

# HBS Pharmacy in ISSA Medical Centre Preston

Date 24<sup>th</sup> October 2024

Time 12:45pm-2:30pm



**Disclaimer:** This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and patients who met members of the Enter and View team on that date.

# Contact Details

## Address

HBS Pharmacy  
Issa Medical Centre  
73 St Gregory Rd  
Preston  
PR1 6YA

## Surgery Contact:

Intiaz Patel (Manager)

## Date and Time of our Visit:

Thursday 24<sup>th</sup> October 2024

12:45pm-2:30pm

## Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Lynn Yates (Healthwatch Lancashire Volunteer)

# Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good surgery within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

## Why pharmacies?

Healthwatch Lancashire are carrying out visits to pharmacies in order to respond to concerns about general accessibility in pharmacies and also to understand how service changes are perceived by members of the public in light of the recent pharmacy first initiative.

## Acknowledgements

Healthwatch Lancashire would like to thank patients, staff and management, for making us feel welcome and for taking the time to speak to us during the visit.

# What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to HBS Pharmacy on Thursday 24<sup>th</sup> October 2024 and received feedback from:



## Introductory meeting with manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the Pharmacy Manager to discuss the enter and view visit.

## One to one discussions with patients

Healthwatch Lancashire spoke with patients using the pharmacy about their experiences, their reasons for visiting the pharmacy and how they felt about the service.

## Discussions with members of staff

Healthwatch Lancashire Representatives spoke with members of staff about their experiences of delivering services. Questions centred around support for people using the service and any improvements staff felt could be made.

## Observations

Observations were made throughout the visit. This included interactions between staff and people using the service, accessibility measures in and around the building and the condition and cleanliness of the facilities.

# Summary

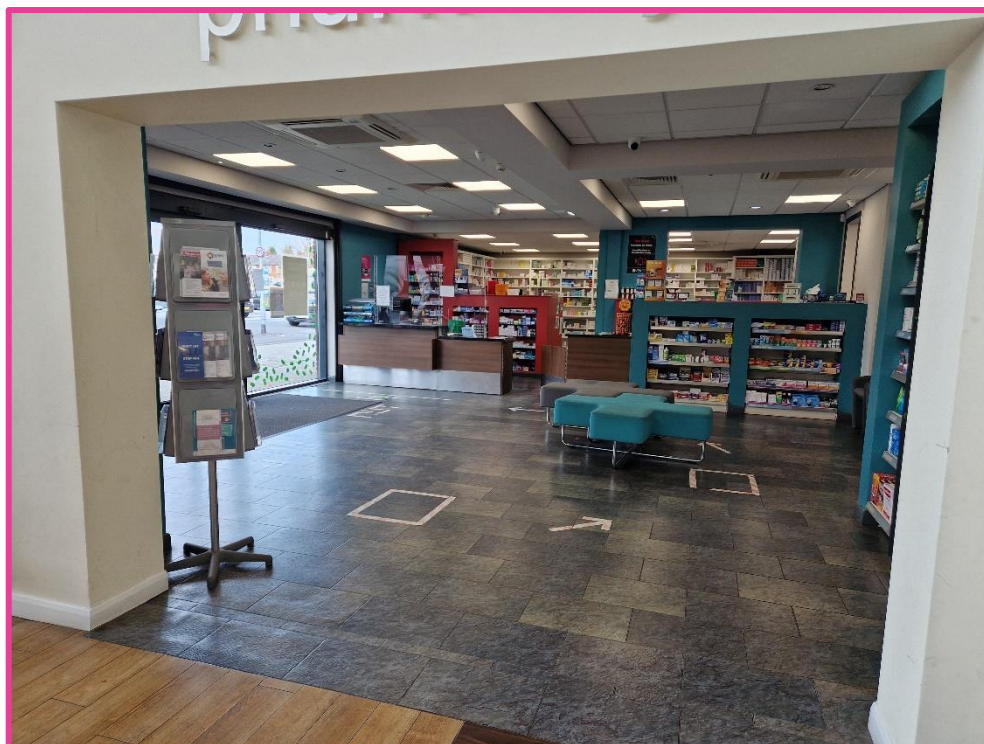


Healthwatch Lancashire Representatives made an announced visit to HBS Pharmacy on Thursday 24<sup>th</sup> October 2024 to speak with staff and members of the public using the service about their experiences.

The pharmacy is accessible for patients and had room for patients to wait for their prescriptions. During the visit the pharmacy became very busy, and the staff were seen to be dealing with requests quickly and efficiently.

Observations during the visit showed staff being friendly and professional with patients visiting the pharmacy. Staff were seen to be tending to patients quickly and helping them with any queries they may have. Overall staff satisfaction was positive with staff saying they feel well supported in their role and feel they can prioritise well. One improvement highlighted by staff was the need for patient understanding around prescription times and why prescriptions can't be ready straight away.

Overall, patients were satisfied with the service they are being provided with at the pharmacy, with many using the pharmacy regularly. Many of the patients in the pharmacy were aware of the Pharmacy First initiative and had used it at this pharmacy before. Areas for concern were around wait times for prescriptions and the communication between the medical centre and the pharmacy.



# Pharmacy Overview

## Location



HBS Pharmacy is situated in the same building as ISSA Medical Centre in Deepdale. The pharmacy can be accessed by public transport with bus stops within 500 feet of the building. There is parking available at the back of the pharmacy and to the front of the pharmacy. The path to the pharmacy is even and has even access with the entrance to the building.

## Services available

The pharmacy offers prescription services for people using ISSA Medical centre alongside general medication for members of the public. A consultation room is available for people to be seen by a qualified pharmacist for common ailments. The pharmacy offers advice and guidance under the Pharmacy First initiative and a range of other services including:

- Flu Vaccines
- Blood pressure checks
- Prescription delivery

On the day of the enter and view visit there were multiple staff working including.

- 5 dispensers
- 1 clinical dispenser
- 1 pharmacist
- 1 trainee pharmacist
- 2 counter assistants

# Enter and View observations

## External Environment

The pharmacy is clearly signposted from the main road. There is level access from the paths into the pharmacy for ease of access. Patients were seen to be parking right outside of the pharmacy and coming into collect their prescription.

The front of the Pharmacy comprised of a double automatic door for patients to gain access easily. The door was suitable for wheelchair users and patients with prams.

## Internal Environment

The reception desk was clear to see on entry with a member of staff stood behind greeting patients as they walked in. There are three seats with backs at the top end of the pharmacy and open seating in the middle of the pharmacy.

Medications and products were clearly identifiable and easily accessible for patients to view. There are two well stocked information stands in the waiting area which included leaflets about the common cold, Pharmacy First, smoke free Lancashire, Lancashire carers, NHS prescriptions and dementia support.

The pharmacy has one consultation room which was clearly signposted for patients to use and was used for Pharmacy First consultations throughout the visit. There are two large Pharmacy First posters in the waiting area which explained what you can use this service for.

There was a calendar up in the waiting area which had the date, day and month on, but this was incorrect showing the wrong day, date and month. No dementia clock was present in the waiting area for patients. (Recommendation 1)

## Observations



Throughout the visit a member of staff on the counter was promoting Pharmacy First and encouraging patients to use this if needed. They were also promoting the minor ailments scheme and sharing with patients what they are entitled to.

Staff appeared to know patients coming in well and were engaging in conversation with them in a friendly manner. They were seen to be asking patients how their day was and making friendly conversation.

A member of staff was observed going into the waiting area to speak with patients and reassuring them or advising them on what they need to do. This was seen throughout the visit. Patients who attended the pharmacy for advice on medication were seen quickly and given appropriate advice ensuring that they were given the right medication. Staff communicated delays to patients and explained the process in order to keep them informed told them that it would be a 10-minute wait. The patient questioned why it would take this long and the member of staff explained the process and offered the patient a blood pressure check whilst they waited.

A patient was observed coming into the pharmacy for some advice and representatives observed the staff member speaking with the patient about medication and ensuring they are safe to take any medication they haven't used before.

Another patient was observed coming into the pharmacy and The patient appeared noticeably satisfied that their delay had been addressed and they had been offered an alternative service while they waited.

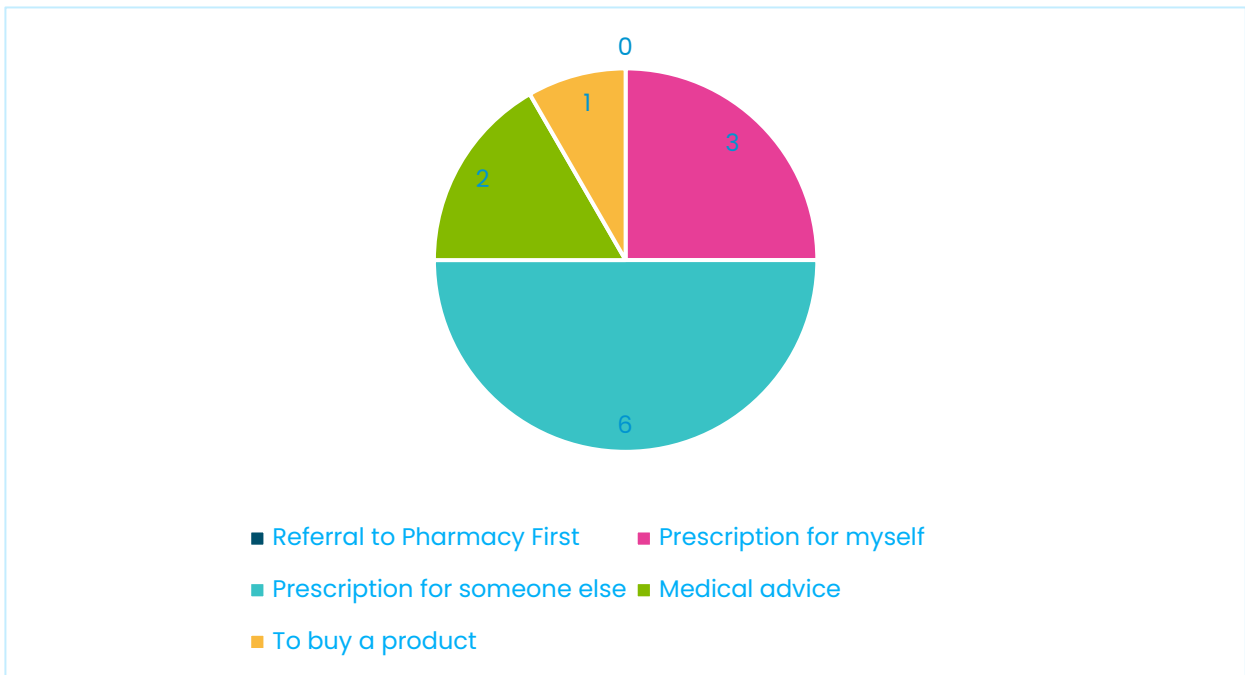
One member of staff was observed coming out to give a patient their prescription. The patient had a physical aid, and the staff member was observed to be asking

the patient if they would prefer a home delivery as the prescription was heavy and they were walking home. They asked how much medication they had left and if they would have enough until tomorrow if they delivered.

# Patient Feedback

Healthwatch Representatives spoke with thirteen people using the service.

## What is the purpose of your visit?



Six patients had come to the pharmacy to pick up a prescription on someone else's behalf. Three patients had been for an appointment at the Medical Centre on the pharmacy and had come to collect their prescription after this.

One patient had been sent to the pharmacy by 111 as they are not registered at a GP in the area.

**“I rang 111 as I don't have a doctor yet as I've just moved into the area and they suggested I come here.”**

During the visit patients were asked if they knew what the Pharmacy First initiative was and if they had used it. Out of thirteen patients spoken with only three did not know what the initiative was and after speaking with them about it they would now use it.

**“No, I haven't but now I know about it I will definitely use.”**

Ten patients mentioned that they had heard of the initiative and some were there that day to use the service.

**“Yes I've heard of it, I've used it a few times here now they are great and that's what I'm here for today as well.”**



## Were you able to get what you needed?

Twelve patients commented that they were able to get what they came to the pharmacy for. One patient was told that they could only get half of their prescription and would need to come back tomorrow to collect the rest.

One patient mentioned that they had just been in to use the Pharmacy First initiative and is now coming away with medication.

**“I had a consultation with the pharmacist and I’m now Walking away with a prescription.”**

## What works well at this pharmacy?

Three patients expressed that they were happy with the staffing at the pharmacy, and they are always friendly and helpful.

**“The staff are lovely, especially the one on the main desk always happy.”**

Two patients mentioned that the parking was good for them as they were able to park directly outside and not have to walk far for their prescription.

During conversations with patients there were three patients who were using the pharmacy for the first time so they were unable to discuss with representatives what they felt works well.

## Is there anything that could be changed to meet your needs?

Seven patients spoke about the wait times for prescriptions and not being able to go in and pick up a prescription easily. A conversation with one patient highlighted that they had waited forty five minutes for their prescription in the past and no explanation as to why it takes that long. (Recommendation 2)

**“Wait times can be very long when coming to this pharmacy and no explanation as to why.”**

**“Speedier prescription service would be good, sometimes you can be waiting 45 minutes for a prescription.”**

During a conversation with two patients, it was clear that communication between the medical centre and pharmacy is not always clear. The patient explained that they have been to the pharmacy before and there has been a problem with it but it isn't the pharmacists fault. Also, doctors are telling patients to go and get their prescription straight after their appointments but not allowing the dispensers time to do the prescription. (Recommendation 3)

**“I feel communication between the gp and pharmacy can be very hard as I have been to the pharmacy and my prescription has been messed up but it's not the pharmacies fault.”**



## Do you receive information in a way that is easy to understand?

All patients felt that they do receive information in a way that is easy to understand and one patient at the time spoke to us about a consultation they had just had with the pharmacist and they explained why they were giving them medication and clearly stated how much they should be taking.

**“I had a discussion with the pharmacist in the consultation room, so I was aware what I was taking and why. He was very thorough with me.”**

# Staff feedback

Healthwatch received feedback from six staff members during the visit. There was no room for private conversations throughout the visit and all staff members were very busy with workload at the time of the visit.

## How do you manage your workload?



All six members of staff commented that they feel that they manage workload well and are supported to do this. One member of staff talked about a system they have that helps them prioritise and how they have another branch so if they feel workload is more than usual more staff can be brought in to help.

**“We have a system here where we manage workload by priority, and we also have another branch that can come and support us at busier times if needed.”**

One member of staff mentioned that they have to prioritise walk in patients so that patients are not waiting long periods of time in the pharmacy for their prescription.

**“We need to prioritise walk in patients but there are enough staff here in the background doing all the online ones, so it doesn’t massively impact the process.”**

## Do you feel supported to carry out a person-centred experience?

All staff members spoke about how well they feel supported within their roles. They highlighted how the team will chip in and support anyone with workload or if they have a question. They spoke about how they feel comfortable to ask for support and nothing is too much.

**“I feel we are very well supported and anyone in the team will come and help if it is needed.”**

**“Management are very supportive and will help if it is needed.”**

## What measures are in place for people with disabilities?



During conversations with members of staff it was highlighted that the patients that have come into the pharmacy have not required any extra support. One member of staff mentioned that they have had a patient in the past that was deaf and they wrote everything down for them to explain to them about their medication.

**“We can write things down for any patient who is deaf, and we do have patients who have hearing impairments, and they are happy with this.”**

Staff mentioned that there is braille on all prescription boxes, and they can offer large print to patients who are visually impaired.

**“There is braille on every prescription box that goes out to patients and we can also support with home delivery if needed.”**

One member of explained how they offer delivery for patients who are unable to attend the pharmacy in person and how they have previously supported a patient with a physical disability with their medication.

**“If a patient has a physical disability and we don’t have their medication in store we will ring around other places to save them from having to travel to multiple places. We also offer home delivery if there is a struggle getting to the pharmacy.”**

## What is your experience of working here?

All staff members said that they were happy in their roles at the pharmacy. Staff mentioned how busy the pharmacy is and it can be none stop at times but they feel well supported if they did get behind.

**“It’s a very busy pharmacy but I like it here I feel very well supported.”**

**“All the team are very welcoming here and will stop what they are doing and support you if it is needed.”**

There were some staff members who had recently started at the pharmacy and had been there for around three months but felt well supported.

**“It is very good here, I am quite new but I feel I am getting used to it quite quickly.”**

## Are there any changes that can be made to improve the service?

Staff members spoke about patient expectations and their knowledge around medication. Conversations were around how patients question when they are asked to wait around 10 minutes for their prescription.



**“Maybe some posters for patients letting them know the wait times in the pharmacy as a lot of patients don’t understand why they need to wait.”**

(Recommendation 2)

One member of staff spoke about knowledge of different medications and would like to continue learning about new medications, so they are well equipped to support patients coming into the pharmacy.

**“More knowledge about medication as we often help and support on the desk and it would be good to grow that knowledge.”**

Two members of staff commented on how patients don't always know the process and some patients think they come out of an appointment with the doctor and their prescription will be ready. They suggested something visual within the pharmacy or a leaflet that explains the process to patients. (Recommendation 4)

**“Patient expectation could be an improvement, some way of letting the patients know the process from start to finish.”**

## **Any other comments?**

One member of staff spoke about how they have patients write down their name and date of birth when they come into the practice to support their privacy as they are aware a lot of patients don't feel comfortable saying it out loud especially when it is busy.

**“We ask patients to write down their name and date of birth when they arrive for a prescription for their own privacy as we know a lot of patients don't feel comfortable saying it out loud.”**

During conversations with staff members, it became clear that they have staff working there that are multilingual and can speak the main five languages so if patients come in and need support there are staff on hand to support with this.

**“We have staff here that are multilingual and can support patients that come in and need someone to translate for them.”**

# Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from patients and staff.

1. Ensure the calendar in the wait area is up to date and clear.
2. Ensure a notice is displayed indicating wait times so patients are aware when they enter the pharmacy.
3. Have a discussion with the Medical Centre about the prescription process and communication.
4. Look into the possibility of having a poster or information sheet to show patients the prescription process.

## Provider response

Recommendation	Action from provider	Timeframe	Comments
Ensure the calendar in the wait area is up to date and clear.	Morning staff now change this every day before opening times	ASAP	
Ensure a notice is displayed indicating wait times so patients are aware when they enter the pharmacy.	A poster has now been printed and displayed in the pharmacy with the current wait time.	ASAP	
Have a discussion with the Medical Centre about the prescription process and communication.	The process with the medical centre needs to be addressed to patients during their appointments and we have informed the reception staff.	We have already informed reception	We have already previously spoke to the surgery regarding prescriptions processes, as they are mainly locum gp's they need to be informed every day
Look into the possibility of having a poster or information sheet to show patients the prescription process.	Poster has been displayed previously didn't work so staff now inform patients.		

## Questions

Is the report factually accurate?

We feel we can only do so much in regards to the surgery communication. We receive prescriptions from them therefore any prescribing issues need to be taken up with the surgery.



**healthwatch**  
Lancashire

Healthwatch Lancashire  
Leyland House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TY

[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)  
t: 01524 239100  
e: [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)  
@HW\_Lancashire  
Facebook.com/lancshealthwatch