

# **Good Life Pharmacy**

**Enter and View Visit Report**

29 September 2025

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# About us

We are an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents and give them a stronger say in influencing how local health and social care services are provided.

## Our mission

We are a strong, independent, and effective champion for people that use health and social care services. We will continue to influence health and care services and seek to improve joined-up care for the people of Derbyshire.

## Our vision

We want to see people who use health and social care services centre stage, so that service providers and commissioners listen to what they have to say and use their voices to shape, inform and influence service delivery and design.



# What is Enter and View?

One of our roles at Healthwatch is to undertake Enter and View visits. Our team of trained authorised representatives (ARs) enter and view local health and social care services to find out how services are being run in action.

We collect evidence on what works well and what could be improved to make people's experiences better. We then provide recommendations to the service.



Our Enter and View visits are not intended to identify safeguarding issues or act as inspections. However, if safeguarding concerns arise during a visit, they are reported in line with our Safeguarding Children & Adults policy.

Following Enter and View visits, we collect all the feedback and produce a report with recommendations. These reports are shared with service providers, The Care Quality Commission (CQC), Derbyshire County Council and Healthwatch England. The final report will also be published on our website and Joined Up Care Derbyshire's Public and Patient Insight Library.

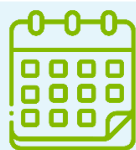
# Visit information

**Service address:**

Good Life Pharmacy and Post Office, 60 Station Rd, Hatton,  
Derby DE65 5EL

**Service provider:**

Good Life Pharmacy

**Date of visit:**

Monday 29 September 2025

**Pharmacist/Pharmacy Manager:**

Lindsey Fairbrother GPhC 2042483

**General Pharmaceutical Council:**

Not yet inspected

**Authorised Representatives (ARs) who visited:**

Helen Aldridge, Jennifer Coles, Kath Dawson, Alistar Garrett,  
Linda Maynard

**Healthwatch Derbyshire Volunteer Coordinator:**

Helen Walters

**Number of Healthwatch Derbyshire volunteers who reviewed website:** Six

**Healthwatch Derbyshire Enter and View Officer:**

Claire Connor

# About Hatton and Good Life Pharmacy

Hatton is a village and civil parish in South Derbyshire, Good Life Pharmacy ('the pharmacy') serves this community and surrounding areas.

Below is an overview of the area of Hatton and the pharmacy:

- Hatton has a population of 2,564 (consensus 2021)
- Nearly 98% of the local community are White British
- Hatton has a very even spread of age with 1,533 people aged from 18-64 years
- There are two gypsy and traveller sites in South Derbyshire, one local to the pharmacy
- Hatton borders Staffordshire, resulting in a high number of residents being registered with medical practices in Staffordshire. This impacts on some services that can only be accessed by Derbyshire registered patients
- There are two local medical practices that the pharmacy can prescribe for.

The pharmacy delivers a wide range of services, offering both NHS and private services. This includes, but is not limited to:

- Blood pressure check
- Clinical examinations
- Contraception and family planning
- Covid vaccination
- Flu vaccinations
- Hay fever clinics
- Pharmacy first
- Private consultations.

There is a dedicated team that consists of:

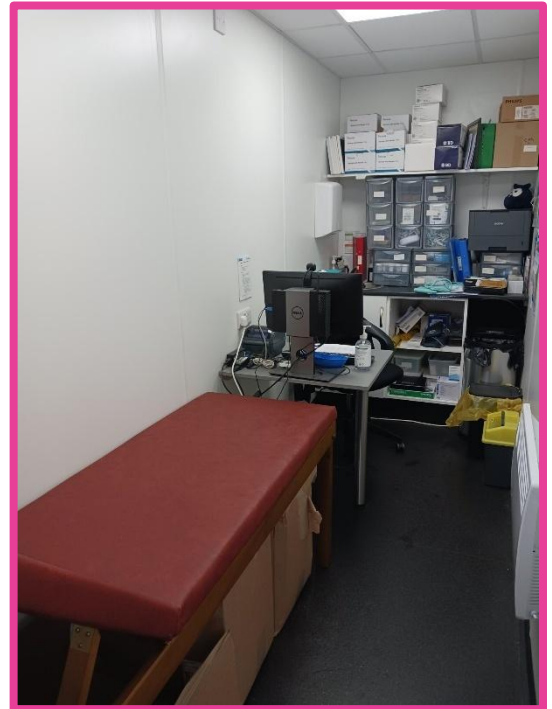
- One pharmacist
- One pre-registration level 3 pharmacy technician
- Three level 2 pharmacy dispensers with checking qualification
- One level 2 trainee
- One foundation year pharmacist.



# Pharmacy and clinical space

The Good Life Pharmacy is a busy space and includes:

- A pharmacy shop
- Two consultation rooms
- A Post Office.



## The visit

### Summary

This was a very positive Enter and View visit. People accessing the pharmacy, and staff members, spoke highly of the service.

We received some recommendations for improvement based on the views of the people we spoke to.

The people we spoke to were:

- Good Life Pharmacy staff members
- Healthwatch Derbyshire Authorised Representatives (ARs)
- Healthwatch Derbyshire Volunteer Coordinator
- Healthwatch Derbyshire volunteers
- People who visited the pharmacy.

The recommendations and the pharmacy's responses can be found on pages 25–28. These recommendations aim to support the continued good work of the service.

During our visit, we spoke to 108 people. Most people were very positive about the service they received.

We also spoke to staff members during the day. The staff praised the team, workplace environment and the positive engagement the pharmacy has with the community.

Feedback was gathered from:

- Healthwatch Derbyshire Authorised Representatives (Ars)
- Healthwatch Derbyshire Enter and View Officer
- Healthwatch Derbyshire volunteers
- Healthwatch Derbyshire Volunteer Coordinator.

Overall, the pharmacy was found to be an important part of the Hatton community.

Whilst most people spoke very highly of the pharmacy and the pharmacist, some people mentioned how busy it can become. When it is busy, there is little room to move around the pharmacy.

## Key themes

- Most people were positive about the pharmacy speaking highly of the quality of care and service delivery
- Staff were positive about their workplace and environment
- There is a lack of space in the pharmacy during busy times
- Opening times don't meet the needs of all people using the pharmacy.

# Why did we do this visit?

This was a planned and announced Enter and View visit to the pharmacy, a service we don't often hear feedback about. Our goal was to listen to, and understand, people's experiences of using the service.



A survey was designed with input from the pharmacist.

The key areas we were looking at were:

- If the people using the pharmacy think there are any services missing for them
- If there is anything the pharmacy could do to improve people's experiences
- People's experiences of Pharmacy First.

## How did we do it?

The enter and view officer met with the pharmacist and discussed the purpose of the visit. The enter and view officer identified some key themes from this discussion. A draft survey was shared with Healthwatch volunteers for feedback on language and accessibility.

On the day of the Enter and View visit, the enter and view officer and ARs attended during the pharmacy's opening hours of 8:00 am to 6:00 pm.

We collected feedback in the following ways:

- A survey was filled in by people using the pharmacy
- Assessing the accessibility of the pharmacy
- Direct observation between staff and people using the pharmacy
- Observation of access into the pharmacy and shop
- Talking to people about their experiences of the service
- Talking to staff working at the pharmacy.

Staff feedback was gained through open conversations; no survey was used for this. ARs also noted their feedback about the environment.

## Accessibility audit

Alongside our Enter and View visit, we also carried out an accessibility audit.

This audit was completed by Healthwatch Derbyshire's volunteer coordinator. Unfortunately, the volunteer who was due to help with the audit was unwell on the day of the visit and could not attend.

The volunteer coordinator regularly works with volunteers who have a range of disabilities. These include physical disabilities, learning disabilities, and mental health conditions.

The volunteer coordinator has previously supported accessibility audits with volunteers. The learning and insights from these experiences were used to inform this accessibility audit.

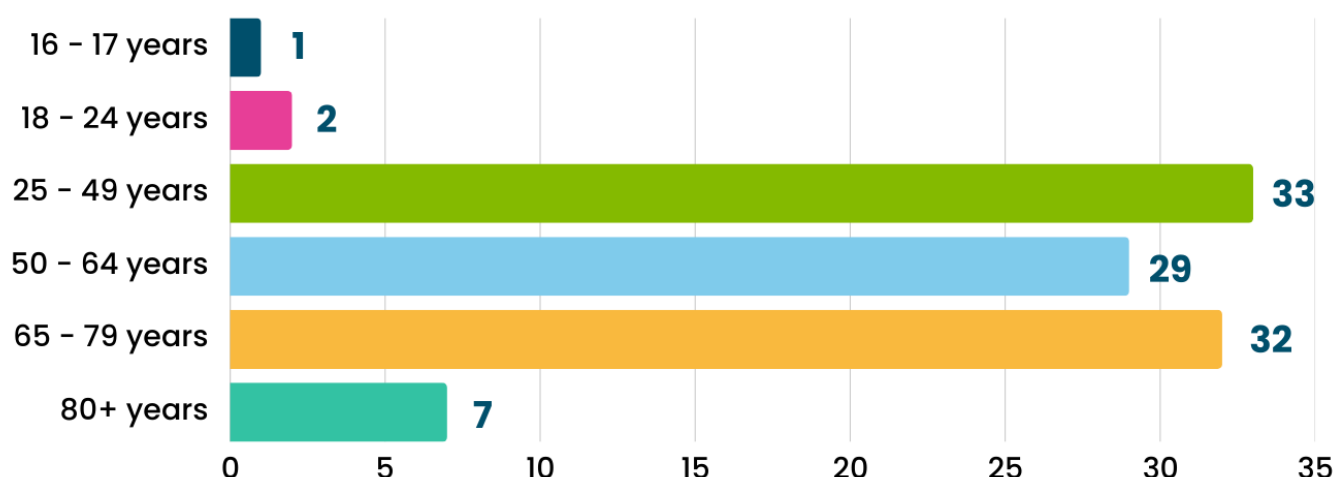
The feedback from this audit is based on the volunteer coordinator's observations and experiences during the visit.

# Who did we speak to?

## Overview of the people we spoke to

We spoke to 108 people. Of these, 104 people completed the demographic questions. Not all demographic questions were mandatory.

Most people were aged 25 – 79 years old. All the age groups are shown below:



## Gender

We asked people to tell us their gender:

- 69 people selected female
- 35 people selected male.

## Area of Derbyshire people live

We asked people which area of Derbyshire they were from:

- 84 people were from South Derbyshire
- 17 people were from Staffordshire

- Two people were from Derbyshire Dales
- One person selected 'Other' and told us they were from Mickleover, Derby.

## Ethnicity

Most people were White British. This matches the population of the area where the pharmacy is based:

- 99 people said they were White British
- One person said they were Black/Black British: African
- One person said they were Mixed/multiple ethnic groups: Asian and White
- Two people said they were White: Any other White background
- One person selected 'Other'. This person told us they were Latina.

## Disability and long-term health condition

We asked the people we spoke to if they had a disability, 103 people answered this question:

- 11 people said that they have one or more disability
- 92 people said that they did not have a disability.

Of the people who had a disability, we asked if they would share information about their disability with us:

- One person told us they have a mental health condition
- One person told us they have a learning disability
- Two people told us they have a long-term condition
- Four people told us they have a physical or mobility impairment.

We asked the people we spoke to if they have a long-term health condition:

- 52 people said that they have a long-term health condition
- 49 people said they don't have a long-term health condition
- Two people preferred not to say.

A total of 47 people shared details about their long term-health condition, some had more than one condition:

- Ten people said they had asthma, COPD, or another respiratory condition
- Nine people had diabetes (type 1 or type 2)
- Seven people said they had a cardiovascular condition
- Six people said they had a musculoskeletal condition

- Five people had conditions affecting one or both of their kidneys
- Two people had glaucoma
- One person had anxiety
- One person had cancer
- One person had Crohn's disease
- One person had Gilbert's syndrome
- One person had Graves' disease
- One person had Long COVID
- One person had multiple endocrine neoplasia type 1 (MEN 1)
- One person had osteoporosis
- One person had post-traumatic stress disorder (PTSD)
- One person had a stoma bag.

# What did we see and what did people tell us?

## Using the pharmacy

We wanted to find out if people were new to the pharmacy or had used the pharmacy before.

108 people answered this question:

- 100 people told us they had used the pharmacy before
- Eight people told us that this was their first time visiting the pharmacy.

We wanted to know how long people had been using the pharmacy.

A total of 97 people answered this question and most people told us that they had used the pharmacy for two or more years.

## Pharmacy First

We asked people if they had used the Pharmacy First service at the pharmacy. ARs explained what Pharmacy First is to anyone who wasn't sure.

Some people thought they had used this service but did not know it was called Pharmacy First. This suggests that raising awareness of the service could be helpful.

### Recommendation 1:

It could be beneficial to increase awareness of Pharmacy First to:

- People who regularly use the pharmacy
- People who are new to the pharmacy.

108 people answered the question about whether they had used Pharmacy First at the pharmacy:

- 37 people told us they had used this service at the pharmacy
- 71 people told us that they had not used this service at the pharmacy.

Of the 37 people who told us they had used this service; we further asked them how satisfied they were with their experience:

- 36 people told us they were very satisfied
- One person told us they were neither satisfied nor dissatisfied.

We asked people if they would tell us more about their experience of the Pharmacy First service and 14 people provided verbal feedback. Overall comments reflected how happy people are with the service.



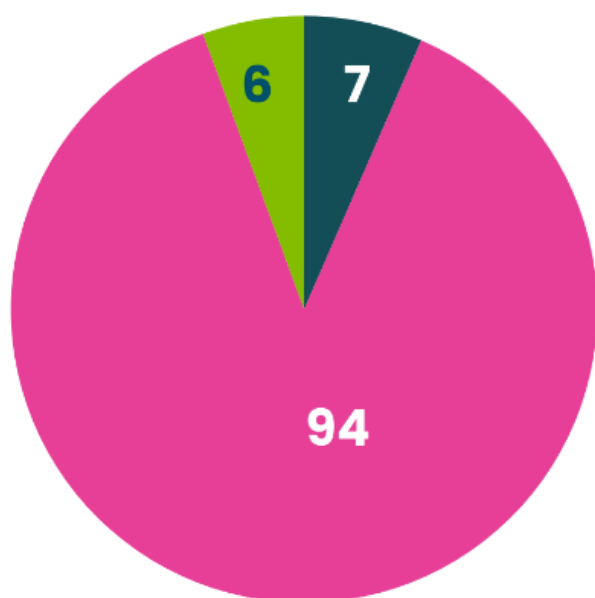
"Quicker than the doctor to get a diagnosis."

"Always helpful personal service."

"Good team here and knowledgeable."

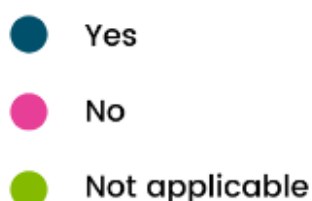


## Service provision



On behalf of the pharmacist, we asked if there had ever been a time when the pharmacy couldn't give a service that was asked for.

This question was answered by 107 people. This chart shows that overall the pharmacy meets the needs of the community, and the people using the pharmacy.



A total of 19 people shared a reason for their answer. These people told us that the pharmacist and the team at the pharmacy provide relevant advice if they can't provide medication.



"Pharmacy gave advice, satisfied with support when they couldn't help directly."



People told us that if medication can be provided but isn't in stock, this will be sourced as soon as possible.



"At times they don't have the medication I need, the pharmacy will ring once they have it in."



Other responses complimented the service:



"Always been brilliant here."

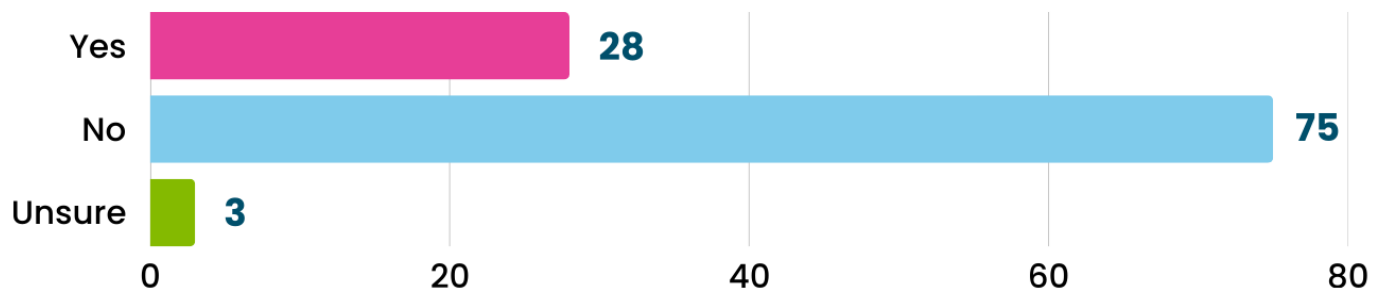


## Improvements

We asked if there is anything that could make the pharmacy better for those using it.

A total of 106 people answered this question. Of these, 75 people told us there is nothing that could make the pharmacy better for them.





Further feedback about their response to this question was provided by 68 people. Some of the responses included more than one comment.

Five people commented on opening times.



"One day a week, either an earlier opening or later closing to fit with work schedule better."

"Opening at lunch."



The pharmacy is currently open Monday to Friday 8.30 am to 6.00 pm. It closes daily for lunch from 1.00 pm to 1.30 pm.

Saturday opening time is 9.00 am to 12.30 pm. It is closed on a Sunday.

## Recommendation 2:

Consider looking at the current opening hours as there could be changes made that would make it easier for more people to access the pharmacy.

As the pharmacy shares the premises with the Post Office seven people commented on the lack of space. The shop can become crowded when two queues are running at the same time.

During the Enter and View visit we observed the two businesses running and, at times they were both very busy. However, no one appeared to be waiting for a long time and staff acted quickly to acknowledge and respond to people waiting.



"My wife had a consultation with the pharmacist, not Pharmacy First, she was very happy with the outcome. The only thing that would help the pharmacy would be more space."



A customer waiting to use the Post Office told an AR:



"The pharmacy is a godsend. I'm 86 and can't get anywhere else for help. I live across the road and think it's brilliant. The people are brilliant! Just look at all the awards they have!"



It was felt by the enter and view officer, all the ARs and the volunteer coordinator that the community values the team and the service delivered by the pharmacy and Post Office.

Whilst seven people commented on space, four of these also shared positive comments:



"A wonderful service."



"The pharmacist is excellent."

A staff member told an AR that 16 appointments are offered each day to the two local medical practices. Eight for each practice.

These appointments are for patients of the two local medical practices. These appointments are separate to the Pharmacy First offer and the private consultations available.

The range of services the pharmacy offers impacts on how busy the pharmacy can become. It was observed by the enter and view officer that the pharmacy was less busy after 5.00 pm.

### Recommendation 3:

Consider how the allocation of appointments offered to the medical practices may impact on peak times and whether some appointments could be offered later in the day.

One person commented that they had been unhappy with the initial response to their enquiry.



"Poor customer service on initial enquiry – staff uninformed and unable to give information professionally."

"Staff should mute the phone if having to make enquiries with other staff, as keeping me on speaker and referring to me as

“she” whilst conversing with a colleague felt unprofessional and uncomfortable.”



#### **Recommendation 4:**

Consider checking the phone procedure with all staff who answer the phone. Make sure everyone follows the same steps, such as muting the phone when needed.

## **The website**

The Healthwatch staff and volunteers looked at the website. It was easy to find from a general Google search. Overall feedback told us that the website was easy to use.

The volunteers provided feedback which may improve access when using the website. Volunteers commented on some confusing language such as:

**‘This is NHS Free Service if NHS conditions are met\*.’**

This statement can be found when selecting a service. A service refers to an illness or health condition.

The statement is not easy to read as it is grammatically incorrect. The Asterix does not link to anything to further explain this statement such as, what happens if conditions are not met?

#### **Recommendation 5:**

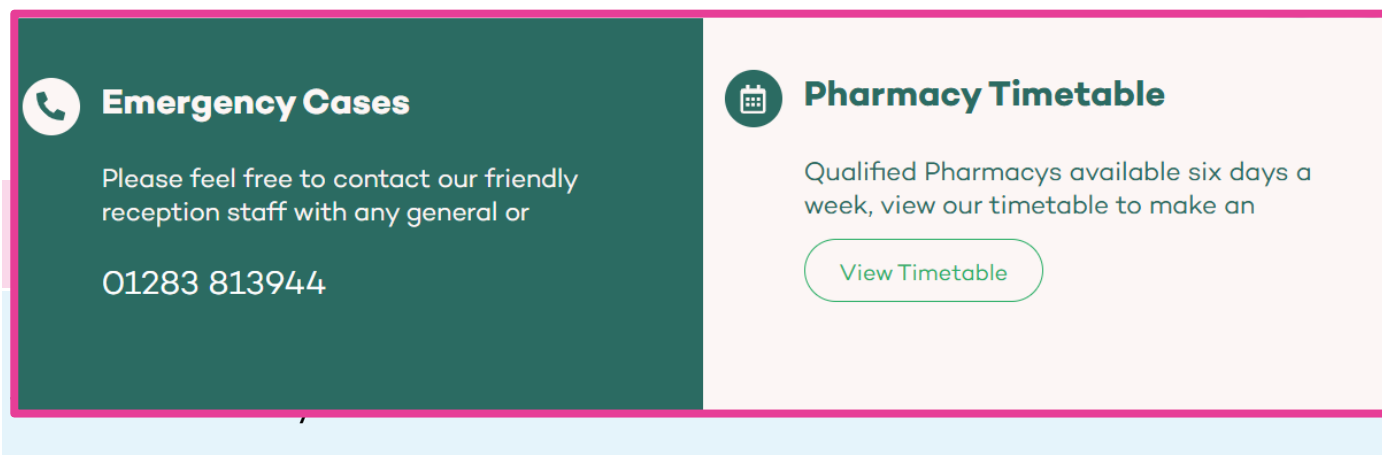
Increase accessibility of the website by reviewing language through the NHS Medical Document Readability Tool website: [NHS Document Readability Tool](#).

#### **Recommendation 6:**

Consider adding information to help people:

- Understand what the NHS conditions are
- Understand what other options are available if they don’t meet the NHS conditions.

The Healthwatch Derbyshire volunteers found some information confusing. There are some incomplete sentences under Emergency Cases and Pharmacy Timetable on the screenshots below from the website.



The 'Pharmacy Timetable' image above has the incorrect spelling for 'qualified pharmacies' and an incomplete sentence.

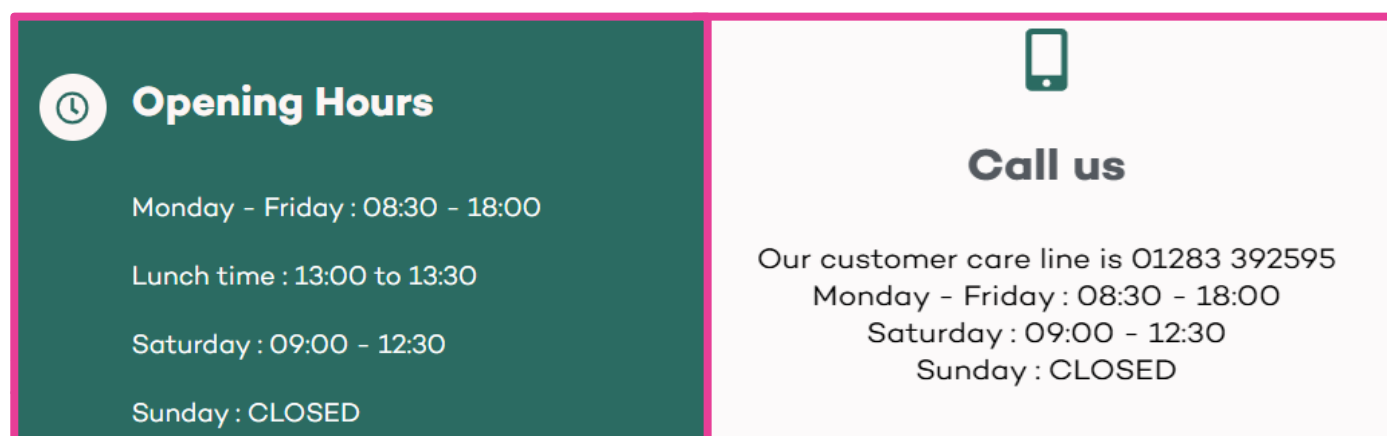
## Recommendation 8:

Consider reviewing the website for inaccurate wording.

Two Healthwatch volunteers thought that the lunchtime closing information wasn't clear. They asked if the pharmacy closes or whether only dispensing closes during 1.00 pm to 1.30 pm.

The image below titled 'Opening Hours', which is from the website, states that lunch time is from 13:00 to 13:30. It isn't clear if the pharmacy closes during this time.

The 'Call us' image below from the website doesn't mention lunchtime closing. It is not clear on the website if the customer care line is open over lunchtime.



## Recommendation 9:

Considering displaying the same information about closing times on the website and in the window to make it clear to everyone when the pharmacy is open.

- The pharmacy is closed
- The customer care line is closed.

The website is interactive and allows people to book their appointment online. A Healthwatch volunteer noticed that the 'View Timetable' link takes people to the pharmacy opening times.



### Pharmacy Timetable

Qualified Pharmacist available six days a week, view our timetable to make an appointment .

[View Timetable](#)

## Recommendation 10:

Review all links to make sure they take people to the correct place on the website.

## Locating building and signage

The website provides the address and postcode. When using a satnav, this brings you to the Good Life Pharmacy.

All ARs who attended the Enter and View visit commented that it was easy to find the pharmacy.

However, some commented that they struggled to find a parking space.



Healthwatch volunteers commented that the website doesn't have any images of the building to support first time visitors to the pharmacy.

### Recommendation 11:

Consider adding images of the pharmacy and its entrance to provide visual aids for people accessing the pharmacy for the first time.

## Parking

There is free on-street parking outside and nearby the pharmacy.

There is also a local car park which offers free parking. The website does not inform people coming to the pharmacy about available parking.

### Recommendation 12:

Consider adding parking information to the 'Contact Us' page:

- to make accessing the pharmacy easier for people visiting for the first time, and
- to inform those with a disability about accessible parking.



# Accessibility

The Good Life Pharmacy has no steps to enter the building, and the door was easy to open.

Once inside the pharmacy it was thought the shop space could be difficult for wheelchair users and mobility scooters to move around.

The enter and view officer asked the pharmacist how the pharmacy manages access. The pharmacist said that anyone using a wheelchair or electric scooter has enough space to access the pharmacy and shop area.

One respondent to the survey told us:



"[The] layout could be improved. Hard to find things. Space could be more welcoming (not the staff)."



## Recommendation 13:

Consider asking people using the pharmacy for suggestions as to how they think the layout of the pharmacy could be improved.

ARs observed the pharmacy staff throughout the day. The staff were attentive to all people accessing the pharmacy. One AR fed back that staff would help any customers who might need extra support.



The volunteer coordinator who carried out the accessibility audit asked:

- How the pharmacy supports people with learning disabilities?
- How the pharmacy supports people who are neurodiverse?

The pharmacist said that the team manages and supports people based on their individual needs.

There is a Post Office sign in the door window telling people that there is support for those with a disability.

## Recommendation 14:

Consider moving the assistance sign so it is visible to those accessing the building.



There are four chairs available for people who are waiting to see the pharmacist. Two are next to the consultation room and two are opposite the pharmacy's counter.

The chairs next to the consultation room do not have arms. The enter and view officer observed one person using the shelving next to the chairs to help stand up.

### Recommendation 15:

Consider replacing the chairs by the consultation room with chairs that have arms.



The pharmacy has two consultation rooms. They were both in use across the day.

The pharmacy is making the most of the space available to meet the needs of the community.



The volunteer coordinator told the enter and view officer about a conversation she had had with a charity shop worker from across the road who said:



"The pharmacy is marvellous – a real hub of the community and nothing is too much trouble.

"They will always do their best to call round and get medication they do not have in stock. [They] offer a real personalised service, making a point of remembering people's names.

"Local people will often go there if they are unsure about their symptoms before calling their GP."



She also said that if there was one criticism, it is that the premises are too small.

## Reception

The reception area is part of the shop area with a divide between the pharmacy counter and Post Office.



ARs observed everyone being welcomed by either pharmacy staff or the Post Office manager.

At times during the day this was a very busy space. However, everyone was greeted, asked about their reason for being there and provided support and advice.

The accessibility audit volunteer asked if there was a hearing loop for those with hearing aids. It was confirmed that this is available.

### **Recommendation 16:**

Consider providing clear signage inside the pharmacy to inform those with a hearing aid or hearing difficulties that a hearing loop is available.

## **Conclusion**

Most feedback about Good Life Pharmacy was positive. The area for improvement that most people commented on was the lack of space available within the pharmacy when it is busy.

However, many people said they were happy with the quality of care and the service delivered. The pharmacy is an important part of the Hatton community, and this was clear in the many comments given during this Enter and View visit.

Some people who use the pharmacy felt they would benefit from extended opening times in the morning or evening.

People who had used Pharmacy First were very satisfied with it. However, raising awareness may increase better use of this service.

There could be some improvement with signage. This could help those with different disabilities to access the pharmacy, such as knowing there is a hearing loop available.

There are some improvements that could be made to the website to make it easier to use.

# What should happen next?

The information in this report is intended to support Good Life Pharmacy in reaching its goal of improving the patient and carer experience.

In line with Healthwatch Enter and View requirements, Healthwatch Derbyshire expects to receive acknowledgement from the pharmacy regarding this report and its recommendations.

A response should be received within 20 working days of receipt. If needed, an action plan should be developed within 30 working days.

Responses to our recommendations from the pharmacy are below.

# What has happened so far?

	Recommendations for improvement	Provider response:
1	<p>It could be beneficial to increase awareness of Pharmacy First to:</p> <ul style="list-style-type: none"><li>• People who regularly use the pharmacy</li><li>• People who are new to the Good Life Pharmacy.</li></ul>	<p>We regularly advertise Pharmacy First on Facebook. When it was first launched, we put flyers in all prescription bags.</p> <p>We will action that again as a reminder. Posters are already on display in the window and Pharmacy First is shown on the website.</p>
2	<p>Consider looking at the current opening hours as there may be changes that could make it easier for</p>	<p>We had no lunchbreak prior to Covid but with staggered 30 minute breaks some staff had no break until 3pm.</p>



	more people to access the pharmacy.	For the wellbeing of our staff, we will maintain our 30 minute break.
<b>3</b>	Consider how the allocation of appointments offered to the medical practices may impact on peak times and whether some appointments could be offered later in the day.	<p>Appointments from both surgeries will now be hosted on Fridays instead of Tuesdays when we have additional staffing to undertake consultations.</p> <p>Appointments are given up until 5.30pm which, as they can overrun, is as late as we can go.</p>
<b>4</b>	Consider checking the phone procedure with all staff who answer the phone. Make sure everyone follows the same steps, such as muting the phone when needed.	Noted – will train all staff.
<b>5</b>	Increase accessibility of the website by reviewing language through the NHS Medical Document Readability Tool website: <a href="#">NHS Document Readability Tool</a> .	Noted – have made contact with web designers to improve.
<b>6</b>	<p>Consider adding information to help people:</p> <ul style="list-style-type: none"> <li>• Understand what the NHS conditions are</li> <li>• Understand what other options are available if they don't meet the NHS conditions.</li> </ul>	We believe criteria is given regarding Pharmacy First and NHS eligibility but will check.
<b>7</b>	Consider reviewing the website for incomplete sentences as above and editing in line with health literacy so information is easier to understand.	Noted – have made contact with web designers to improve.
<b>8</b>	Consider reviewing the website for inaccurate wording	Noted – have made contact with web designers to improve.

<b>9</b>	<p>Considering displaying the same information about closing times on the website and in the window to make it clear to everyone when:</p> <ul style="list-style-type: none"> <li>• The pharmacy is closed</li> <li>• The customer care line is closed.</li> </ul>	Noted – have made contact with web designers to improve.
<b>10</b>	Review all links to make sure they take people to the correct place on the website.	Noted – have made contact with web designers to improve.
<b>11</b>	Consider adding images of the pharmacy and its entrance to provide visual aids for people accessing the pharmacy for the first time.	Will review and think where best to show this.
<b>12</b>	<p>Consider adding parking information to the 'Contact Us' page:</p> <ul style="list-style-type: none"> <li>• to make accessing the pharmacy easier for people visiting for the first time</li> <li>• to inform those with a disability about accessible parking.</li> </ul>	OK – already detailed on NHS site
<b>13</b>	Consider asking people using the pharmacy for suggestions as to how they think the layout of the pharmacy could be improved.	Will action foundation year student to conduct customer survey.
<b>14</b>	Consider moving the assistance sign so it is visible to those accessing the building.	OK.

<b>15</b>	Consider replacing the chairs by the consultation room with chairs that have arms.	OK.
<b>16</b>	Consider providing clear signage inside the pharmacy to inform those with a hearing aid or hearing difficulties that a hearing loop is available.	OK.

# Thank you & Disclaimer

## Thank you

We would like to thank the staff of Good Life Pharmacy for their support in setting up this Enter and View visit. We would also like to say thank you to the pharmacist and wider team who made us feel welcome.

A special thank you is also extended to the people who agreed to speak with us during our visit and therefore contributed to this report.

## Disclaimer

This report relates to findings gathered when visiting Good Life Pharmacy on the 29 September 2025. It provides an account of what was observed by our enter and view officer, ARs, volunteer coordinator, and the feedback we gathered at the time of the visit. It also provides an account of our volunteers' experience of the website.

Enter and View visits are not inspections but are an opportunity for people to share their views on their care. It is not the role of Healthwatch Derbyshire to see evidence of policies, procedures, care plans, or any other written evidence.

# healthwatch

## Derbyshire

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