

# Enter & View

Jhoots Pharmacy

Truro

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# 1 Introduction

## 1.1 Details of visit

Service provider	Jhoots Pharmacy Truro
Service Address	Truro Health Park, Truro TR1 2JA
Date and time	22 <sup>nd</sup> of July 2025 10am–12pm
Authorised representative	Abi Harding-White

## 1.2 Purpose of visit

This visit was conducted in response to feedback received about the service. Our goal was to observe the service in action, hear directly from patients and customers, and make recommendations for improvement.

## 1.3 Acknowledgements

Healthwatch Cornwall would like to thank patients, customers and staff for providing a warm welcome and their positive contribution to this Enter and View visit and the subsequent report

### Disclaimer

This report relates to findings on the specific date above and is not a representative portrayal of the experiences of all patients, customers and staff, only an account of what was observed and contributed at the time of the visit by a small sample of people.

## 1.4 About Healthwatch Cornwall

Healthwatch Cornwall is an independent organisation committed to amplifying the voices of Cornwall's residents in the planning and delivery of health and social care services. Through public engagement, we gather their views and experiences with these services. We ensure these perspectives are represented in decision-making processes both locally and nationally, driven by the belief that community feedback is vital to improving standards of care.

## 1.5 What is Enter and View?

As a local Healthwatch we are authorised to “Enter and View” health and social care services through the Local Government and Public Involvement in Health Act 2007 and Local Authorities Regulations 2013 (part 4). These services can include hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies.

Enter and View visits are an opportunity to see services in action, listen to and understand the experiences of individuals who use them, and make recommendations where there are areas for improvement. The visits are organised based on feedback received about individual services or in response to themes identified in our research.

## 2 Visit Summary

The visit took place on a quiet day, with fewer customers present than would be typical, which may reflect on patient experience.

Observations were made throughout the visit, focussing on the condition of the facilities and the experiences of customers and staff when interacting with one another.

We were able to speak with four customers about their experience with the pharmacy and the pharmacist to tell us more about the service.

## 3 Observations

### **Environment**

The pharmacy is conveniently located on the ground floor outside the main building of Truro Health Park, by the car park, with automatic doors for easy access. It's a large, open, and bright space, and the team is currently in the process of updating and reorganising the layout.

There are plenty of chairs available for waiting customers, now including a separate waiting area with sofas near the entrance. Opening hours and available services are clearly signposted on the window as you enter. The consultation room is around the corner from the main waiting area. Notices, posters, and community information were all up to date at the time of the visit.

A hearing loop is available, but the sign for it was placed quite low down and far along the counter, making it visible when you walk in, but less noticeable when waiting at the main counter for medication.

There was a good selection of products for sale, although the signage didn't always match the items on the shelves

### **Customer service**

Customer service appeared good during the visit and this observation was reflected by comments made by customers. Staff dealt with customers effectively, with most medications either ready for collection or requiring only a short wait. The team seemed to have clearly assigned roles and staff at the counter appeared friendly and dealt respectfully with customers, taking the time to explain things clearly.

# 4 Customer Feedback

## Customer service

One patient told us that they thought the pharmacy had have had difficulties in the past and did not consistently have a pharmacist. They added that they do however now like coming to the pharmacy because of the staff. Another patient reported that there had been problems in the past with items either being missing or supplied incorrectly, but that recently things appeared to have improved.

Three customers offered positive comments about the staff, referring to them as 'attentive, friendly, helpful and quick'. One patient told us that the GP gets their prescription wrong, but the pharmacy team remembers and always checks the order with them to ensure they have the correct medication. Another patient said that the staff make them feel comfortable and keep them updated when they're waiting.

We were told by a patient that they had experienced issues with the length of time it takes for their prescription to be ready which impacted them, as they had to plan their medication well ahead.

Two patients told us that the pharmacy no longer send out texts to advise when repeat prescriptions are ready. Another customer reported that the repeat prescription was not always ready when it should be.

## Environment

Some customers commented positively about the pharmacy environment in terms of the convenience of location, availability of a seating area and product availability. One customer thought they had made the pharmacy more accessible by removing shelving in the middle of the store. Another patient told us they thought that the team need to focus on replenishing stock and improving signage within the pharmacy, as it wasn't clear where the consultation room was and that some items had inadequate or misleading shelf sign information.

Two patients said that they had been told that the pharmacy was closing.

# 5 Team Feedback

We were able to have a conversation with the pharmacist about recent changes at the pharmacy. The pharmacist had been in post a few weeks at the time of the visit. Having had

staffing issues in the past with a previous pharmacist, they were in the process of waiting for patients to come back who had taken their prescriptions elsewhere and the pharmacist shared the active efforts they are making to let other services, and the public know that they are still open and operating. Their biggest challenge at that time was in improving the way the pharmacy is viewed and to show that they are still there and open.

We spoke about funding and the pharmacist explained that while overall funding has not been reduced, it is now being allocated differently. The focus is shifting away from prescriptions towards the delivery of services. As a result, pharmacies are needing to adjust how they operate to reflect this change. Based on their experience, many pharmacies have not yet adapted. There remains a focus on dispensing, which can make it difficult to manage the increasing demand for services.

At Jhoots, the pharmacist described a different approach. Staff are undergoing additional training so they can support with tasks such as checking and dispensing. This allows the pharmacist to spend more time delivering services, which is more in line with current funding priorities.

The pharmacist observed that in their experience, busy pharmacies many do not hire extra staff, in order to save money. However, they believe that investing in additional team members would improve capacity to deliver services. As these services are now better funded than prescriptions, this could also lead to increased income.

## 6 Recommendations

Healthwatch Cornwall have offered some recommendations based on observations and feedback from customers and staff to improve experiences at the pharmacy.

1. Post signs informing service users that the pharmacy will remain open and operating as normal. This will reduce anxiety amongst patients and increase confidence in the service. Also post signs informing patients that the prescription text message service no longer operates.
2. Improve internal signage within the pharmacy, specifically adding a directional sign for the consultation room and ensuring shelf signage clearly reflects the products or categories in each area.
3. Install additional hearing loop signage at the dispensing counter to ensure visibility for patients with hearing needs.
4. Ensure that all prescription items are supplied in full and in a timely manner. This will enable patients to effectively manage their medication.

# 7 Provider Response

***Healthwatch Cornwall shared the draft report with Jhoots pharmacy and invited a response by 11<sup>th</sup> November 2025. Despite follow-up contact, no reply was received before publication. We welcome any future feedback and will add a provider statement should one be submitted***

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