

LATE NIGHT PHARMACY OLDBURY

ENTER AND VIEW

Tuesday 24th January 2023



OVERVIEW OF PHARMACY

Name of Pharmacy: Late Night Pharmacy Oldbury
Address: 196 Causeway Green Road, Oldbury. B68 8LS
Director: Mr Bhapinder Singh Bains and Mrs Baldev Kaur
Facebook page: <https://www.facebook.com/people/Oldbury-Late-Night-Pharmacy/100065104026068/>
Website: <https://oldburypharmacy.co.uk/>
Telephone: 0121 552 3215

Customers were asked to rate the pharmacy - 80% described the pharmacy as excellent and 20% as good

The opening times which are displayed externally are:

Monday to Friday - 9:00 am to 8:00 pm

Saturday - 9:00 am - 6:00 pm

Sunday - 10.00 am - 2:00 pm

The venue is situated on the corner of Causeway Green Road and Wolverhampton Road, Oldbury. There is a small car park to the rear of the building in Causeway Green Road which is a short walk from the entrance on Wolverhampton Road.

There is limited short stay parking in Causeway Green Road and minimal parking to the side of building on Wolverhampton Road.

There are 2 entrances to the pharmacy, the entrance to the side of the building has a ramp to assist with disabled access.

HEALTHWATCH REMIT

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

PURPOSE OF THE VISIT

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

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

HWS also wanted to know about customers' experiences of receiving prescriptions from General Practitioners and them being actioned by this pharmacy.

This was achieved by observation and talking to customers and staff.

PURPOSE OF THE REPORT

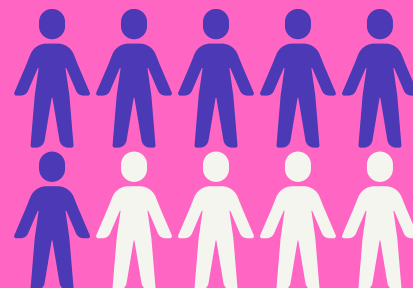
This report will provide an overview of the services at Late Night Pharmacy Oldbury and will provide customer experience feedback.

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

'This pharmacy is very good and gives me sound advice about my health'

WHO WE SPOKE TO...

16 customers - both men and women from mixed ethnic backgrounds



WHAT WE DID

An Authorised Representative : Anita Andrews facilitated the visit and spoke to 16 customers, both male and female and mixed ethnicities and observed the environment on Tuesday 24th January 2023 at 9.30 am - 11.30 am (approx.)

A pre-set of questions were asked that covered:

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

WHAT CUSTOMERS SAID...

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

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

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

Customers were observed asking for advice about health conditions e.g. eye drops for a child. Staff were attentive and guided customers appropriately, whether to local GP or to over the counter medication.

The pharmacy is part of the Pharmacy First service during the visit a customer had been signposted from their regular pharmacy who is not participating service. The customer registered for the service and was assessed and given a prescription all within 30 minutes.*

Customers said there were occasions when their prescriptions were late being sent to the pharmacy from the GP practice which caused frustration and delay in getting appropriate medication at times.

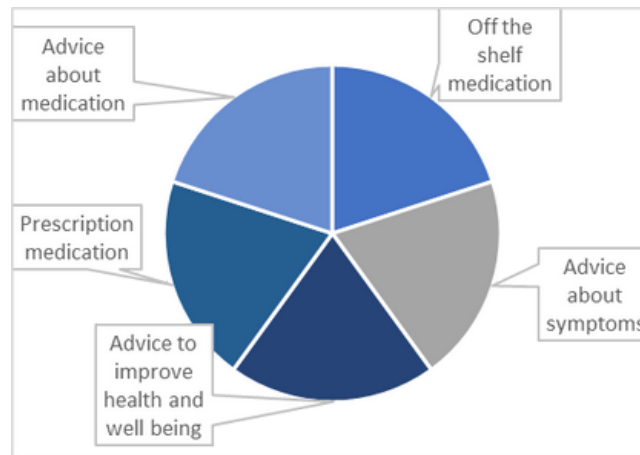
Customers were asked about what they would do if they were not satisfied with the service. The majority knew to speak to the staff at the pharmacy but did not know who to speak to outside of the pharmacy.

** The Pharmacy First service is available for patients registered with practices in the Black Country and West Birmingham who are exempt from prescription charges. It enables them to access over-the-counter medicines rather than needing to see a GP.*

'I'm really impressed with the Pharmacy First service....so quick'

<https://www.blackcountryandwestbirmccg.nhs.uk/your-health-services/health-services/pharmacy-first>

REASONS FOR VISITING THE PHARMACY



SERVICES PROVIDED AT THIS PHARMACY

This dispensing chemist provides a service for local people including:

- Medication both prescription and over the counter (including repeat prescriptions)*
- Medi Packs Service (a free service)*
- Medication delivery service with own vehicle (a free service within a 3 mile radius)*
- Ear irrigation/suction service (chargeable)*
- Flu vaccines*
- Pharmacy First service*
- Insect bite PGD (short courses of antibiotics for infected insect bites)*
- Blood pressure & BMI checks*
- Urine tract infection treatment (for those aged 18-65)*
- Strep A testing*
- Under 2 yrs conjunctivitis treatment*
- EHC (emergency contraception) & erectile dysfunction OTC treatment*

WHAT CUSTOMERS SAID ABOUT THE STAFF TEAM

Customers were asked about the behaviour of the staff, there was unanimous feedback that all staff were polite, courteous, respectful and professional. They described being treated with dignity and respect.

Their confidentiality is always upheld.

They were asked if the pharmacy could be improved in any way, some customers commented that parking can be an issue and that the Perspex screens surrounding the counter interferes with hearing but the staff always repeat themselves upon request.

ENVIRONMENTAL OBSERVATIONS

Prior to our visit a poster was sent to the pharmacy to advertise the visit, this was displayed at the counter during the visit.

On the day of the visit, it was welcoming and clean with shelves well stocked. It hosts a wide range of goods including household items as well as various commodities to improve health and wellbeing.

The venue has a small consulting room behind the counter which has a door for privacy. There were a wide range of health promotion posters displayed around the pharmacy including antibiotics amnesty, disposal of inhalers and flu vaccinations.

There are Covid-19 precautions in place e.g. Perspex screens surrounding the counter. There is closed-circuit television in operation and a colour TV with subtitles on for the customers to watch while waiting for their medication.

WHAT STAFF SAID

There is an established team at this pharmacy which consists of 2 counter staff one of these posts includes the role of retail manager, 2 medi pack administrators, 2 medication dispensers and 2 pharmacists who have support from locums.

Staff have access to a range of training including induction, on line training and training by Buttercups Training (specialists in pharmacy training), also staff access dispenser training at a local college. The Pharmacist's certificates were displayed.

Staff do not encounter anti-social behaviour at the pharmacy, but there are times when customers were described as 'impolite' to staff.

Staff described issues with repeat prescriptions for customers who do not order for themselves, which customers have alluded to earlier in this report. Staff described the process of chasing up to the GP practice however the prescription can be up to 2 weeks late, which causes frustration for customers and staff alike.

CONCLUSION

After the visit, it was concluded that this community pharmacy was a good resource for anyone needing help, medical advice or support. The Pharmacy First Service is an excellent resource for people who are exempt from prescription charges to access medication without having to see a GP.

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

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

Staff receive regular training.



RECOMMENDATION

Display comments and complaints procedure to include who to speak to at the branch and outside of the pharmacy.



COMMENTS FROM PHARMACY

The Pharmacy responded with additional information about services that the pharmacy provides, this information has been included in the final report.

ACKNOWLEDGMENTS

Healthwatch Sandwell would like to thank Bhapinder Singh Bains (Pharmacist), his staff team and the visitors to the pharmacy for their co-operation during the visit.

DISCLAIMER

Please note that this report relates to findings during the visit made on Tuesday 24th January 2023 at 9.30 am - 11.30 am (approx.). The report does not claim to be representative of all visitors, only of those who contributed within the restricted time available.

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

