

The Queen Elizabeth Hospital Pharmacy Feedback

April 2023

In April 2023 we visited The Queen Elizabeth Hospital to speak with patients about their experience with health and social care services. From this visit we received 11 reviews for the Pharmacy with an average rating of 4.3 out of five.

This visit is part of our larger targeted engagement programme exploring service user experiences with pharmacies across the whole of Norfolk. A report for this will be published later this year.

Healthwatch Norfolk Officers who visited the hospital noted:

- We were made to feel very welcome by pharmacy staff with the lead pharmacist taking time to explain to us how the pharmacy worked behind the scenes. We found the information he gave very helpful as it enabled us to better understand internal systems and feedback from patients.
- We observed staff taking time to explain to patients how to take their medication.
- We did also observe some patients getting frustrated by the wait for their medication.
- Our visit coincided with a doctor's strike and pharmacy staff felt this may lessen the numbers coming through to the pharmacy from out-patients.

Overall, the biggest frustration for those we spoke to was the waiting time at the pharmacy. However, many were understanding of the reasons for this wait and they also told us they were kept informed about the current length of the wait. In addition to this, staff were praised by people we spoke to for being knowledgeable and helpful.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/the-queen-elizabeth-hospital-king-s-lynn-pe30-4et.

ID	Title	Review	Rating
209587	Pharmacy have been brilliant	The pharmacy have been brilliant but I have to go back to the dr now before I can get my medicine. The left hand isn't talking to the right hand. Communication is the problem	5
209548	Informative and efficient	The pharmacy staff are informative and seem efficient. They are reasonably quick and keep you informed.	5
209547	Convenient and easy at the pharmacy	It's convenient and easy and the staff are friendly and helpful. It's good.	5
209546	Knowledgeable and helpful	The staff at the pharmacy are knowledgeable and helpful. The service is good.	5
209440	Very happy	I just popped into the pharmacy as I was passing to get dad to the car on the off chance his medicine would be ready and they were. I came in earlier and they said the wait would be much longer. I am very happy, the wait times are very long sometimes but I understand.	5
209320	Can't complain	They told me how long the wait was at the pharmacy and they were only 5 minutes over that. The staff here are very good. The only improvement I can think of is the car park.	5

209585	very helpful in pharmacy	They are very helpful here. We saw a dr in A&E last night who prescribed my daughter antibiotics but the pharmacy here were not open then so I tried the 24 hour sainsburys pharmacy but they didn't have it in stock. So I tried our local pharmacy in Wells this morning and then Fakenham but they didn't have it either. So my partner rang here this morning, explained the problem and the pharmacy here said they would issue it to us if we came in. So they were really helpful and sorted it all out for us. There was a 30 minute wait when I got here so I went and got a Costa, I think that is a long time when you're busy and in a rush but I had trouble getting this medicine everywhere and am so glad they could help me. But it was a 40 minute drive to come back here and it is very difficult to park.	4
209580	There are communication issues at pharmacy	I am a volunteer here and sometimes when I am volunteering and have to wait they give me an allotted time. Sometimes there is a wait when I could be doing other things. I had an occasion when I was asked to come here and get something for a patient and when I got here I wasn't allowed to collect it as was a controlled drug so that puts me and the pharmacy in a tricky predicament. It has wasted my time, their time, the patients time, the drs time etc. There are communication issues.	4
209551	Fairly efficient pharmacy	It seems fairly efficient. There is a bit of a wait because it's busy, but I've been to get a coffee while I was waiting.	4
209322	Quicker than they said it would be	That actually wasn't too bad a wait at the pharmacy - it was quicker than they said it would be. But they need to be better at communications - the nurse sent the prescription electronically to the pharmacy but if I could have taken it with me I would have gone to my local pharmacy but because it had been sent they said I had to wait here.	4

209575	The wait is too long at the pharmacy	Last time was awful, this time was awful. They can't give me the prescription but I do not know why. Last time they said there was a 30 minute wait and it was over an hour. This time they have printed me a ticket which said the wait will be 23 minutes but they told me it may be even longer than this. The wait is just too long. This pharmacy is always like this.	1
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