free access.

An email notification was sent to the Local Pharmaceutical Committee as well as to all individual pharmacies informing them about the planned visits. However, the exact dates and times of the visits were not disclosed.

“ Data Analysis “

Data collected was reviewed and analysed using Excel. This was used to generate a set of recommendations to improve patients’ experience and access to the local community pharmacies.

Some of the recommendations involved constructing a permanent or temporary ramp to ensure full accessibility of the premises. We are aware that Council’s permission is needed for this to be implemented if it requires alterations to the pavement. Therefore, we contacted Hackney Council’s Planning Department to ask about the rules in relation to constructing a ramp on the pavement.

Hackney Council Planning Department responded that a planning permission would be required and/or consent from the relevant highway authority (either Hackney Council or Transport for London if a ramp was to be built).

We have included this into our recommendations.

Key findings - Accessibility of the premises

Most of the pharmacies had a concrete ramp or a threshold plate leading to the entrance. However,



- 26 pharmacies were recommended to build or repair the concrete ramp outside the premises and two pharmacies were recommended to repair the pavement outside the premises.



- 4 pharmacies were recommended to repair the potholes in front of their entrance.



- 17 pharmacies were recommended to install an automated door with a push pad for complete access.



- 36 pharmacies were recommended to install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
15 out of those pharmacies did not have an automated door either.

Most pharmacies where doorbell was not available said that patients unable to come is would knock on the window/door to get staff attention.



- 14 pharmacies were recommended to replace or remove their front mat because this was either not flush with the floor or was too worn or had a design with holes and this made the surface uneven or could cause an obstacle for someone with a walking stick.

Key findings - Accessibility within the premises - tools availability



- 39 pharmacies were recommended to install an induction/hearing loop to support patients with hearing loss and to ensure staff training once implemented.
- 9 pharmacies had an **induction/ hearing loop** available, however, the staff at two of these pharmacies were either unaware of its existence or did not know how to use the tool.



- 27 pharmacies were recommended to install a low counter to assist wheelchair users.
- Two of the pharmacies that had low counters had access to this blocked either with boxes or bin containers.

Although most pharmacies provided seating for their patient, often chairs were placed near the counter or the consultation room which could possibly create issues with confidentiality.



- 7 pharmacies were recommended to provide seating for patients who need to wait longer.
- Four pharmacies were recommended to rearrange the position of the chairs for better comfort and movement within the premises.

Signage - how easy is to navigate within the pharmacy



- 34 pharmacies were recommended to improve the signage within their pharmacies. 12 of them were specifically asked to improve the signage for their consultation because the sign was either too high, or hard to be seen because of the door background, or difficult to see the room because it was placed at the very end of the premises not visible from the entrance.
- 2/48 pharmacies did not have any signs at all.
- One pharmacy was too cluttered with different leaflets on the wall and hanging from the ceiling. Some of these leaflets were no longer relevant. This could possibly create confusion for patients **regardless of their disability status.**

Key findings - Consultation room - access and state of the room

All pharmacies had a designated room to run private consultations. There were some very good rooms that were ready for use and had a range of items that would support good conversations with users of the pharmacy.

However, space was a challenge for some pharmacies and the rooms were functional but too small to accommodate comfortable conversation, some of them were completely inaccessible and others were used as storage and office space. The staff of these pharmacies told us that if a private conversation was needed, this would need to take place outside of the pharmacy!

How are consulting rooms used

- Pharmacist told us that they have been using their consultation room often for medication reviews, health checks , emergency contraception, smoking cessation conversations, COVID-19, travel and flu vaccinations and recently for CPCS. They have all seen a recent increase of the CPCS referrals.

From the conversation we had with the pharmacists it was clear that staff are proactive in using the rooms and telling people that the facility is there.

The conversations also revealed patient satisfaction with being seen at the pharmacy “quicker” than waiting for a GP appointment.

Key findings - Consultation room - access and state of the room

On the day of our visits, we were unable to see the consultation rooms of two pharmacies because they were occupied.

During the visits we observed that all pharmacies had designated rooms to run consultations with patients. However,



- 45/48 pharmacies had the Consultation room sign on the door although some of the signs were left behind open doors, others were placed too high, some signs were placed vertical or there was no contrast between the sign and the background which made the signs hard to be seen or read.
 - Therefore, we recommended to 13 pharmacies to improve signage and signposting of the facility to ensure better visibility.
 - We recommended that 8 pharmacies redesign the current setup of their consultation room to ensure accommodation of at least two chairs.



- 32/46 pharmacies had accessible consultation room. However,
 - There was one pharmacy that had an accessible consultation room but the pharmacy itself was inaccessible.
 - The room of one pharmacy was based in the basement and there was no ramp or lift to support the access.
 - Some of the consultation rooms were too small and could not accommodate sitting for two people or access to a wheelchair user.
 - We recommended to 4 pharmacies install a removable ramp to improve access to their consultation room.

Recommendations and responses

This section lists the recommendations made to each pharmacy and their respective response back to Healthwatch Hackney.

We received very positive feedback from managers who found our review and recommendations useful and beneficial. We are very grateful to see that most practices took immediate action to implement most or some of our recommendations.

We do appreciate that some of our recommendations may require Council's permission, however, we hope that pharmacies will take the appropriate steps to start the process of ensuring full accessibility to their premises.

- We did not identify any areas of improvement in 2/48 pharmacies.
- 24 out of the 46 remaining pharmacies responded to our recommendations.
- 22 pharmacies did not respond to our recommendations despite several follow-up attempts and different deadlines given from our side

Armstrong Dispensing Chemist, N4 2EX, Woodberry Wetlands Neighbourhood	Pharmacy's response
<ol style="list-style-type: none"> 1. Repair the potholes in front of the entrance (permission may be required). 2. Repair the concrete ramp in front of the entrance(permission may be required). 3. Install an automated door with a push pad for complete access. 4. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance. 5. Place hazard marking where changes are not possible. 6. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and sufficient signposting is provided. 7. Install a low counter to assist wheelchair users. 8. Repaint the sign above the counter for better contrast with the background to improve visibility. 9. Place images or icons as representations for the signs to support residents. 10. Place signs at eye level for better visibility and navigation. 11. Ensure better signposting of the consultation room – posters to be placed at the front of the premises and before the reception area. 	<ol style="list-style-type: none"> 1. We will repair the paving that are our part of the boundary by 31/08/2022 2. We will repair the ramp by 31/08/2022 3. We are looking to put in a new form with an automated door at the earliest by 31/10/2022 4. Once we install the automated door, there will be no need for a bell or an entry phone. 5. Recommended changes will be made 6. We will look into installing an induction/hearing loop at the earliest by 31/10/2022 7. At the moment, we provide a clipboard to assist wheelchair users if they want to sign a prescription. Staff also help all wheelchair users by going around the counter. We will put in a lower counter when we refit the pharmacy by August 2023 8. We will change the colour of the sign so it has better contrast by 31/10/2022 9. Unclear. HWH – Further description was sent. No other response was received. 10. Unclear. HWH – Further description was sent. No other response was received. 11. We will install a service panel at the front of the premises which will show that we have a private consultation room. There will also be consultation room signage inside the premises visible to the public by 31/10/2022

Park Pharmacy, N4 2AA, Woodberry Wetlands Neighbourhood	Pharmacy's response
<ol style="list-style-type: none"> 1. Repair the potholes and the concrete ramp in front of the entrance (permission may be required). 2. Install an automated door with a push pad for complete access. 3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance. 4. Replace or remove the front mat to avoid creating further obstacles. The mat is not flush with the floor. 5. Place hazard marking where changes are not possible. 6. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided. 7. Install a low counter to assist wheelchair users. 8. Place short and easy-to-read signs in bold with good contrast between text and background. 9. Place signs at eye level for better visibility and navigation. 10. Place images or icons as representations for the signs. 11. Install air conditioning for better ventilation. 	<p>Did not respond.</p> <p>Emails and reminders sent on 29/06/2022 22/07/2022 07/09/2022</p> <p>Follow-up calls were made between July and September.</p>

Rowlands Pharmacy, N4 2NH, Woodberry Wetlands Neighbourhood

Pharmacy's response

1. Build concrete permanent ramp for better accessibility or ensure appropriate signposting for a temporary ramp (permission may be required). There is a small step before the entrance.
2. Place hazard marking where changes are not possible.
3. Install an automated door with a push pad for complete access.
4. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
5. Redesign the current setup of the consultation room to ensure accessibility. The room does not have two chairs.
6. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Emails and reminders sent on
29/06/2022
22/07/2022
05/09/2022

Follow-up calls were made between July and September.

Safedale Pharmacy, N16 9DL, Woodberry Wetlands Neighbourhood

Pharmacy's response

1. Ensure better signposting from streets leading to the pharmacy. The entrance is situated on the corner of the building, so it makes the premises hard to be seen.
2. Build concrete permanent ramp for better accessibility or ensure appropriate signposting for a temporary ramp (permission may be required). The entrance level is not flat.
3. Replace or repairing the entrance door. The door is wide enough for wheelchair users but not for users of mobility scooters.
4. Remove or replace the mat at the entrance. There is a slight upraising on the doors and doormat.
5. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
6. Place hazard marking where changes are not possible.
7. Ensure access to the low counter at all times. On the day of the visit, there was a barricade set up approximately two meters from the counter.
8. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
9. Ensure seating for patients who need to wait longer.
10. Place images or icons as representations for the signs.
11. Place signs at eye-level.
12. Improve signage for the consultation room. There is a printed sign attached to the door where the word is split into two rows, which makes it very hard to read.
13. Redesign the current setup to ensure accessibility. Currently, the room has two chairs but it is not wheelchair accessible.
14. Install an air conditioning in the consultation room for better ventilation.

Response from the Head of Operations

“Thank you. We have found these recommendations very useful. We are currently in a refit and this will be completed by 20th August.”

Followed up on 06/09/2022 with an email and a phone call. However, no further response was received.

Boots, N16 6TT, Springfield Park Neighbourhood**Pharmacy's response**

1. Ensure seating for patients who need to wait longer.
2. Ensure there is working IT equipment in the consultation room for quick and efficient access to patient records.
3. Ensure access to the internet in the consultation room for quick and efficient access to patient records.
4. Ensure better signposting of the induction hearing loop.
5. Install a low counter to assist wheelchair users.
6. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Emails and reminders sent on
29/06/2022
01/09/2022

Follow-up calls were made between July and September.
However, phone calls were never responded to.

Dunsmure Pharmacy, N16 5JY, Springfield Park Neighbourhood**Pharmacy's response**

1. Install an automated door with a push pad for complete access.
2. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
3. Install a low counter to assist wheelchair users.
4. Ensure better signposting of the consultation room. Posters to be placed at the front of the premises and before the reception area.
5. A better place for the consultation room to allow better accessibility. The room is downstairs in the basement.
6. Build concrete permanent ramp or place temporary ramp leading to the consultation room to ensure accessibility.
7. Place hazard marking where changes are not possible.
8. Install air conditioning in the consultation room for better ventilation.

Initial response received on 05/09/2022

“The pharmacy is due to be taken over any day soon by Greenlight and they intend to do some substantial renovations to the premises.”

Last response from the new owner:

“...We are aware the pharmacy is in need of repairs & updating & we will be carrying out an extensive refit of the pharmacy in the coming months which will significantly improve access to the pharmacy as well as the facilities available to the local population.”

Greenlight Pharmacy, N16 6LU, Springfield Park Neighbourhood**Pharmacy's response**

1. Install an automated door with a push pad for complete access.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Place hazard marking where changes are not possible.
4. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
5. Rearrange the seating area for better comfort and movements within the premises.
6. Place images or icons as representations for the signs.
7. Ensure better signposting of the Consultation Room.
The sign is placed higher above the door and it makes it difficult to see.
8. Redesign the current setup of the consultation room to ensure accessibility.
9. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Follow up calls were made between July and September. The last reminder was made on 05/09/2022.

We were told the recommendations have been forwarded to the Head Office of Greenlight.

Land Pharmacy, N16 6TY, Springfield Park Neighbourhood	Pharmacy's response
<ol style="list-style-type: none"> 1. Build concrete permanent ramp for better accessibility or ensure appropriate signposting for a temporary ramp (permission may be required). There is one step before the entrance. 2. Install an automated door with a push pad for complete access. 3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance. 4. Place hazard marking where changes are not possible. 5. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided. 6. Ensure better signposting of the Consultation Room. The sign to be at eye level. The sign is placed higher above the door and it makes it difficult to see/ read. 7. Install air conditioning in the consultation room for better ventilation. 	<p>Did not respond.</p> <p>Emails and reminders sent on 29/06/2022 05/09/2022</p> <p>Follow-up calls were made between July and September.</p>

Morrisons Pharmacy, N16 5SR, Springfield Park Neighbourhood	Pharmacy's response
<ol style="list-style-type: none"> 1. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided. 2. Ensure better signage within the pharmacy to the aisles and corridors to ensure better navigation. Signs to be placed at eye level. 	<ol style="list-style-type: none"> 1. <i>An induction loop has been ordered specifically to be kept in the pharmacy. To be confirmed.</i> 2. <i>Head office have been contacted in regards to signage outside the store at the high road entrance and car park entrance. Photos have been taken and emailed to the estate team, we are awaiting a reply. In the meantime A-Frames will be ordered and installed at both entrances displaying pharmacy opening/closing times. Within the store, there will be stickers and signs placed around the store directing them to the pharmacy – mainly in isles number 5 – which is the health and beauty, where most OTC products are kept. To be confirmed.</i>

1. Build concrete permanent ramp for better accessibility or ensure appropriate signposting for the temporary ramp (permission may be required). There is a slight uprising on the doors.
2. Ensure the push to open mechanism of the door is turned on during the times of operation. On the day of the visit, the push to open mechanism was turned and was only turned on to our request.
3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
4. Place hazard marking where changes are not possible.
5. Replace or remove the front mat to avoid creating further obstacles. The mat is not flush with the floor.
6. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
7. Build low counter to assist wheelchair users.
8. Ensure better signposting of the Consultation room. Posters to be placed at the front of the premises and before the reception area. There is a sign on the doors but doors mostly stay open, therefore it is hard to be seen.
9. Ensure full accessibility of the Consultation room by rearranging the current setup of the room. Due to the size of the room, currently, there is only one chair.
10. Install air conditioning in the consultation room for better ventilation.

The pharmacy is under new management since July 2022. The new name is now Greenlight Pharmacy.
Recommendations were sent to the new management on 05/09/2022 after telephone conversation.
No response received since.

Allen Pharmacy, N16 9PA , Clissold Park Neighbourhood

Pharmacy's response

1. Repair the concrete ramp in front of the entrance (permission may be required). The concrete ramp outside the building is not evenly done and it has uneven fillings.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Place hazard marking where changes are not possible.
4. Replace or remove the front mat to avoid creating further obstacles. The mat is not flush with the floor.
5. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
6. Ensure access to the low counter at all times. There was a bin container at the front.
7. Place images or icons as representations for the signs.
8. Install air conditioning in the consultation room for better ventilation.

Did not respond.
Emails and reminders sent on
29/06/2022
16/09/2022

Follow-up calls were made between July and September. However, phone calls were never responded to.

Benjamin Pharmacist, N16 7JD, Clissold Park Neighbourhood

Pharmacy's response

1. Ensure better lighting within the premises.
2. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
3. Place signs marking important areas for easier navigation. Signs to be placed at eye level.
4. Place images or icons as representations for the signs.
5. Install air conditioning in the consultation room for better ventilation.

*"We are planning refit to entire pharmacy by December 2022.
 All recommendations to be considered where possible."*

Day Lewis Pharmacy, N16 8AD, Clissold Park Neighbourhood

Pharmacy's response

1. Ensure automated doors are in full working condition at all times and an appropriate message is displayed when out of order.
2. Build permanent ramp to ensure full accessibility of the premises. There is a slight upraised surface at the door.
3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
4. Replace or remove the front mat to avoid creating further obstacles. There is a slight dent in the entrance mats.
5. Place hazard marking where changes are not possible.
6. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
7. Install a low counter to assist wheelchair users.
8. Place short and easy to read signs in bold with good contrast between text and background.
9. Post signs at eye level for better visibility and navigation.
10. Post signs marking important areas within the premises for easier navigation.
11. Place images or icons as representations for the signs.
12. Install air conditioning in the consultation room for better ventilation.

Did not respond.
Emails and reminders sent on
29/06/2022
22/07/2022
06/09/2022

Follow-up calls were made between July and September.

Safedale Ltd (Albion Road), N16 0TA, Clissold Park Neighbourhood

Pharmacy's response

1. Repair the concrete ramp in front of the entrance (permission may be required). The concrete ramp outside the building is not evenly done and it has uneven fillings.
2. Install an automated door with a push pad for complete access.
3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
4. Place hazard marking where changes are not possible.
5. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
6. Ensure access to the lower counter at all times. On the day of the visit, there were boxes blocking the use of it.
7. Place images or icons as representations for the signs.
8. The consultation room was occupied on the day of the visit so we were not able to see it. If there is no ventilation in the room, such as air conditioning or a window, please consider making it available for better ventilation.

"Thank you for your email. I have found these recommendations very useful. We are currently undergoing a refit plan for all our Stoke Newington branches. I can confirm that we are incorporating the recommendations into our refits. We will be carrying out further refits of Safedale Ltd (Albion Road), N16 0TA by the end of this financial year. (31st March 2023)."

Safedale Ltd, N16 0AP, Clissold Park Neighbourhood

Pharmacy's response

1. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
2. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
3. Install a low counter to assist wheelchair users.
4. Place an "Automated door" sign on the door.
5. Place images or icons as representations for the signs.
6. We were unable to see the room on the day of visitation. If there is no ventilation in the room, such as air conditioning or a window, please consider making it available for better ventilation.

"Thank you for your email. I have found these recommendations very useful. We are currently undergoing a refit plan for all our Stoke Newington branches. I can confirm that we are incorporating the recommendations into our refits. We will be carrying out further refits to Safedale Ltd, N16 0AP by the end of this financial year. (31st March 2023)."

Superdrug, E8 2LX, Clissold Park Neighbourhood

Pharmacy's response

1. Replacing or removing the front mat to avoid creating further obstacles. The mat is not flush with the floor.
2. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff are trained on how to use it and efficient signposting is provided.
3. Rearrange the position of the chairs, so patients are not disturbed by passing members of the staff or asked to move away if the consultation room is to be used. Two chairs were available at the entrance of the counter and in front of the Consultation Room.
4. Place hazard marking where changes are not possible.
5. Place images or icons as representations for the signs.
6. Install air conditioning in the consultation room for better ventilation.

1. *There is no mat at the entrance of the premises*
2. *No induction/hearing loop is installed. **HWH requested further information.***
3. *Two chairs in front of the counter have been moved to next to the consultation room so it is easier for patients.*
4. *Unclear. **HWH – Further description was sent.***
5. *Not responded*
6. *The Head office is in charge of the air condition*

Asvacare Pharmacy, E5 9BU, Hackney Downs Neighbourhood**Pharmacy's response**

1. Build a concrete permanent ramp for better accessibility or ensure appropriate signposting for the temporary ramp (permission may be required). There is a gap between the metal ramp and the ground which can be an obstacle.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
4. Ensure better signposting of the consultation room. Posters to be placed at the front of the premises and before the reception area.
5. Install air conditioning in the consultation room for better ventilation.

Did not respond.**Follow-up calls were made between July and September.****During the last phone conversation on 1st of Sept. we were told that response will be sent to us by 15th of September.****Cohen Chemist, E5 9BQ, Hackney Downs Neighbourhood****Pharmacy's response**

1. Place hazard marking of the drainage before the entrance. This can be an obstacle for someone who uses a walking stick.
2. Include images or icons as representations for the signs.
3. Post signs at eye level.
4. Repaint the PRESCRIPTION sign at the reception area to create contrast between the sign and the background for better visibility.
5. Install air conditioning in the consultation room for better ventilation.

Did not respond.**Emails and reminders sent on 29/06/2022****02/09/2022 following a phone conversation with the pharmacist.****Follow-up calls were made between July and September.****Day Lewis, E5 8BY Hackney Downs Neighbourhood****Pharmacy's response**

1. Repair the concrete ramp in front of the entrance (permission may be required). There is a slight gap between the ramp and the ground.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Rearrange the chairs to enable people to move freely and without obstacles. Chairs are placed very close to the main counter where it can be difficult to maintain confidentiality.
4. Place images or icons as representations for the signs.
5. Ensure better signposting of the consultation room. Posters to be placed at the front of the premises and before the reception area. The room is located at the very right end and can only be seen when at the counter and if the patient turns right.
6. Install air conditioning in the consultation room for better ventilation.

1. *There is a slight gap but it doesn't seem to cause any problems for our few wheelchair/accessible patients. If a point arises, we can address it then.*
2. *There is a button on the outside of the door which automatically opens the door.*
3. *Due to the layout of the pharmacy unfortunately there isn't space for chairs anywhere else. The middle gondola cannot be removed due to the flooring under it.*
4. *No response*
5. *A sign will be made to direct patients to the consultation room by 21/07/2022*
6. *Air conditioning is available in the pharmacy and is on during the summer months.*

F. A. Strange, E5 8EQ, Hackney Downs Neighbourhood	Pharmacy's response
<ol style="list-style-type: none"> 1. Repair the pavement in front of the entrance (permission may be required). The tactile paving ends before the entrance and there are three different surfaces before entering the premises. 2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance. 3. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided. 4. Install a low counter to assist wheelchair users. 5. Rearrange the chairs to enable people to move freely and without obstacles. It might be useful if they are moved to the right of the entrance. 6. Place images or icons as representations for the signs. 7. Ensure better signposting of the removable ramp to access the consultation room. Currently there are steps before the room. We were told there was a removable ramp but saw no signage. 8. Install air conditioning in the consultation room for better ventilation. 	<ol style="list-style-type: none"> 1. <i>The paving is responsibility of the Hackney council. We will write to them remedying the paving for us and the wheelchair users. However, it was a busy corner, any such slopes may cause pedestrian and wheelchair users themselves in the winter. Furthermore, we would like to know whether any additional funding available through Hackney Council or Healthwatch for pharmacies.</i> 2. <i>Did not respond</i> 3. <i>Did not respond</i> 4. <i>Did not respond</i> 5. <i>Our contract with photocopiers ends in two months time so we will rearrange the chairs to front of the shop.</i> 6. <i>I have ordered signage to notify our wheelchair users, the availability of the portable ramp, which will be done before end of September 2022</i> 7. <i>Did not respond</i>

Bees Pharmacy, E5 0HD, Hackney Marshes Neighbourhood

Pharmacy's response

1. Install an automated door with a push pad for complete access
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
4. Install air conditioning in the consultation room for better ventilation.

1. *We currently have an automatic door which is not functional. This will be replaced with another automated door. ASAP*
2. *The automated door will address this issue. We will ensure the access is suitable for wheelchair users. ASAP*
3. *Will consider after obtaining costs. ASAP*
4. *The pharmacy has 2 AC units, however none of them in the consultation room.*

Boots The Chemist, E8 1HR, Hackney Marshes Neighbourhood

Pharmacy's response

No areas of improvement were observed.

Clockwork Pharmacy Well Street, E9 6QT, Hackney Marshes Neighbourhood

Pharmacy's response

1. Install an automated door with a push pad for complete access
2. Ensure access through the entrance doors is available at all times during hours of operation. The entrance has double doors. The entrance through the door used for the general public has an uneven surface. The other door, which is kept closed with the bottom lock, is open only when wheelchair users need to come in.
3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
4. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
5. Install a low counter to assist wheelchair users.
6. Place images or icons as representations for the signs.
7. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Emails and reminders sent on 29/06/2022

02/09/2022 following a phone conversation with the pharmacist.

Recommendations sent to the Head Office of Clockwork.

Follow-up calls were made between July and September.

Regal Pharmacy, E5 0LP, Hackney Marshes Neighbourhood

Pharmacy's response

1. No areas of improvement were identified

Clockwork Pharmacy (Mare Street), E8 1HP Hackney Marshes Neighbourhood**Pharmacy's response**

1. Install an automated door with a push pad for complete access
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
4. Install a low counter to assist wheelchair users.
5. Place images or icons as representations for the signs.
6. Posting signs at eye level.
7. Ensure better signposting of the consultation room. Posters to be placed at the front of the premises and before the reception area. There are signs above the door; however, the room is located on the side, which makes it hard to be seen.
8. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Emails and reminders sent on 29/06/2022 02/09/2022 following a phone conversation with the pharmacist. Recommendations sent to the Head Office of Clockwork. Follow-up calls were made between July and September.

Clockwork Pharmacy, E9 6RG Hackney Marshes Neighbourhood**Pharmacy's response**

1. Place hazard marking where changes are not possible. Metal drain just before the entrance. It can be an obstacle for those with walking sticks.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Replace or remove the front mat to avoid creating further obstacles. The entrance is completely flat but there is a mat straight after the door that is not on the same level as the floor. The metal frame around it is much higher than the mat.
4. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
5. Install a low counter to assist wheelchair users.
6. Ensure seating for patients who need to wait longer.
7. Place short and easy-to-read signs in bold with good contrast between text and background.
8. Place signs at eye level for better visibility and navigation.
9. Place signs to mark important areas for easier navigation.
10. Place images or icons as representations for the signs.
11. The consultation Room is currently inaccessible. The corridor to the room is too tight and there are two steps before the room. Install a removable ramp for full accessibility with appropriate signposting of its availability. There are two steps leading to the consultation room and it is not accessible for anyone with mobility issues.
12. Repair the wooden stairs leading to the consultation room to avoid a future hazard. Stairs had a few wooden boards falling off; one of the patients and I both knocked them down when walking.
13. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Emails and reminders sent on 29/06/2022 02/09/2022 following a phone conversation with the pharmacist. Recommendations sent to the Head Office of Clockwork. Follow-up calls were made between July and September.

Friends Pharmacy, E5 0RN, Hackney Marshes Neighbourhood

Pharmacy's response

1. Build a concrete permanent ramp for better accessibility or ensuring appropriate signposting for a temporary ramp (permission may be required). Very high, uneven surface to enter the pharmacy.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
4. Place images or icons as representations for the signs.
5. Redesign the current set up of the consultation room to ensure accessibility. The room setup does not allow appropriate space between the pharmacist and the patient.
6. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Emails and reminders sent on 29/06/2022 02/09/2022 following a phone conversation with the pharmacist.

Follow-up calls were made between July and September.

Safedale Pharmacy, E5 0NS, Hackney Marshes Neighbourhood

Pharmacy's response

1. Build a concrete permanent ramp for better accessibility or ensure appropriate signposting for a temporary ramp. There is a small step at the entrance.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
4. Ensure seating for patients who need to wait longer.
5. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Emails and reminders sent on 29/06/2022 06/09/2022

Follow-up calls were made between July and September.

Silverfields Pharmacy, E9 5QG, Hackney Marshes Neighbourhood

Pharmacy's response

1. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
2. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
3. Rearrange the chairs to enable people to move freely and without obstacles.
4. Install air conditioning in the consultation room for better ventilation.

1. *The front door to the pharmacy has a ramp leading to the door which opens automatic so no need to handle the door to access. There is a staff on the counter at all times to assist all customers trying to access the pharmacy.*
2. *We are looking to purchase a hearing loop/induction system to assist patients with hearing loss. Staff will be trained on how to use this with appropriate advice on signposting if needed. In process – soon*
3. *There is a single chair near the counter, which is placed not in the way of walking customers so they can move freely without obstacles and is not a physical hazard.*
4. *There is a fire exit through a short passage leading from the consultation room so the door can be opened for ventilation. A fan is also available if the room gets warm.*

Bees Pharmacy, E9 5DG, Well Street Common Neighbourhood

Pharmacy's response

1. Build a concrete permanent ramp for better accessibility or ensuring appropriate signposting for a temporary ramp (permission may be required). The threshold into the entrance is approximately 2 centimetres higher than the ground outside the entrance.
2. Repair the potholes in front of the entrance (permission may be required).
3. Install an automated door with a push pad for complete access
4. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
5. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
6. Install a low counter to assist wheelchair users.
7. Ensure seating for patients who need to wait longer.
8. Repaint the PRESCRIPTION sign at the reception area to create contrast between the sign and the background for better visibility.
9. Ensure full accessibility to the consultation room by rearranging the current setup of the room. The doors to the room open wide enough but the space before the entrance to the room is narrower; therefore it is not wheelchair accessible.
10. Install air conditioning in the consultation room for better ventilation.

1. *We will look into a ramp so that access is easier for wheelchairs etc.*
2. *Will look to contact the council as this is not on our property.*
3. *We Will consider after obtaining costs.*
4. *We Will consider after obtaining costs.*
5. *We Will consider after obtaining costs.*
6. *The shop has been refitted recently and therefore would be difficult to purchase a new counter entirely. Staff are always trained to attend to wheelchair users personally.*
7. *Due to the size of the pharmacy there are 2 chairs available for patients waiting.*
8. *This is an LED lit sign. It was need to be replaced entirely to meet this recommendation. Will inspect costs and consider.*
9. *Will look at widening the access to the room so that services can be provided in the room.*
10. *The pharmacy has a functional AC unit, however, not in the consultation room.*

Deadline for implementing recommendations – early 2023

Clockwork Victoria Park Pharmacy, E9 7HD Well Street Common Neighbourhood

Pharmacy's response

1. Build a concrete permanent ramp for better accessibility or ensure appropriate signposting for the temporary ramp (permission may be required). The threshold is approximately 2 centimeters higher than the ground outside the entrance.
2. Install an automated door with a push pad for complete access
3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
4. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
5. Install a low counter to assist wheelchair users.
6. Place short and easy-to-read signs in bold with good contrast between text and background. No other signs apart from the sign for the Consultation Room were seen.
7. Place signs at eye level for better visibility and navigation.

Did not respond.

Emails and reminders sent on

29/06/2022

02/09/2022 following a phone conversation with the pharmacist.

Recommendations sent to the Head Office of Clockwork.

Follow-up calls were made between July and September.

K. Sonigra Pharmacy, E9 7PX Well Street Common Neighbourhood

Pharmacy's response

1. Build a permanent ramp to allow for full accessibility (permission may be required). There is an edge on the doors a few centimeters off the ground, which makes the premises inaccessible.
2. Install an automated door with a push pad for complete access.
3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
4. Replace or remove the front mat to avoid creating further obstacles. Currently, the mat is not flush with the floor.
5. Place hazard marking where changes are not possible.
6. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
7. Install a low counter to assist wheelchair users.
8. Place images or icons as representations for the signs.

1. Will look into it
2. Automatic door already installed
3. *Will consider*
4. *We will see to it*
5. *We will consider*
6. *We will consider*
7. *Low table already in place*
8. *We will consider*

No time frame was given.

Silverfields Pharmacy, E9 6AS, Well Street Common Neighbourhood

Pharmacy's response

1. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
2. Install a low counter to assist wheelchair users.

1. *We have an electric door which opens up.*
2. *We are always on the shop floor to help.*

Tesco Instore Pharmacy, E9 6ND Well Street Common Neighbourhood

Pharmacy's response

1. Replace or remove the front mat to avoid creating further obstacles. The rubber mat has circular holes in it. It is not an even surface, which hinders anyone with a walker or walking stick.
2. Ensure seating for patients who need to wait longer.
3. Install a low counter to assist wheelchair users.
4. Place images or icons as representations for the signs to support residents with learning disabilities and dementia for better navigation.

1. *Rubber mat : passed onto store team*
2. *We have put out chairs for patients*
3. *Please confirm if there will be funding for this. Further description was sent.*
4. *Please clarify what exactly is required. Further description was sent. No further response was received.*

Boots The Chemist, E8 2NS, London Fields Neighbourhood**Pharmacy's response**

1. Build concrete permanent ramp for better accessibility or ensure appropriate signposting for the temporary ramp (permission may be required). Entrance level not flat. Needs redoing.
2. Place hazard marking where changes are not possible.
3. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided. On the day of the visit, there was a sticker showing the availability of the tool; however, the team was not aware of it.
4. Install a low counter to assist wheelchair users.
5. Place images or icons as representations for the signs.
6. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Emails and reminders sent on 29/06/2022 01/09/2022 following a phone conversation with the pharmacist.

Follow-up calls were made between July and September.**Carsil (Marijak Pharmacy), E8 1EJ London Fields Neighbourhood****Pharmacy's response**

1. Build a permanent ramp for complete access (permission may be required). The entrance is not flat: the threshold is quite high relative to the ground outside the entrance. The doors are wide enough, but there is no ramp available.
2. Replace or remove the front mat to avoid creating further obstacles. Mat is worn down, so the metal frame around it is much higher.
3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
4. Place hazard marking where changes are not possible.
5. Install a permanent ramp to cover one side of the stairs leading to the main pharmacy for full accessibility. Currently, there are a set of stairs that lead to the main pharmacy. There is also a chair lift which limits the accessibility.
6. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
7. Install a low counter to assist wheelchair users.
8. Ensure seating on the ground floor for patients who need to wait longer.
9. Place short and easy-to-read signs in bold with good contrast between text and background. The neon sign is hard to read because of the clear surface that it is mounted on.
10. Place signs at eye level for better visibility and navigation.
11. Place signs to mark important areas for easier navigation.
12. Place images or icons as representations for the signs.
13. Ensure the consultation room is used for consultation with the pharmacist. We were told that the room hasn't been used for consultations for around 3 years.
14. Ensure the consultation room is kept free of obstacles and clean and tidy to ensure patient comfort. We witnessed clinical waste, bin bags as well as items belonging to the staff members.
15. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Emails and reminders sent on 29/06/2022 22/07/2022 05/09/2022 following a phone conversation with the pharmacist.

Follow-up calls were made between July and September.

Clarks Chemist, E8 5QJ London Fields Neighbourhood

Pharmacy's response

1. Build a permanent ramp for complete access (permission may be required). The entrance is not flat: the threshold is quite high relative to the ground outside the entrance.
2. Install an automated door with a push pad for complete access.
3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
4. Replace or remove the front mat to avoid creating further obstacles. The mat at the entrance is higher than the floor.
5. Place hazard marking where changes are not possible.
6. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
7. Install a low counter to assist wheelchair users.
8. Post signs at eye level for better visibility and navigation.
9. Place images or icons as representations for the signs.
10. Better signposting of the consultation room - posters to be placed at the front of the premises and before the reception area. Ensure signs are visible at all times. There is a sign above the door, but it is not visible as it is covered with a TV screen that is in front of it and papers that are partially taped on top of the sign.
11. Ensure full accessibility to the consultation room by rearranging the current setup of the room. The room is small and currently not wheelchair accessible.
12. Install air conditioning in the consultation room for better ventilation.

Did not respond.

**Emails and reminders sent on 29/06/2022
30/08/2022 following a phone conversation with the pharmacist.**

Follow-up calls were made between July and September.

Guardian Pharmacy, E8 4AE, London Fields Neighbourhood

Pharmacy's response

1. Repair the paving before the entrance. Uneven paving surfaces.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Place hazard marking where changes are not possible.
4. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
5. Place short and easy-to-read signs in bold with good contrast between text and background.
6. Place signs at eye level for better visibility and navigation.
7. Place signs to mark important areas for easier navigation.
8. Place images or icons as representations for the signs.
9. Install air conditioning in the consultation room for better ventilation.

Did not respond.

**Emails and reminders sent on 29/06/2022
22/08/2022 following a phone conversation with the pharmacist.**

Follow-up calls were made between July and September.

<ol style="list-style-type: none"> 1. Repair the potholes in front of the entrance (permission may be required). 2. Repair the concrete ramp before the entrance. There is gap between the ground and the metal ramp and a broken piece of the floor inside the premises. 3. Install an automated door with a push pad for complete access. The doors were partially open and we were told that they remain partially open during working hours. However, it is a heavy door which can create difficulty for people with mobility issues and parents with prams. 4. Replace or remove the front mat to avoid creating further obstacles. Single door mat, which is not in a great condition. 5. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance. 6. Place hazard marking where changes are not possible. 7. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided. 8. Install a low counter to assist wheelchair users. 9. Place short and easy to read signs in bold with good contrast between text and background. 10. Place signs at eye level for better visibility and navigation. 11. Place signs to mark important areas for easier navigation. 12. Place images or icons as representations for the signs. 13. Better signposting for the Consultation Room. Currently, no clear sign. 14. Ensure access to the room at all times. Too many staff were preventing the door to open in full. 15. Install air conditioning in the consultation room for better ventilation. 	<ol style="list-style-type: none"> 1. <i>An email will be sent to the local authority on how this issue can be rectified. By 15/07/2022</i> 2. <i>An email will be sent to the local authority on how this issue can be rectified. By 15/07/2022</i> 3. <i>We do not feel that an automated door is necessary for our business. We have had no complaints from any customer, including ones who are on wheelchairs, regarding any difficulties in entering our premises. There is always a staff member on the counter with easy view of any patient who is waiting outside. It is our policy to promptly help them enter our premises whether it be by opening the door for them or wheeling them in.</i> 4. <i>We have had no complaints regarding the front door mat from any customers. We will conduct a review with our existing customers, especially ones with any mobility difficulties on whether the mat provides any meaningful hassle in entering our premises.</i> 5. <i>As mentioned in a previous response, there is always a staff member manning the counter with a clear line of sight on any patient who is waiting outside. Any customer who has trouble entering will be swiftly assisted. As such, an entry phone is not necessary.</i> 6. <i>We are not sure what hazards HWH is recommending patients need to be warned of.</i> 7. <i>We have never heard of this service before and have to consult the NHS on its uses, and whether it is appropriate to install in a small community pharmacy. By 15/07/2022</i> 8. <i>We have several regular wheelchair users who have never indicated any issues with the height of our counter. A review will be conducted on whether there is a need to make any adjustments to our counter by consulting our existing customers. By 15/07/2022</i> 9. <i>We will review whether there are any posters which are out of date and need to be disposed of. With regards to the formatting and design of the posters and leaflets that we advertise, they are usually made by governmental organisations (such as the PSNC or the Royal Pharmaceutical Society) or major pharmaceutical companies and don't have much influence on how they are designed. If the HWH feels that they should be improved I would recommend that they contact these organisations with their ideas. By 15/07/2022</i> 10. <i>Unfortunately, due to the quantity of signs that our shop contains, there is only so much space where we can post signs (especially since our shop is fairly small). However it may be the case that they can be organised in a way that improves visibility to the more important signs. A review will be conducted on which signs require the best visibility and these will be adjusted so that they will be posted at eye level. By 15/07/2022</i> 11. <i>We are unsure which important area needs to be marked.</i> 12. <i>We are unsure which signs require images or representations.</i> 13. <i>The consultation room operated in a need to use basis. Where there is a need, the pharmacist will lead the patient to the consultation room.</i> 14. <i>The consultation room is able to be accessed at all times.</i> 15. <i>We have an operating Air conditioning system. If it becomes apparent that any customers feel that it is not operating to a sufficient standard then we will upgrade the system.</i>
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Haggerston Pharmacy, E8 4HT, London Fields Neighbourhood

Pharmacy's response

1. Place hazard marking where changes are not possible. Drainage just before the entrance. It can be an obstacle for those with walking sticks.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
4. Install a low counter to assist wheelchair users.
5. Place short and easy-to-read signs in bold with good contrast between text and background.
6. Place signs at eye level for better visibility and navigation.
7. Place images or icons as representations for the signs.
8. Recolour the Consultation Room sign to create contrast for better visibility. The sign was vertical to the door and in white letters, so there was no contrast with the background.
9. Horizontal text (Consultation Room sign) rather than vertical for better reading.
10. Ensure better signposting for the consultation room. Consider placing posters on the side of the door for continuous signposting. We were told the door usually stays open when not in use which makes it difficult to know that this is a consultation room.

1. *We have again sent a message to Hackney Council to paint those drainage lines.*
2. *We have an automatic door, there is a push button on the outside to open the door.*
3. *Implemented.*
4. *We have an open plan pharmacy where we are able to serve all patients by simply walking to them without the need for a counter.*
5. *Implemented*
6. *Implemented*
7. *Implemented*
8. *Implemented. We have put a better sign.*
9. *Implemented*
10. *Implemented*

J Edmunds Pharmacy, E8 2JS, London Fields Neighbourhood

Pharmacy's response

1. Build a concrete permanent ramp for better accessibility or ensure appropriate signposting for the temporary ramp (permission may be required). There is a small (1 inch) step at the entrance.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Place hazard marking where changes are not possible.
4. Replace or remove the front mat to avoid creating further obstacles. The mat is not flush with the floor.
5. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
6. Place signs to mark important areas for easier navigation and placed at eye level.
7. Place images or icons as representations for the signs.
8. Ensure appropriate use of the consultation room. Currently, it is only used as an office. If the patient needs to be seen, they will be taken to a quiet corner.
9. Install air conditioning in the consultation room for better ventilation.

1. *Permanent metal ramp was installed in 2015. It is not temporary. We will check with the builder if it can be painted another colour from black so it's more obvious.*
2. *We had a system installed prior to 2015 however it was frequently vandalised so will research for tamper proof options. By 2023*
3. **Did not respond.**
4. *Front door opens into the shop so there needs to be a bit of space. Had considered side moving automated doors but given high prevalence of shop lifting this was not pursued. We will check with the builder what is viable.*
5. *We are reviewing the options available namely a portable system verses a fixed system. By 2023*
6. *ascertain what signage will be beneficial by 2023*
7. *Will be dependent on outcome from above.*
8. *Now back in regular use. Implemented.*
9. *Already in place. Annual check up take place every July/ August*

Kingsland Pharmacy E8 4AA, London Fields Neighbourhood	Pharmacy's response
<ol style="list-style-type: none"> 1. Build a concrete permanent ramp or repairing the entrance so it is completely flat for better accessibility (permission may be required). 2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance. 3. Place hazard marking where changes are not possible. 4. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided. 5. Install a low counter to assist wheelchair users. 6. Better signage within the pharmacy to the aisles and corridors to ensure better navigation. Signs to be placed at eye level. 7. Recolour the Consultation Room sign on the glass door to create contrast for better visibility. The current sign is hard to read especially when the door is kept open. 8. Consider also a bold sign above the door which can be seen from the entrance. 	<p>Did not respond.</p> <p>Emails and reminders sent on 29/06/2022 30/08/2022 following a phone conversation with the pharmacist.</p> <p>Follow-up calls were made between July and September.</p>

Norlington Chemist Ltd, E8 4PH, London Fields Neighbourhood	Pharmacy's response
<ol style="list-style-type: none"> 1. Build a concrete permanent ramp or repair the entrance so it is completely flat for better accessibility (permission may be required). The entrance is not flat, the threshold is quite high. 2. Replace or remove the front mat to avoid creating further obstacles. Currently, the mat is not flush with the floor. 3. Install an automated door with a push pad for complete access. 4. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance. 5. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided. 6. Place images or icons as representations for the signs. 7. Install air conditioning in the consultation room for better ventilation. 	<ol style="list-style-type: none"> 1. <i>We believe accessibility to the pharmacy does not need a ramp. None of our patients on wheelchairs have difficulty accessing the pharmacy.</i> 2. <i>We believe that the mat could be improved. We will seek a new front mat by Aug 2023</i> 3. <i>This is something we would like to put in place. By Aug 2023</i> 4. <i>This isn't something we could realistically achieve</i> 5. <i>This is potentially something we would like to do if there was some funding in place for this to be achieved.</i> 6. <i>We would like to do this if we knew what images/icons were required.</i> 7. <i>Currently, this isn't something we could realistically achieve without serious remodelling of the pharmacy.</i>

Finstead Pharmacy, N1 5LG, Shoreditch Park & City Neighbourhood	Pharmacy's response
<ol style="list-style-type: none"> 1. Build a concrete permanent ramp or repairing the entrance so it is completely flat for better accessibility (permission may be required). 2. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided. 3. Install a low counter to assist wheelchair users. 4. Place images or icons as representations for the signs. 	<p>Did not respond.</p> <p>Emails and reminders sent on 29/06/2022 05/09/2022 following a phone conversation with the pharmacist.</p> <p>Follow-up calls were made between July and September.</p>

Judd's Pharmacy, N1 6BT , Shoreditch Park & City Neighbourhood	Pharmacy's response
<ol style="list-style-type: none"> 1. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance. 2. Place hazard marking where changes are not possible. 3. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided. 4. Place short and easy-to-read signs in bold with good contrast between text and background. 5. Place signs at eye level for better visibility and navigation. 6. Place signs to mark important areas for easier navigation. 7. Place images or icons as representations for the signs. 8. Install a removable ramp for the consultation room for full accessibility. Ensure appropriate signposting of the available tool. 9. Redesign the consultation room setup to ensure full accessibility. The room is not accessible. 	<ol style="list-style-type: none"> 1. <i>Our counter area is only 20 yards to the front of shop . So we are always there to open the door and patients also knock on the window if necessary. But this is very rare as we are always there. Everybody can see what's happening outside because of the very short distance.</i> 2. Did not respond. 3. <i>Looking into this and will find out once we changed into a limited company which is happening in September.</i> 4. <i>Very small counter area so we are all there to navigate and help.</i> 5. Did not respond. 6. <i>Consultation room and dispensary clearly marked. Counter area is only 200 sqft so we are always with the customers to guide them.</i> 7. Did not respond. 8. <i>Unfortunately, can't increase the area as very small. We always help disabled patients in the shop area and don't let any other patients come in if necessary. This rarely happens. I have been here 40 years and we have no issues of serving disabled people. Very few in the area.</i> <p>Healthwatch Hackney followed up on 22/07/2022 with an email and a phone call.</p>

Murrays Chemist, N1 7QJ, Shoreditch Park & City Neighbourhood**Pharmacy's response**

1. Repair the pavement outside the premises.
2. Build a concrete permanent ramp or repairing the entrance so it is completely flat for better accessibility (permission may be required). There is a small dip in the threshold.
3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
4. Ensure the automated doors have a push pad for complete access
5. Replace or remove the front mat to avoid creating further obstacles.
6. Place hazard marking where changes are not possible.
7. Install a low counter to assist wheelchair users.
8. Place images or icons as representations for the signs.
9. Install air conditioning in the consultation room for better ventilation.

Did not respond.

Emails and reminders sent on

29/06/2022

07/09/2022 following a phone conversation with the pharmacist.

Follow-up calls were made between July and September.

Spring Pharmacy, N1 5LG, Shoreditch Park & City Neighbourhood**Pharmacy's response**

1. Build a concrete permanent ramp or repair the entrance so it is completely flat for better accessibility (permission may be required). The entrance level is not flat.
2. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
3. Place hazard marking where changes are not possible.
4. Ensure staff training on how to use the induction/hearing loop to support patients with hearing loss. *On the day of the visit, there was a sticker showing the availability of the tool; however, the team members did not know how to use it.*
5. Place short and easy-to-read signs in bold with good contrast between text and background.
6. Place signs at eye level for better visibility and navigation.
7. Place signs to mark important areas for easier navigation.
8. Include images or icons as representations for the signs.

1. *Agreed that the entrance is not flat. Work required to make it flat is substantial and will require planning permission (change of shop frontage). We intend to complete this at re-fit time which will be planned for 2023. All staff are briefed to help patients.*
2. *Door already has disabled opening assistance pad. Staff will help.*
3. *This has been ordered. To be implemented by Aug 2023.*
4. *This is operational and staff have been re-trained.*
5. *We are currently working to achieve this section by section. Old style silver signage will be replaced at re-fit.*
6. *As above*
7. *As above*
8. *Not yet sourced*

Healthwatch Hackney followed up on 22/07/2022 with an email and a phone call.

Unipharm, E2 8AN, Shoreditch Park & City Neighbourhood

Pharmacy's response

1. Build a concrete permanent ramp or repair the entrance so it is completely flat for better accessibility (permission may be required). The entrance level is not flat.
2. Install an automated door with a push pad for complete access.
3. Install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.
4. Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.
5. Install a low counter to assist wheelchair users.
6. Place images or icons as representations for the signs.
7. Where possible, redesign the current setup of the room to accommodate comfortable conversations between the pharmacist and the patient.
8. Install air conditioning in the consultation room for better ventilation.

1. *We will install a permanent concrete ramp. By 30/08/2022*
2. *We do not have an automated door at present. Unfortunately, we do not have the funds to install an automated door at present.*
3. *We will install an accessible bell. By 30/08/2022*
4. *Unfortunately, we do not have the funds at present to install an induction/hearing loop. Please let us know if there is any funding available from the council or any other bodies. If and when some funding becomes available, we will install the system.*
5. *Unfortunately, we do not have the funds at present. If and when some funding becomes available, we will purchase a counter suitable for wheelchair users.*
6. *We will place images/icons where required. By 30/08/2022*
7. *We will review the layout inside the consultation room and where possible, we will redesign the layout. By 30/08/2022*
8. *Unfortunately, we do not have the funds at present to install air conditioning. We will make a request from the landlord and when funds are available we will install it as long as the landlord gives permission.*

Access to premises

This section looks at what accessible tools are available to support entering the pharmacy and more specifically:

- Is there one clear entrance to the premises
All pharmacies had a clear pharmacy sign outside the premises.
- Is the pavement outside the premises free of potholes, uneven paving surfaces, etc.?
- Are there easily opened or automatic doors?
- Is the door entrance level (flat) so that you can shuffle your foot across the threshold without lifting it up?
- If the route is not level, is there a slip-resistant ramp with handrails available?
- If the main entrance is not level, or is inaccessible and hard to change in some other way, is there a rear or side entrance where level access is possible?



Pharmacy name and the Neighbourhood	Is there one clear entrance to the premises?	Is the pavement outside the premises free of potholes, uneven paving surfaces, etc.?	Are there an easily opened or automatic doors??	Is the door entrance level (flat) so that you can shuffle your foot across the threshold without lifting it up?	If the route is not level, is there a slip-resistant ramp with handrails available?	If the main entrance is not level, inaccessible or hard to change, is there a rear or side entrance where level access is possible?
Woodberry Wetlands Neighbourhoods						
Armstrong Dispensing Chemist, N4 2EX	Yes	No	No	No	There is concrete ramp from outside which needs redoing.	
Park Pharmacy, N4 2AA	Yes	No	No	No	No	No
Rowlands Pharmacy, N4 2NH	Yes	Yes	No	No. There is threshold.	No	No
Safedale Pharmacy, N16 9DL	Entrance from the corner of the building which may not be clear for everyone.	Yes	Yes	No	Not applicable	There is a slight upraising on the doors and door mat.
Springfield Park Neighbourhood						
Boots, N16 6TT	Yes	Yes	Yes	Yes	n/a	n/a
Dunsmure Pharmacy, N16 5JY	Yes	Yes	Yes	Yes	n/a	n/a
Greenlight pharmacy, N16 6LU	Yes	Yes	No	No	No	No
Land Pharmacy, N16 6TY	Yes	Yes	No	No. There is threshold.	No	No
Morrisons Pharmacy, N16 5SR	yes	yes	yes	yes	yes	
Spivack Chemist, N16 6QX	Yes	Yes	The push to open mechanism was turned off during our visit and was only turned on at our request.	No. There was slight upraising on the doors.	Not applicable	No

Pharmacy name and the Neighbourhood	Is there one clear entrance to the premises?	Is the pavement outside the premises free of potholes, uneven paving surfaces, etc.?	Are there an easily opened or automatic doors?	Is the door entrance level (flat) so that you can shuffle your foot across the threshold without lifting it up?	If the route is not level, is there a slip-resistant ramp with handrails available?	If the main entrance is not level, inaccessible or hard to change, is there a rear or side entrance where level access is possible?
Clissold Park Neighbourhood						
Allen Pharmacy, N16 9PA	Yes	Yes	Yes	No. There is a concrete ramp which is not evenly done, and it has uneven fillings.	No	No
Benjamin Pharmacist, N16 7JD	Yes	Yes	Yes	Yes	N/A	NA
Day Lewis Pharmacy, N16 8AD	Yes	Yes	Yes, Doors are automatic, but were not working during our visit	Entrance is not flat, there is a a little bit of upraised surface at the door.	No	There is no side entrance nor ramp available.
Safedale Ltd,N16 0TA	Yes	No	Yes	No. There is a concrete ramp which is not evenly done, and it has uneven fillings.		No
Safedale Ltd, N16 0AP	Yes	Yes	Yes	Yes	NA	No
Superdrug, E8 2LX	Yes	Yes	Yes	Yes	N/A	N/A
Hackney Downs Neighbourhood						
Asvacare Pharmacy, E5 9BU	Yes	Yes	Yes	No. There was a gap between the metal ramp and the ground.		No
Cohen Chemist, E5 9BQ	Yes	Yes, however there is drainage line few centimetres before the entrance which may be an obstacle to someone who uses walking stick.	Yes	Not to full extend.	No	No
Day Lewis, E5 8BY	Yes	Yes	Yes	No. There is slight gap between the ramp and the ground.	No	No
F. A. Strange, E5 8EQ	Yes	Uneven paving - the tactile paving ends before the entrance and there are three different surfaces before entering the premises.	Yes	Uneven paving - the tactile paving ends before the entrance and there are three different surfaces before entering the premises.	No	No

Pharmacy name and the Neighbourhood	Is there one clear entrance to the premises?	Is the pavement outside the premises free of potholes, uneven paving surfaces, etc.?	Are there an easily opened or automatic doors??	Is the door entrance level (flat) so that you can shuffle your foot across the threshold without lifting it up?	If the route is not level, is there a slip-resistant ramp with handrails available?	If the main entrance is not level, inaccessible or hard to change, is there a rear or side entrance where level access is possible?
Hackney Marshes Neighbourhood						
Bees Pharmacy, E5 OHD	Yes	Yes	No. Doors are not automated.	Yes	No	No
Boots The Chemist, E8 1HR	Yes	Yes	Yes	Small threshold.	No	No
Clockwork Pharmacy (Mare Street), E8 1HP	Yes	Yes	No, Doors are not automated. Heavy doors hard to open.	Yes	N/A	N/A
Clockwork Pharmacy Well Street, E9 6QT	Yes	Yes	No. Entrance through two doors where only one door remains open unless a wheelchair user needs to access premises.	No. The part of the door which remains open has uneven surface.	N/A	Staff will open the second side of the door if a wheelchair user or a mobility scooter user needs to enter.
Clockwork Pharmacy, E9 6RG	Yes	No. There is a metal drain before the entrance.	Yes	No. Entrance is completely flat but there is a mat straight after the door that is not in the level with surface	NA	No
Friends Pharmacy, E5 ORN	Yes	No, very high uneven surface to enter pharmacy	Yes	No, uneven surface.	No	No
Regal Pharmacy, E5 OLP	Yes	Yes	Yes	Yes	N/A	N/A
Safedale Pharmacy, Lower Clapton, E5 ONS	Yes	Yes	Yes	No, small step before the entrance.	No	No
Silverfileds Pharmacy, E9 5QG	Yes	Yes	Yes	Yes	NA	NA

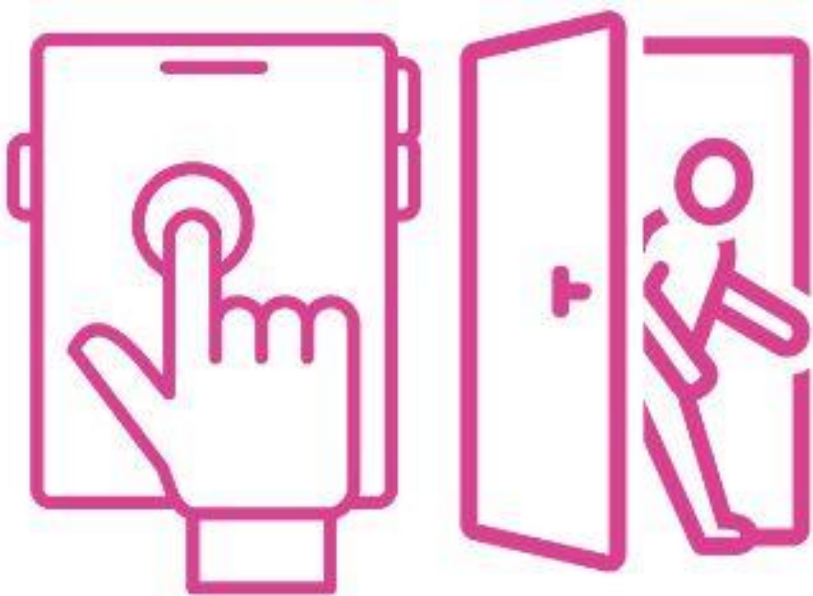
Pharmacy name and the Neighbourhood	Is there one clear entrance to the premises?	Is the pavement outside the premises free of potholes, uneven paving surfaces, etc.?	Are there an easily opened or automatic doors?	Is the door entrance level (flat) so that you can shuffle your foot across the threshold without lifting it up?	If the route is not level, is there a slip-resistant ramp with handrails available?	If the main entrance is not level, inaccessible or hard to change, is there a rear or side entrance where level access is possible?
Well St Common Neighbourhood						
Bees Pharmacy, E9 5DG	Yes	No	No	No, uneven surface and a threshold of around 2cm.	No	No
Clockwork Victoria Park Pharmacy, E9 7HD	Yes	Yes	No	No, There is a threshold a few centimeters high.	No. They had a ramp but it is broken.	No. Patients who are unable to enter will be assisted outside.
K. Sonigra Pharmacy, E9 7PX	Yes	Yes	Yes	No, There is a ledge on the doors, few centimeters of the ground.	No	No. Patients who are unable to enter will be assisted outside.
Silverfields Pharmacy, E9 6AS	Yes	Yes	Yes	Yes	N/A	N/A
Tesco Instore Pharmacy, E9 6ND	Yes	Yes	Yes	Yes	NA	NA
Shoreditch Park and City Neighbourhood						
Finstead Pharmacy, N1 5LG	Yes	Yes	Yes	No	N/A	No
Judd's Pharmacy, N1 6BT	Yes	Yes	Yes	Yes	N/A	No
Murrays Chemist, N1 7QJ	Yes	No	Yes	No. There is small dip in the threshold when you walk in.	No	No
Spring Pharmacy, N1 5LG	Yes	No	Yes	No	No	No
Unipharm, E2 8AN	Yes	Yes	Yes	No	No	No

Pharmacy name and the Neighbourhood	Is there one clear entrance to the premises?	Is the pavement outside the premises free of potholes, uneven paving surfaces, etc.?	Are there an easily opened or automatic doors??	Is the door entrance level (flat) so that you can shuffle your foot across the threshold without lifting it up?	If the route is not level, is there a slip-resistant ramp with handrails available?	If the main entrance is not level, inaccessible or hard to change, is there a rear or side entrance where level access is possible?
London Fields Neighbourhood						
Boots The Chemist, E8 2NS	Yes	Yes	Yes	No	No	No
Carsil (Marijak Pharmacy), E8 1EJ	Yes	Yes	Yes	No, high threshold.	No	No
Clarks Healthcare Ltd., E8 4QJ	Yes	Yes	No	No. There is one step at the entrance	No	No
Dev's Chemist, E8 1NH	Yes	Yes	No. It can be difficult for someone with mobility difficulties or parents/carers with push chairs to entre.	No, There is gap between the ground and the metal ramp and a broken piece of the floor on the inside of the premises.	No	No
Guardian pharmacy, E8 4AE	Yes	No, uneven paving surfaces	Yes	Yes, however, some additional work is recommended.	Yes	No
Haggerston Pharmacy, E8 4HT	Yes	No	Yes	No. There is drainage just before the entrance. It can be an obstacle for those with walking sticks.	No	No
J Edmunds Pharmacy, E8 2JS	Yes	No	Yes	Level into the door and two feet into the pharmacy there is a small (1 inch) step in the building.	No	No
Kingsland Pharmacy, E8 4AA	Yes	Yes	Yes	No		
Norlington Chemist Ltd, E8 4PH	Yes	Yes	No, Doors are not automated at all.	No, Entrance is raised by few centimeters.	No	No

Access to premises

This section looks at what accessible tools and equipment are available to support patients with different disabilities as well as parent/cares who are using pushchairs to enter the premises.

- Is there an accessible bell, or entry phone system, for people to use if they are having difficulties getting in?
- Is the door opening wide enough for all users?
- Is the door-handle low enough for a wheelchair user to reach easily?
- If a door closer is fitted, does it have a delayed, or slow-action closure mechanism?
- Are the glass doors or partitions clearly labelled?
- Are entrance mats flush with the floor so that the surface is even?
- Are entrances well-lit, maintaining a good level of light and make as much use of natural light as possible?



Pharmacy name and the Neighbourhood	Is there an accessible bell, or entry phone system, for people to use if they are having difficulties getting in?	Is the door opening wide enough for all users?	Is the door-handle low enough for a wheelchair user to reach easily?	If a door closer is fitted, does it have a delayed, or slow-action closure mechanism?	Are the glass doors or partitions clearly labelled?	Are entrance mats flush with the floor so that the surface is even?	Are entrances well-lit, maintaining a good level of light and make as much use of natural light as possible?
Woodberry Wetlands Neighbourhood							
Armstrong Dispensing Chemist, N4 2EX	No	Yes	Yes	Yes, however, the door is too heavy and it can be difficult for someone with mobility difficulties or parents/carers with push chairs to entre.	No	Yes	Yes
Park Pharmacy, N4 2AA	No	No	No	No	Yes	No	yes
Rowlands Pharmacy, N4 2NH	Yes	Yes	Yes	No	Yes	Yes	Yes
Safedale Pharmacy, N16 9DL	No. We witnessed a patient on mobility scooter waiting outside to be assisted. To attract attention the patient had to press the push to open button.	Door is wide enough for wheelchair users but not for users of mobility scooter.	Yes	Yes	Yes	No	Yes
Springfield Park Neighbourhood							
Boots, N16 6TT	Yes	Yes	n/a	Yes	Yes	Yes	Yes
Dunsmure Pharmacy, N16 5JY	No	Yes	Yes	Yes	Yes	Yes	Yes
Greenlight Pharmacy, N16 6LU	No	Yes	Yes	Yes	No	Yes	Yes
Land Pharmacy, N16 6TY	Yes	Yes	No	No	No	No	Yes
Morrisons Pharmacy, N16 5SR	yes	yes	yes	yes	yes	yes	yes
Spivack Chemist, N16 6QX	No	Yes	Yes	Yes	Yes	No	Yes

Pharmacy name and the Neighbourhood	Is there an accessible bell, or entry phone system, for people to use if they are having difficulties getting in?	Is the door opening wide enough for all users?	Is the door-handle low enough for a wheelchair user to reach easily?	If a door closer is fitted, does it have a delayed, or slow-action closure mechanism?	Are the glass doors or partitions clearly labelled?	Are entrance mats flush with the floor so that the surface is even?	Are entrances well-lit, maintaining a good level of light and make as much use of natural light as possible?
Clissold Park Neighbourhood							
Allen Pharmacy, N16 9PA	No	Yes	Yes	Automated door	No	No	Yes
Benjamin Pharmacist, N16 7JD	Yes	Yes	Yes	No	Yes	Yes	No
Day Lewis Pharmacy, N16 8AD	No	Yes	Yes	Yes	Yes	No, there is a little bit of a dent on the entrance mats.	Yes
Safedale Ltd (Albion Road), N16 0TA	No		N/A	No	No	No mat	Yes
Safedale Ltd, Green Lane, N16 0AP	No	Yes	Yes	Yes	No	Yes	Yes
Superdrug, E8 2LX	No	Yes	N/A	No	No	No	Yes
Hackney Downs Neighbourhood							
Asvacare Pharmacy, E5 9BU	No	Yes	Yes	Yes	Yes	Yes	Yes
Cohen Chemist, E5 9BQ	No	Yes	Yes	Yes	Yes	Yes	Yes
Day Lewis, E5 8BY	No	Yes	Yes	Yes	Yes	Yes	Yes
F. A. Strange, E5 8EQ	No	Yes		Yes	Yes	Yes	Yes

Pharmacy name and the Neighbourhood	Is there an accessible bell, or entry phone system, for people to use if they are having difficulties getting in?	Is the door opening wide enough for all users?	Is the door-handle low enough for a wheelchair user to reach easily?	If a door closer is fitted, does it have a delayed, or slow-action closure mechanism?	Are the glass doors or partitions clearly labelled?	Are entrance mats flush with the floor so that the surface is even?	Are entrances well-lit, maintaining a good level of light and make as much use of natural light as possible?
Hackney Marshes Neighbourhood							
Bees Pharmacy (Kalpesh Chemist), E5 0HD	No	Yes	No	Yes	Yes	Yes	Yes
Boots The Chemist, E8 1HR	No	Yes	N/A	Yes	Yes	No. There is a little bit of a dent in the entrance mats.	Yes
Clockwork Pharmacy (Mare Street), E8 1HP	No	Yes	Yes	Yes	Yes	Yes	Yes
Clockwork Pharmacy Well Street, E9 6QT	No	Yes	Yes	Yes	Yes	No, Mat is worn out, so the frame around it is not leveled	Yes
Clockwork Pharmacy, E9 6RG	No	Yes	NA	Yes	Yes	No. The mental frame of the mat is higher than the mat itself.	Yes
Friends Pharmacy, E5 ORN	No	Yes	N/A	Yes	Yes	Yes	Yes
Regal Pharmacy, E5 0LP	Yes	Yes	N/A	Yes	Yes	Yes	Yes
Safedale Pharmacy, Lower Clapton, E5 0NS	Yes	Yes	N/A	Yes	Yes	Yes	Yes
Silverfileds Pharmacy, E9 5QG	No	Yes	N/A	Yes	Yes	Yes	Yes

Pharmacy name and the Neighbourhood	Is there an accessible bell, or entry phone system, for people to use if they are having difficulties getting in?	Is the door opening wide enough for all users?	Is the door-handle low enough for a wheelchair user to reach easily?	If a door closer is fitted, does it have a delayed, or slow-action closure mechanism?	Are the glass doors or partitions clearly labelled?	Are entrance mats flush with the floor so that the surface is even?	Are entrances well-lit, maintaining a good level of light and make as much use of natural light as possible?
Well Street Common Neighbourhood							
Bees Pharmacy, E9 5DG	No.	Yes	Yes	Yes	Yes	Yes	Yes
Clockwork Victoria Park Pharmacy, E9 7HD	No.	Yes	Yes	Yes	Yes	Yes	Yes
K. Sonigra Pharmacy, E9 7PX	No.	Yes	NA	Yes	Yes	No	Yes
Silverfields Pharmacy, E9 6AS	No	Yes	N/A	Yes	Yes	Yes	Yes
Tesco Instore Pharmacy, E9 6ND	No. However, it is a Tesco store that keeps their doors open	Yes	NA	NA	Yes	No. There is a rubber mat with circular holes in it which may be an obstacle for people using walking stick	Yes
Shoreditch Park and City Neighbourhood							
Finstead Pharmacy, N1 5LG	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Judd's Pharmacy, N1 6BT	No	Yes	Yes	Yes	Yes	Yes	Yes
Murrays Chemist, N1 7QJ	No	Yes	Yes	No	Yes	No	Yes
Spring Pharmacy, N1 5LG	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Unipharm, E2 8AN	No	Yes	Yes	No	No	Yes	Yes

Pharmacy name and the Neighbourhood	Is there an accessible bell, or entry phone system, for people to use if they are having difficulties getting in?	Is the door opening wide enough for all users?	Is the door-handle low enough for a wheelchair user to reach easily?	If a door closer is fitted, does it have a delayed, or slow-action closure mechanism?	Are the glass doors or partitions clearly labelled?	Are entrance mats flush with the floor so that the surface is even?	Are entrances well-lit, maintaining a good level of light and make as much use of natural light as possible?
London Fields Neighbourhood							
Boots The Chemist, E8 2NS	No	Yes	Yes	Yes	No	Yes	Yes
Carsil (Marijak Pharmacy), E8 1EJ	No	Yes, It is wide enough, but there is no ramp available	NA	Yes	Yes	No. Mat is worn down, so metal frame around it is much higher.	Yes
Clarks Healthcare Ltd., E8 4QJ	No	I was told by the pharmacist that doors are not wide enough for wheelchair users, also without a ramp, it is not possible for them to enter the premises	N/A	No	Yes	No. Mat at the entrance is also higher level than rest of the floor.	Yes
Dev's Chemist, E8 1NH	No	No	Yes	Yes	No, too cluttered with many leaflets on the window	No. The mat is worn out and may cause hazard.	Yes
Guardian pharmacy, E8 4AE	No	Yes	Automated door	Yes	Yes	Yes	Yes
Haggerston Pharmacy, E8 4HT	No	Yes	Yes	Yes	Yes	No mat	Yes
J Edmunds Pharmacy, E8 2JS	No	Yes	Yes	No	No	No	Yes
Kingsland Pharmacy, E8 4AA	No	Yes	No door handle was needed	Yes	Yes	No	Yes
Norlington Chemist Ltd, E8 4PH	No. There was a doorbell but it is been broken for a long time. People usually knock on the door. Staff is able to see them from the counter.	Yes	Yes	Yes	Yes	No	Yes

Accessibility within premises

This section looks at the available space and marking to enable free movement within the pharmacy.

- Are aisles, corridors and areas near doors free of obstacles and wide enough for wheelchairs to maneuver?
- If there is a change of level, is there a platform lift available?
- Are internal steps, and other potential hazards, clearly marked and fitted with a handrail and ramp?
- Are there sitting areas, especially in areas where people are waiting?
- Is sitting suitable for people with mobility impairments?
- Are chairs placed well apart to enable people to move freely and without obstacles?



Pharmacy name and the Neighbourhood	Are aisles, corridors and areas near doors free of obstacles and wide enough for wheelchairs to maneuver?	If there is a change of level, is there a platform lift available?	Are internal steps, and other potential hazards, clearly marked and fitted with a handrail and ramp?	Are there sitting areas, especially in areas where people are waiting?	Is sitting suitable for people with mobility impairments?	Are chairs placed well apart to enable people to move freely and without obstacles?
Woodberry Wetland Neighbourhood						
Armstrong Dispensing Chemist, N4 2EX	Yes	No	N/A	Yes	There is enough space for a wheelchair user to wait.	No
Park Pharmacy, N4 2AA	Yes	N/A	N/A	Yes	Yes	Yes
Rowlands Pharmacy, N4 2NH	Yes	N/A	No	Yes	Yes	Yes
Safedale Pharmacy, N16 9DL	Yes, Wide enough but it is very small pharmacy	Not applicable	Not applicable	No	No chairs were observed.	NA
Springfield Park Neighbourhood						
Boots, N16 6TT	Yes	N/A	N/A	No	No	n/a
Dunsmure Pharmacy, N16 5JY	Yes	No	No	Yes	Yes	Yes
Greenlight Pharmacy, N16 6LU	Yes	N/A	N/A	Yes	Yes	No
Land Pharmacy, N16 6TY	Yes	Yes, however we didn't see it.	No	Yes	No	No
Morrisons Pharmacy, N16 5SR	Yes	Yes	No	Yes	Yes	Yes
Spivack Chemist, N16 6QX	Yes	No	N/A	No	No sitting area available	N/A

Pharmacy name and the Neighbourhood	Are aisles, corridors and areas near doors free of obstacles and wide enough for wheelchairs to maneuver?	If there is a change of level, is there a platform lift available?	Are internal steps, and other potential hazards, clearly marked and fitted with a handrail and ramp?	Are there sitting areas, especially in areas where people are waiting?	Is sitting suitable for people with mobility impairments?	Are chairs placed well apart to enable people to move freely and without obstacles?
Clissold Park Neighbourhood						
Allen Pharmacy, N16 9PA	Yes	N/A	N/A	Yes	Yes	Yes
Benjamin Pharmacist, N16 7JD	Yes	N/A	No	Yes	Yes	Yes
Day Lewis Pharmacy, N16 8AD	Yes	No	N/A	Yes, chairs are available at the entrance.	Yes	Yes
Safedale Ltd (Albion Road), N16 0TA	Yes	N/A	No	Yes	Yes	Yes
Safedale Ltd, Green Lane, N16 0AP	Yes	N/A	N/A	Yes	Yes	Yes
Superdrug, E8 2LX	Yes	N/A	N/A	Yes	No. Two chairs were available at the entrance of the counter. Confidentiality might be an issue.	No
Hackney Downs Neighbourhood						
Asvacare Pharmacy, E5 9BU	Yes			Yes	Yes	Yes
Cohen Chemist, E5 9BQ	Yes	N/A	N/A	Yes	Benches are available.	Yes
Day Lewis, E5 8BY	Yes	No	N/A	Yes	Yes. However, these are placed very close to the main counter. Confidentiality might be an issue.	No
F. A. Strange, E5 8EQ	No. Currently there are two corridors. Chairs are placed in one of the corridors, which can make it difficult to maneuver.	Yes, however we didn't see the ramp used to access the consultation room.	No	Yes	No, It will make it difficult for a wheelchair to maneuver.	Yes

Pharmacy name and the Neighbourhood	Are aisles, corridors and areas near doors free of obstacles and wide enough for wheelchairs to maneuver?	If there is a change of level, is there a platform lift available?	Are internal steps, and other potential hazards, clearly marked and fitted with a handrail and ramp?	Are there sitting areas, especially in areas where people are waiting?	Is sitting suitable for people with mobility impairments?	Are chairs placed well apart to enable people to move freely and without obstacles?
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Hackney Marshes Neighbourhood

Bees Pharmacy, E5 0HD	Yes	N/A	No	Yes	Yes	Yes
Boots The Chemist, E8 1HR	Yes	N/A	N/A	Yes	Yes	Yes
Clockwork Pharmacy (Mare Street), E8 1HP	Yes	N/A	N/A	Yes, however chairs are placed in front of the consultation room. Confidentiality might be an issue.	Yes	Yes
Clockwork Pharmacy Well Street, E9 6QT	Yes	Yes	N/A	Yes	Yes	Yes
Clockwork Pharmacy, E9 6RG	Yes	There are two steps leading to the consultation room. No platform was seen.	No, There is a caution sign on the wall where the steps are, but no handrail. The stairs also had wooden boards falling off.	No sitting area available	N/A	N/A
Friends Pharmacy, E5 0RN	Yes	N/A	No	Yes	Yes	N/A
Regal Pharmacy, E5 0LP	Yes	N/A	N/A	Yes	Yes	Yes
Safedale Pharmacy, Lower Clapton, E5 0NS	Yes	N/A	N/A	No	N/A	N/A
Silverfileds Pharmacy, E9 5QG	Yes	N/A	N/A	Yes	Yes	No

Pharmacy name and the Neighbourhood	Are aisles, corridors and areas near doors free of obstacles and wide enough for wheelchairs to maneuver?	If there is a change of level, is there a platform lift available?	Are internal steps, and other potential hazards, clearly marked and fitted with a handrail and ramp?	Are there sitting areas, especially in areas where people are waiting?	Is sitting suitable for people with mobility impairments?	Are chairs placed well apart to enable people to move freely and without obstacles?
Well Street Common Neighbourhood						
Bees Pharmacy, E9 5DG	Yes	No	N/A	No sitting area available	NA	NA
Clockwork Victoria Park Pharmacy, E9 7HD	Yes	N/A	N/A	Yes	Yes	Yes
K. Sonigra Pharmacy, E9 7PX	Yes	No	N/A	Yes	Yes	Yes
Silverfields Pharmacy, E9 6AS	Yes	Yes	N/A	Yes	Yes	Yes
Tesco Instore Pharmacy, E9 6ND	Yes	N/A	N/A	No	NA	N/A
Shoreditch Park and City Neighbourhood.						
Finstead Pharmacy, N1 5LG	Yes	N/A	N/A	Yes	Yes	Yes
Judd's Pharmacy, N1 6BT	No, the consultation room is not accessible.	No	No	Yes	Yes	Yes
Murrays Chemist, N1 7QJ	Yes	No	No	Yes	Yes	Yes
Spring Pharmacy, N1 5LG	Yes	No	N/A	Yes	Yes	Yes
Unipharm, E2 8AN	Some isles are very tight near the reception desk.	No	No	Yes	Yes	Yes

Pharmacy name and the Neighbourhood	Are aisles, corridors and areas near doors free of obstacles and wide enough for wheelchairs to maneuver?	If there is a change of level, is there a platform lift available?	Are internal steps, and other potential hazards, clearly marked and fitted with a handrail and ramp?	Are there sitting areas, especially in areas where people are waiting?	Is sitting suitable for people with mobility impairments?	Are chairs placed well apart to enable people to move freely and without obstacles?
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London Fields Neighbourhood

Boots The Chemist, E8 2NS	Yes	N/A	N/A	Yes	Yes	Yes
Carsil (Marijak Pharmacy), E8 1EJ	Yes	Yes	Yes, Chair lift instead of ramp. Not accessible for everyone	Yes, Sitting area is next to the prescription counter which is on second floor.	No	Yes
Clarks Healthcare Ltd., E8 4QJ	Wide enough but premises are not accessible.	No	N/A	There is one small sofa available for sitting in front of the counter.	Yes	Yes
Dev's Chemist, E8 1NH	Yes	No	N/A	Yes	Yes	Yes
Guardian pharmacy, E8 4AE	Yes	No	Yes	Yes	Bench is available.	NA
Haggerston Pharmacy, E8 4HT	Yes	NA	N/A	Yes	Yes	Yes
J Edmunds Pharmacy, E8 2JS	Yes	No	No	Yes	Yes	Yes
Kingsland Pharmacy, E8 4AA	Yes	N/A	N/A	Yes. However, chairs are near the counter and the consultation room. Confidentiality might be an issue.	Yes	Yes
Norlington Chemist Ltd, E8 4PH	Yes	N/A	No	Yes	Yes	Yes

Accessibility within the premises

This section looks at the availability of accessible tools within the pharmacy to support patients with different disabilities.

- Is there a hearing loop available to support patients with hearing impairment?
- Is the hearing loop well-advertised or signposted?
- Is there a low counter for people in wheelchairs to be assisted at?
- If not, is there a planned work to build this in?



Pharmacy name and the Neighbourhood	Is there a hearing loop available to support patients with hearing impairment?	Is the hearing loop well-advertised or signposted?	Is there a low counter for people in wheelchairs to be assisted at?	If not, is there a planned work to build this in?
Woodberry Wetlands Neighbourhood				
Armstrong Dispensing Chemist, N4 2EX	No	N/A	No	Potential refurbishment of the premises is planned for the next 3 months.
Park Pharmacy, N4 2AA	No	N/A	no	No
Rowlands Pharmacy, N4 2NH	No	N/A	Yes	N/A
Safedale Pharmacy, N16 9DL	Not able to speak to anyone at the time.	Not applicable	No.	Not applicable
Sprongfield Park Neighbourhood				
Boots, N16 6TT	Yes	No	No	No
Dunsmure Pharmacy, N16 5JY	No	No	No	No
Greenlight Pharmacy, N16 6LU	No	N/A	Yes	N/A
Land Pharmacy, N16 6TY	No	N/A	Yes	N/A
Morrisons Pharmacy, N16 5SR	N/A	N/A	Yes	Yes
Spivack Chemist, N16 6QX	No	N/A	No. They have one part of the counter that can be opened and it is wide enough for wheelchair users. Staff also comes out of the counter to assist patients.	No

Pharmacy name and the Neighbourhood	Is there a hearing loop available to support patients with hearing impairment?	Is the hearing loop well-advertised or signposted?	Is there a low counter for people in wheelchairs to be assisted at?	If not, is there a planned work to build this in?
Clissold Park Neighbourhood				
Allen Pharmacy, N16 9PA	No	N/A	Yes, however, there was a bin container in front of the counter.	N/A
Benjamin Pharmacist, N16 7JD	No	No	Yes	N/A
Day Lewis Pharmacy, N16 8AD	No	N/A	No. . A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	No
Safedale Ltd (Albion Road), N16 0TA	No	N/A	Yes, however, access to the counter was blocked with boxes. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	NA
Safedale Ltd, Green Lane, N16 0AP	No	No	No	N/A
Superdrug, E8 2LX	No	N/A	Yes	N/A
Hackney Downs Neighbourhood				
Asvacare Pharmacy, E5 9BU	No	N/A	Yes	N/A
Cohen Chemist, E5 9BQ	Yes	Yes	Yes	N/A
Day Lewis, E5 8BY	No	N/A	Yes	N/A
F. A. Strange, E5 8EQ	No	N/A	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	

Pharmacy name and the Neighbourhood	Is there a hearing loop available to support patients with hearing impairment?	Is the hearing loop well-advertised or signposted?	Is there a low counter for people in wheelchairs to be assisted at?	If not, is there a planned work to build this in?
Hackney Marshes Neighbourhood				
Bees Pharmacy, E5 0HD	No	No	Yes	N/A
Boots The Chemist, E8 1HR	There is a small sign showing availability of the tool. However, the staff was unaware of its existence.	No	No	N/A
Clockwork Pharmacy (Mare Street), E8 1HP	No	N/A	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	No
Clockwork Pharmacy Well Street, E9 6QT	No	N/A	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	No
Clockwork Pharmacy, E9 6RG	No	No	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them or will signpost patients to the Clockwork pharmacy that is on the same road.	No
Friends Pharmacy, E5 0RN	No	No	Yes	N/A
Regal Pharmacy, E5 0LP	Yes	Yes	Yes	N/A
Safedale Pharmacy, Lower Clapton, E5 0NS	No	No	Yes	NA
Silverfileds Pharmacy, E9 5QG	Yes	No	Yes	No
Well Street Common Neighbourhood				
Bees Pharmacy, E9 5DG	No	N/A	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	No
Clockwork Victoria Park Pharmacy, E9 7HD	No	N/A	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	No
K. Sonigra Pharmacy, E9 7PX	No	N/A	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	No
Silverfields Pharmacy, E9 6AS	Yes		No	N/A
Tesco Instore Pharmacy, E9 6ND	Yes	Yes	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	No

Pharmacy name and the Neighbourhood	Is there a hearing loop available to support patients with hearing impairment?	Is the hearing loop well-advertised or signposted?	Is there a low counter for people in wheelchairs to be assisted at?	If not, is there a planned work to build this in?
London Fields Neighbourhood				
Boots The Chemist, E8 2NS	There was a sticker showing the availability, however, the team was not aware of it.	Yes	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	
Carsil (Marijak Pharmacy), E8 1EJ	No	N/A	No. Most of wheelchair users are served outside as they cannot enter the premises.	No
Clarks Healthcare Ltd., E8 4QJ	No	N/A	No	No
Dev's Chemist, E8 1NH	No	N/A	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	
Guardian pharmacy, E8 4AE	No	N/A	Yes	N/A
Haggerston Pharmacy, E8 4HT	No	N/A	No. A team member said that if patient on a wheelchair approaches, they will go around he counter to assist them.	
J Edmunds Pharmacy, E8 2JS	No	No	No	N/A
Kingsland Pharmacy, E8 4AA	No	No	No	
Norlington Chemist Ltd, E8 4PH	No	N/A	Yes	N/A
Shoreditch Pak and City Neighbourhood				
Finstead Pharmacy, N1 5LG	No	No	No	N/A
Judd's Pharmacy, N1 6BT	No	No	Yes	N/A
Murrays Chemist, N1 7QJ	Yes	No	No	No
Spring Pharmacy, N1 5LG	Yes. However, employees did not know how to use it.	No	Yes	N/A
Unipharm, E2 8AN	No	No	No	N/A

Signage within the premises

This section looks at what guiding signs are available within the pharmacy, where they are placed and if they are suitable for people with learning disabilities and dementia.

- Are signs simple, short and easy to read, and located at convenient levels for wheelchair users?
- Are the signs clear, in bold face with good contrast between text and background?
- Is there a contrast between the sign and the surface it is mounted on?
- Are the signs fixed to the doors they refer to?
- Are signs at eye level and well-lit?
- Are signs highly stylized or use abstract images or icons as representations?
- Are signs placed at key decision points for someone who is trying to navigate the premises for the first time?



Pharmacy name and the Neighbourhood	Are signs simple, short and easy to read, and located at convenient levels for wheelchair users?	Are the signs clear, in bold face with good contrast between text and background?	Is there a contrast between the sign and the surface it is mounted on?	Are the signs fixed to the doors they refer to?	Are signs at eye level and well-lit?	Are signs highly stylized or use abstract images or icons as representations?	Are signs placed at key decision points for someone who is trying to navigate the premises for the first time?
Woodberry Wetlands Neighbourhood							
Armstrong Dispensing Chemist, N4 2EX	No	No signs within the pharmacy labeling the different aisles. The sign above the counter is big but not in bold face with any contrast between text and background	No	Yes	No	No	Yes, However, hard to be seen
Park Pharmacy, N4 2AA	Yes	No	Yes	Yes		Yes	Yes
Rowlands Pharmacy, N4 2NH	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Safedale Pharmacy, N16 9DL	No	Yes	Yes	Yes	There is only one sign available, and it is the one above the counter	No	Yes
Springfield Park Neighbourhood							
Boots, N16 6TT	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dunsmure Pharmacy, N16 5JY	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Greenlight pharmacy, N16 6LU	No	Yes	Yes	Yes	No	No	Yes, however, better placement if the signs is needed
Land Pharmacy, N16 6TY	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Morrisons Pharmacy, N16 5SR	Yes	Yes	Yes	Yes	Yes	Yes	Yes on the consultation room, not anywhere else
Spivack Chemist, N16 6QX	There were no signs anywhere.	No signs available	N/A	Only consultation room has a sign.	NA	N/A	N/A

Pharmacy name and the Neighbourhood	Are signs simple, short and easy to read, and located at convenient levels for wheelchair users?	Are the signs clear, in bold face with good contrast between text and background?	Is there a contrast between the sign and the surface it is mounted on?	Are the signs fixed to the doors they refer to?	Are signs at eye level and well-lit?	Are signs highly stylized or use abstract images or icons as representations?	Are signs placed at key decision points for someone who is trying to navigate the premises for the first time?
Clissold Park Neighbourhood							
Allen Pharmacy, N16 9PA	No	Yes	Yes	Yes	Yes	No	Yes
Benjamin Pharmacist, N16 7JD	No	No	No	No	No	No	No
Day Lewis Pharmacy, N16 8AD	Yes	Yes, however, more signs should be available.	Yes	Yes	No, There should be a better sign available for the counter	No	Yes for those available.
Safedale Ltd (Albion Road), N16 0TA	No	No	NA	Yes	Yes	No	Yes
Safedale Ltd, Green Lane, N16 0AP	Yes	Yes	Yes	No	Yes	No	Yes, also on the floor
Superdrug, E8 2LX	Yes	Yes	Yes	Yes	Yes	No	Yes
Hackney Downs Neighbourhood							
Asvacare Pharmacy, E5 9BU	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cohen Chemist, E5 9BQ	Yes	Yes	Yes for the consultation room sign. No for the sign above the counter.	Yes	Yes	No	Yes
Day Lewis, E5 8BY	Yes	Yes	Yes	Yes	Yes	No	Yes
F. A. Strange, E5 8EQ	However, there are not many signs	Yes	Yes	Yes	No, But can be clearly seen while entering	Yes	Yes

Pharmacy name and the Neighbourhood	Are signs simple, short and easy to read, and located at convenient levels for wheelchair users?	Are the signs clear, in bold face with good contrast between text and background?	Is there a contrast between the sign and the surface it is mounted on?	Are the signs fixed to the doors they refer to?	Are signs at eye level and well-lit?	Are signs highly stylized or use abstract images or icons as representations?	Are signs placed at key decision points for someone who is trying to navigate the premises for the first time?
Hackney Marshes Neighbourhood							
Bees Pharmacy (Rushmore Road) (Kalpesh Chemist), E5 0HD	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Boots The Chemist, E8 1HR	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Clockwork Pharmacy (Mare Street), E8 1HP	Yes, however, limited signs are available.	Yes	Yes	Yes	No	No	No
Clockwork Pharmacy Well Street, E9 6QT	No	Yes	Yes	Yes	Yes	No	N/A
Clockwork Pharmacy, E9 6RG	No signs anywhere.	No signs.	N/A	N/A	N/A	N/A	N/A
Friends Pharmacy, E5 0RN	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Regal Pharmacy, E5 0LP	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Safedale Pharmacy, Lower Clapton, E5 0NS	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Silverfileds Pharmacy, E9 5QG	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Well Street Common Neighbourhood							
Bees Pharmacy, E9 5DG	Partially. Some signs are easier to read than others.	Partially	Yes	Yes	Yes	Yes	Yes
Clockwork Victoria Park Pharmacy, E9 7HD	Yes, however, limited signs are available.	Yes	Yes	Yes	Yes	No	No
K. Sonigra Pharmacy, E9 7PX	Yes	Yes	Yes	Yes	Yes	No	Yes
Silverfields Pharmacy, E9 6AS	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Tesco Instore Pharmacy, E9 6ND	Yes	Yes	Yes	Yes	Yes	No	Yes

Consultation room

This section looks at the general state of the consultation room and whether the room is easily recognised by patients when they walk into the premises

- Is there a clear sign to show the space is designated as a room for confidential conversations, for example, a sign is attached to the door to the room saying Consultation room?
- Is the place distinct from the general public areas of the pharmacy premises?
- How regularly the consultation room is cleaned?
- Is there ventilation in the room e.g.? air conditioning - a window that can be opened?



Pharmacy name and the Neighbourhood	Is there a clear sign to show the space is designated as a room for confidential conversations, for example, a sign is attached to the door to the room saying Consultation room?	Is the place distinct from the general public areas of the pharmacy premises?	How regularly the consultation room is cleaned?	Is there ventilation in the room e.g.? air conditioning – a window that can be opened?
Woodberry Wetlands Neighbourhood				
Armstrong Dispensing Chemist, N4 2EX	Yes, However, the room is on the side of the entrance to the counter so difficult to see that there is a consultation room. The sign is big, but not in bold and have no contrast between the sign and the door window.	Yes	General cleaning every week and disinfected after each patient.	No
Park Pharmacy, N4 2AA	Yes	Yes	After every patient	No
Rowlands Pharmacy, N4 2NH	Yes	Yes	Daily	No
Safedale Pharmacy, N16 9DL	Yes, There is a printed sign attached to the door. But word is split in two rows, so it is very hard to read. Not clear	Yes	Daily	No
Springfield Park Neighbourhood				
Boots, N16 6TT	Yes	Yes	Daily	No
Dunsmure Pharmacy, N16 5JY	No	Yes, the room is downstairs in the basement	1 time per week	No
Greenlight Pharmacy, N16 6LU	Yes. However, sign is placed higher above the door and it makes it difficult to see.	Yes	Every other day	No
Land Pharmacy, N16 6TY	Yes, However, a better placed poster is needed. Currently the sign is placed higher above the door and it makes it difficult to see	Yes	Weekly	No
Morrisons Pharmacy, N16 5SR	Yes	Yes	N/A	N/A
Spivack Chemist, N16 6QX	There is a sign on the doors but doors mostly stay open and then it is not visible	Yes	Daily	No

Pharmacy name and the Neighbourhood	Is there a clear sign to show the space is designated as a room for confidential conversations, for example, a sign is attached to the door to the room saying Consultation room?	Is the place distinct from the general public areas of the pharmacy premises?	How regularly the consultation room is cleaned?	Is there ventilation in the room e.g.? air conditioning – a window that can be opened?
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Clissold Park Neighbourhood

Allen Pharmacy, N16 9PA	Yes	Yes	Daily and wiped after each patient.	No
Benjamin Pharmacist, N16 7JD	Yes	Yes	After every patient	No
Day Lewis Pharmacy, N16 8AD	Yes	Yes	Daily and wiped after each patient.	No
Safedale Ltd (Albion Road), N16 0TA	Yes	Yes	Daily	We were unable to enter the room.
Safedale Ltd, Green Lane, N16 0AP	Yes	Yes	Weekly and wiped after each patient.	No
Superdrug, E8 2LX	Yes	Yes	Daily and wiped after each patient.	No

Hackney Dawns Neighbourhood

Asvacare Pharmacy, E5 9BU	Yes However, there is a wall which prevents from seeing the room and the sign.	Yes	Wiped after each patient, otherwise daily cleaned.	No
Cohen Chemist, E5 9BQ	Yes	Yes	Once a week	No
Day Lewis, E5 8BY	Yes. However, the room is located at the very right end. Can be only seen when at the counter.	Yes	Wiped after each patient.	No
F. A. Strange, E5 8EQ	Yes	Yes	After each patient	No

Pharmacy name and the Neighbourhood	Is there a clear sign to show the space is designated as a room for confidential conversations, for example, a sign is attached to the door to the room saying Consultation room?	Is the place distinct from the general public areas of the pharmacy premises?	How regularly the consultation room is cleaned?	Is there ventilation in the room e.g.? air conditioning – a window that can be opened?
Hackney Marshes Neighbourhood				
Bees Pharmacy, E5 0HD	Yes	Yes	Weekly	No
Boots The Chemist, E8 1HR	Yes	Room is placed right next to counter.	Every other day.	No
Clockwork Pharmacy (Mare Street), E8 1HP	Yes. However, the room is located on the side of the premises and cannot be seen from the entrance.	Yes	Daily	No
Clockwork Pharmacy Well Street, E9 6QT	Yes. However, the room is located on the side of the premises and cannot be seen from the entrance.	Yes	After each patient.	No
Clockwork Pharmacy, E9 6RG	No, There is a small sign on the door, mostly hidden by other paper. The letters are too small.	Yes, at the back of the pharmacy.	Daily	No
Friends Pharmacy, E5 0RN	Yes	Yes	Weekly	No
Regal Pharmacy, E5 0LP	Yes	Yes	Daily	Yes
Safedale Pharmacy, Lower Clapton, E5 0NS	Yes	Yes	Daily	Yes
Silverfileds Pharmacy, E9 5QG	Yes	Yes	Daily	No
Boots The Chemist Ltd, E8 1HR	Yes	Yes	Daily	Yes
Well Street Common Neighborhood				
Bees Pharmacy, E9 5DG	Yes	Yes	Daily	No
Clockwork Victoria Park Pharmacy, E9 7HD	Yes. However, the room is located on the side of the premises and cannot be seen from the entrance.	Yes	Every 3 days and wiped after each patient.	No
K. Sonigra Pharmacy, E9 7PX	Yes, There is a big sign in the doors, it is covered with displayed products, so you are not able to see it from the entrance.	Yes	Twice a week.	Yes
Silverfields Pharmacy, E9 6AS	Yes	Yes	Daily	Yes
Tesco Instore Pharmacy, E9 6ND	Yes	Yes	Daily	Yes

Pharmacy name and the Neighbourhood	Is there a clear sign to show the space is designated as a room for confidential conversations, for example, a sign is attached to the door?	Is the place distinct from the general public areas of the pharmacy premises?	How regularly the consultation room is cleaned?	Is there ventilation in the room e.g.? air conditioning – a window that can be opened?
London Fields Neighbourhood				
Boots The Chemist, E8 2NS	Yes	Yes	Every other day	No
Carsil (Marijak Pharmacy), E8 1EJ	Yes	Yes	The room was untidy and the counter was full of medicine.	No
Clarks Healthcare Ltd., E8 4QJ	No, The sign above the door is partially hidden behind a TV screen.	It is a small room situated in between the counter and the stock room. The room is also a passage to access the stock room.	After every patient.	No
Dev's Chemist, E8 1NH	No	Yes	Weekly	No
Guardian pharmacy, E8 4AE	Yes	Yes	Daily and wiped after each patient.	No
Haggerston Pharmacy, E8 4HT	Yes	Yes	Daily.	Yes
J Edmunds Pharmacy, E8 2JS	Yes	Yes	Not used as a consultation room.	No
Kingsland Pharmacy, E8 4AA	No	Yes	Wiped every couple of hours.	Yes
Norlington Chemist Ltd, E8 4PH	Yes	Yes	Once a day.	No
Shoreditch Park and City Neighbourhood				
Finstead Pharmacy, N1 5LG	Yes	Yes	Daily.	Yes
Judd's Pharmacy, N1 6BT	Yes	Yes	Weekly.	Yes
Murrays Chemist, N1 7QJ	Yes. "Treatment room"	Yes	Daily.	Yes
Spring Pharmacy, N1 5LG	Yes. "Treatment room"	Yes	After every patient.	Yes
Unipharm, E2 8AN	No	Yes	Daily and after each patient.	No

Consultation room Accessibility

This section looks at the accessibility of the room and whether it is suitable for both patient and the pharmacist to communicate confidentially.

- Is the room wheelchair accessible?
- Does the room have at least two chairs where both the patient and the pharmacist are able to sit down together?
- Is there enough space between the pharmacist's and patient's chairs to maximise the distance between them?



Pharmacy name and the Neighbourhood	Is the room wheelchair accessible?	Does the room have at least two chairs where both the patient and the pharmacist are able to sit down together?	Is there enough space between the pharmacist's and patient's chairs to maximise the distance between them?	Does the room have IT equipment?	Does the IT equipment have access to the internet?
Woodberry Wetlands Neighbourhood					
Armstrong Dispensing Chemist, N4 2EX	Yes	Yes	Yes	Yes	Yes
Park Pharmacy, N4 2AA	yes	Yes	Yes	Yes	Yes
Rowlands Pharmacy, N4 2NH	Yes	Yes	No	Yes	Yes
Safedale Pharmacy, N16 9DL	No	Room has two chairs but it is very tight and not able to accommodate disabled patients.	Yes	Yes	We were not able to speak to anyone about the use of the room.
Springfield Park Neighbourhood					
Boots, N16 6TT	Yes	Yes	Yes	No	No
Dunsmure Pharmacy, N16 5JY	No. The room is downstairs in the basement. We were told the staff will talk to the patient outside the premises.	Yes	Yes	Yes	Yes
Greenlight Pharmacy, N16 6LU	No	Yes	Yes	No	Yes
Land Pharmacy, N16 6TY	Yes	Yes	Yes	Yes. However, the IT equipment was broken and the pharmacist was waiting for a replacement	No
Morrisons Pharmacy, N16 5SR	Yes	Yes	NA	We were unable to see the room.	We were unable to see the room.
Spivack Chemist, N16 6QX	No. Very small room which can barely fit in two chairs.	Room has only one chair available	No, Room is too small and can barely fit two people. It is hard to close the doors once two people are in the room.	Yes	Yes

Pharmacy name and the Neighbourhood	Is the room wheelchair accessible?	Does the room have at least two chairs where both the patient and the pharmacist are able to sit down together?	Is there enough space between the pharmacist's and patient's chairs to maximise the distance between them?	Does the room have IT equipment?	Does the IT equipment have access to the internet?
Clissold Park Neighbourhood					
Allen Pharmacy, N16 9PA	Yes	Yes	Yes	Yes	Yes
Benjamin Pharmacist, N16 7JD	No	Yes	Yes	Yes	Yes
Day Lewis Pharmacy, N16 8AD	Yes	Yes	Yes	Yes	Yes
Safedale Ltd (Albion Road), N16 0TA	NA	The room was occupied on the day of the visit	Unable to see	We were unable to see the room.	We were unable to see the room.
Safedale Ltd, Green Lane, N16 0AP	wasn't able to see the room, it was occupied	Yes	No	Yes	Yes
Superdrug, E8 2LX	Yes	Yes	Yes	Yes	Yes
Hackney Downs Neighbourhood					
Asvacare Pharmacy, E5 9BU	Yes	Yes	Yes	Yes	Yes
Cohen Chemist, E5 9BQ	Yes	Yes	Yes	Yes	Yes
Day Lewis, E5 8BY	Yes	Yes	Yes	Yes	Yes
F. A. Strange, E5 8EQ	Yes, There are two steps for the room, the pharmacist said there is removable ramp that they use for wheelchair users.	Yes	Yes	Yes	Yes

Pharmacy name and the Neighbourhood	Is the room wheelchair accessible?	Does the room have at least two chairs where both the patient and the pharmacist are able to sit down together?	Is there enough space between the pharmacist's and patient's chairs to maximise the distance between them?	Does the room have IT equipment?	Does the IT equipment have access to the internet?
Hackney Marshes Neighbourhood					
Bees Pharmacy, E5 0HD	Yes	Yes	Yes	Yes	Yes
Boots The Chemist, E8 1HR	Yes	Yes	Yes	No. Bad internet connection in the room. Staff often uses IPAD or the reception computer.	No
Clockwork Pharmacy (Mare Street), E8 1HP	Yes	Yes	Yes	Yes There is computer.	Yes
Clockwork Pharmacy Well Street, E9 6QT	Yes	Yes	Yes	Yes	Yes
Clockwork Pharmacy, E9 6RG	No, Corridor to the room is too tight and there are two steps before the room.	Yes	Yes	Yes	Yes
Friends Pharmacy, E5 ORN	Yes	Yes	No	Yes	Yes
Regal Pharmacy, E5 0LP	Yes	Yes	Yes	Yes	Yes
Safedale Pharmacy, Lower Clapton, E5 0NS	Yes	Yes	Yes	Yes	Yes
Silverfileds Pharmacy, E9 5QG	Yes	Yes	Yes	Yes	Yes
Well Street Common Neighbourhood					
Bees Pharmacy, E9 5DG	No. The doors for the room open wide, however the corridor before the room is tight and does not allow accessibility.	Yes	Yes	Yes	Yes
Clockwork Victoria Park Pharmacy, E9 7HD	Yes. The room is accessible but the pharmacy is not.	Yes	Yes	Yes	Yes
K. Sonigra Pharmacy, E9 7PX	Yes	Yes	Yes	Yes	Yes
Silverfields Pharmacy, E9 6AS	Yes	Yes	Yes	Yes	Yes
Tesco Instore Pharmacy, E9 6ND	Yes	Yes	Yes	Yes	Yes

Pharmacy name and the Neighbourhood	Is the room wheelchair accessible?	Does the room have at least two chairs where both the patient and the pharmacist are able to sit down together?	Is there enough space between the pharmacist's and patient's chairs to maximise the distance between them?	Does the room have IT equipment?	Does the IT equipment have access to the internet?
London Fields Neighbourhood					
Boots The Chemist, E8 2NS	Yes	Yes	Yes	No	No
Carsil (Marijak Pharmacy), E8 1EJ	No, Room is situated on a higher floor	No, Room is not used for consultation	NA	N/A	N/A
Clarks Healthcare Ltd., E8 4QJ	No. The room is too small.	Yes	Yes	No. However, a laptop is brought separately when a patient needs to be seen.	Yes
Dev's Chemist, E8 1NH	Yes, however it can be very difficult to maneuver. Too many stuff were preventing the door to open in full.	Yes	Yes	Yes	Yes
Guardian pharmacy, E8 4AE	Yes	Yes	Yes	Yes	Yes
Haggerston Pharmacy, E8 4HT	Yes	Yes	Yes	Yes	Yes
J Edmunds Pharmacy, E8 2JS	No	No	No	No	Yes
Kingsland Pharmacy, E8 4AA	Yes	Yes	Yes	No	No
Norlington Chemist Ltd, E8 4PH	Yes	Yes	Yes	Yes	Yes
Shoreditch Park and City Neighbourhood					
Finstead Pharmacy, N1 5LG	Yes	Yes	Yes	Yes	Yes
Judd's Pharmacy, N1 6BT	yes	Yes	Yes	No	No
Murrays Chemist, N1 7QJ	Yes	Yes	Yes	Yes	Yes
Spring Pharmacy, N1 5LG	No	No	Yes	Yes	Yes
Unipharm, E2 8AN	No	No	No	Yes	Yes

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