

Enter and View: Archway Pharmacy



Executive Summary

This Enter & View visit to Archway Pharmacy was carried out by Healthwatch Rotherham to understand patient and staff experiences, observe the environment, and identify areas for improvement. The pharmacy offers a wide range of services and is valued by many patients for its accessibility, staff professionalism, and the support provided.

Key findings:

Most patients and staff described positive experiences, with many rating the service as helpful and respectful. The pharmacy environment is generally accessible, but there are concerns about cleanliness, clutter, and the visibility of important information such as complaints procedures and opening times.

The external/rear collection area raised significant concerns about dignity, safety, and equality, particularly for patients collecting controlled medicines or using the needle exchange service.

Communication is good for many, especially through text messages, but some patients reported inconsistent updates about prescriptions and felt they had to chase information.

Awareness of how to give feedback, use interpreter services, and dispose of medication safely was mixed, with some patients unsure about available options. Staff reported satisfaction with their roles but highlighted the need for clearer policy awareness and more consistent access to interpreter services.

Recommendations focus on improving accessibility, cleanliness, supervision of controlled medicines, communication, policy awareness, and equality. Addressing these areas will help ensure all patients receive safe, respectful, and inclusive care.

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About us

Healthwatch Rotherham:

We are the independent champion for people who use health and social care services in Rotherham. We are here to make sure that those running services put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We focus on ensuring that peoples' worries and concerns about current services are addressed and work to get services right for the future.

Details of visit:

Address	Archway Pharmacy, 19-21 Kimberworth Road, Rotherham, S61 1AB
Service Provider	Archway Pharmacy
Date and time of the visit	Friday 30th January 2026
Representatives	Kym Gleeson Danielle Payne
Visit Status	Announced

Disclaimer:

Please note that this report is related to findings observed on the date listed above. Our report relates to this specific visit to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time. This report is written by Healthwatch Rotherham using the information gathered by the Enter and View Authorised Representatives named above who carried out the visit on behalf of Healthwatch Rotherham.

What is Enter and View?

The Health and Social Care Act 2012 legislation allows Enter and View activity to be undertaken on premises where health and social care is publicly funded, such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. We visit:

- To gather the views of health and social care service users, families and carers.
- To report what we see and hear to providers, regulators, Local Authority and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners to improve the quality of health and social care services.
- To develop insights and recommendations across multiple visits to inform strategic decision making at local and national levels.

Purpose of the visit:

- To collect the views from patients, families, volunteers and staff on services.
- To observe how the facility operates and provides its services.
- To identify 'Best Practice' and highlight any areas of concern.

Methodology:

We follow Healthwatch England guidelines for Enter and View visits. The steps below summarise the process:

- **Plan:**
 - Appoint an Enter and View lead for the visit.
- **Communicate:**
 - Inform the provider of the visit, and relevant details including the purpose, date, time, estimation of how long it will take, how many people will be carrying out the visit, and the name of the lead person.
 - Include information about how members of the public can contact Healthwatch Rotherham if they are not able to when the visit is taking place.

- **Prepare:**
 - Prepare resources such as surveys and questionnaires.
 - Identify any requirements for special support necessary to facilitate the visit such as access or security. This must be done before the visit, as you may be refused entry.
- **Report:**
 - On completion of the visit a draft report is shared with the service provider requesting comments on factual accuracy and responses to any recommendations within 20 working days.
- **Follow up:**
 - The final report is published on Healthwatch Rotherham website and shared with the Care Quality Commission (CQC), Healthwatch England and the service provider.

Practice Overview:

Archways Pharmacy is a well-established practice. Their clinical team consists of 9 members of staff including pharmacists, pharmacy technicians, Trainees and Dispensers. The patient list is broad and diverse. At the time of the visit, the pharmacy offers a number of services, such as consultations, over the counter medication, needle exchange and controlled drugs. Methadone supervision.

The pharmacy offers a wide range of services designed to support patient health, medication management, and overall wellbeing. These include both routine and specialised services to meet diverse patient needs.

Key Services Offered:

- **Pharmacy First service** – advice and treatment for minor illnesses
- **Contraception & Emergency Contraception**
- **New Medicines Service** – guidance for patients starting new medications
- **Supervised Consumption for Substance Misuse**
- **Needle Exchange Program**
- **OTC Medicine Labelling for Schools**
- **Blister Packs / Medication Aids** – to help with adherence

- **Free Home Delivery of Medicines**
- **Discharge Medicines Service** – support after hospital discharge
- **Hypertension Finding Service** – monitoring and detection of high blood pressure
- **Promotion of Healthy Lifestyle** – advice and campaigns
- **Support for Self-Care** – including OTC advice and NHS111 guidance
- **Vaccinations** – including Covid-19 and seasonal flu

The pharmacy provides a comprehensive range of services aimed at supporting patient health and convenience. This includes clinical services such as the Pharmacy First service, New Medicines Service, supervised consumption for substance misuse, and vaccination programs. It also offers practical support like blister packs, medicine labelling for schools, and free home delivery. Preventative health and lifestyle support are available through hypertension monitoring, healthy lifestyle promotion, and guidance for self-care. These services ensure patients receive not only their medications but also the information, monitoring, and care needed to manage their health effectively.

External Observations:

The pharmacy shares a car park with Woodstock Bower GP Surgery and there is plenty of off-street parking for visitors.

The front of the building has a large covered entrance, two big shop windows, and a wide self-opening door with a clearly marked accessibility push pad at the right height for wheelchair users.

The pharmacy is on two levels: the upper level has the shop front, consultation room, and patient areas; the lower level is used for dispensing medication for staff only.



When we visited, the pharmacy did not have its opening times displayed at the entrance. Archways Pharmacy usually stays open through lunchtime so people who work can collect prescriptions more easily.

The manager confirmed the pharmacy is open Monday to Saturday. It takes part in the NHS “Closed for Lunch” scheme and closes for one hour on Friday afternoons so staff can attend prayer.

Before joining the scheme, the pharmacy tried staggering staff lunch breaks on Fridays so everyone could pray, but that felt unfair. The manager introduced the NHS scheme to give all staff the same opportunity for a break.

The pharmacy windows showed several posters and QR codes linking to health advice from the South Yorkshire and Bassetlaw Integrated Care System about asthma, fever, flu vaccination, coughs, and colds.

Internal Observations:

On first impression, the pharmacy appeared modern and well-lit, with extensive purpose-built product shelving. The overall atmosphere was busy, with a steady flow of patients attending to collect prescriptions, access consultations, and purchase over-the-counter medications.

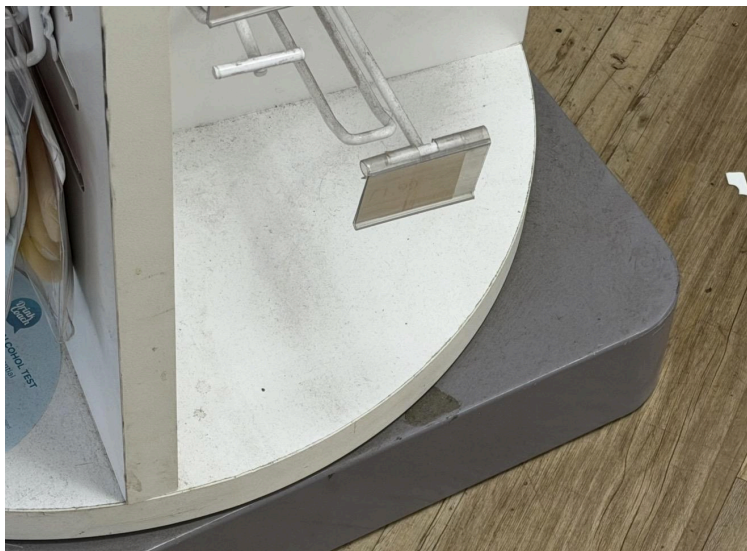


All staff members encountered were friendly and professional. The building layout supports patient accessibility, with wide aisles. There were three aisles in total. The pharmacy looked modern and bright, with lots of purpose-built shelving. It felt busy, with a steady stream of people collecting prescriptions, using consultations, and buying over-the-counter medicines.

On closer inspection, the overall cleanliness was below what you'd expect. Shelves and counters had visible dust and grime. Some shelves had sticky residue and drink stains, which suggests cleaning hasn't been done thoroughly or regularly.

The floors had visible marks and stains, and there was litter in several places. This made the pharmacy look untidy and could be a hygiene and safety risk. The shop window had promotional flyers and leaflets arranged in a messy way, which added to the cluttered appearance.

Several shelves were empty and needed restocking, which gave the impression of inconsistent stock management and reduced the professional look of the shop.



After the visit we asked about cleaning arrangements. The pharmacy said the shop floor is vacuumed each day. Staff follow a date-check rota for shelves, and they use that time to clean shelves and remove short-dated stock. The dispensary is cleaned daily and worktops are disinfected at the end of each day.

Despite this, the condition seen during the visit suggests the cleaning was not effective at that time.

The fire alarm call point and the fire extinguisher were blocked and hard to reach because several promotional display stands were placed around them. Many of those stands had little or no stock, which added to the clutter in the retail area.

Promotional stands were placed where they blocked the fire alarm call point and the fire extinguisher, which is a safety risk. The stands also made the aisles narrower, making it harder for wheelchair users or people with mobility aids to move around safely.

To get to the consultation room you must walk behind the till and cross an open staircase. The route is narrow and would be difficult for a wheelchair user. A wheelchair user might have to reverse out past the open staircase to leave, which is hazardous.

The consultation room is very small, so it would be hard to fit a wheelchair or a pram inside. The door may not close properly when larger mobility aids are present, which could affect privacy.

Clutter and visibility of information

There were stacked boxes and general clutter behind the till, creating an untidy and potentially hazardous area. Posters about how to make a complaint, including a QR code, were placed there but could not be seen from the front of the shop, so customers who aren't going into the consultation room might not notice them.

Customer flow and staff

The pharmacy had a steady flow of customers all day and managed two walk-in consultations during the visit. Staff were welcoming, responsive, and answered questions appropriately.

Prescription incidents

Two patients came in after contacting their GP practice or another pharmacy because their prescriptions hadn't arrived. In both cases, staff told the patients to contact the original service because the prescriptions hadn't been received.

- In the first case, the patient was able to walk next door to their GP practice and resolve the issue.
- In the second case, the patient had driven about 15 minutes after being told their local pharmacy didn't have the medication. At Archway Pharmacy they were again told the prescription hadn't arrived and were asked to go back to the original pharmacy to request it be resent. The patient tried to call but couldn't get through. A Healthwatch Rotherham representative asked if staff could call on the patient's behalf; after some hesitation, a staff member tried but was unsuccessful.

Prescription problems are often outside the pharmacy's control, but staff should think about each patient's situation. Some people can't make repeated phone calls or travel between services. Where possible, staff should help patients resolve these issues to reduce inconvenience and stress.

The pharmacy serves a diverse community, but all written information was in English only. This limits access for people whose first language isn't English.

One staff member was able to speak with a patient in a different language, which helped the patient's experience. Staff said they don't have a formal translation service and instead use Google Translate, friends or family, or bilingual staff when available. These informal methods can help sometimes but aren't best practice. Digital tools can be wrong with medical information, and using friends or family can risk patient confidentiality and make it hard for patients to discuss sensitive issues.

Patients should be offered a professional interpreter when needed. A formal service would improve inclusivity, protect privacy, and help patients understand their care.

Translation services are available through the South Yorkshire Integrated Care Board (ICB), and delivered by a partner service, Language Empire.

Rear use of the Pharmacy

Before our visit we were told there were several places where patients could collect medication, and this was seen on the day.

At the back of the building a side gate was left open, a doorbell which is on the gate frame alerts staff when someone is waiting. The rear area had commercial waste bins and litter on the ground. A wooden ramp and walkway lead to a rear fire exit that is covered by a plastic lean-to roof.

There is a small window at about face height that staff use to hand out controlled medicines, including methadone and buprenorphine. The same area is also used for the needle exchange service.

Staff said patients can choose to collect their medication at the back for privacy, and the service provider WithYou approved this. Using the rear window is optional and is there to protect patients' dignity and offer a more patient-centred service.

The back area was in poor condition and caused serious concern. Patients had to walk past waste bins and litter to reach the dispensing window. The wooden ramp and platform looked slippery and had no anti-slip strips, increasing the risk of falls. These conditions do not support patient dignity or a patient-centred of care.

The area is not accessible for wheelchair users. There isn't enough space to reach the window or to turn safely, which prevents equal access and may mean the service does not meet inclusive, patient-centred care standards.

The area used to give these services is outdoors, exposed to the weather, and not accessible for people with mobility problems. Staff said it was to protect patients' privacy and dignity, but it does not do that.

During the visit, a Healthwatch Rotherham representative went to the back to take photos and accidentally saw a patient being given their medication. There was no sign, barrier, or other measure to show someone was being served, so the patient's privacy was not protected.

The lack of clear controls or indicators undermines the aim of protecting dignity and raises concerns about confidentiality and respectful care.

We saw several people using the rear service and spoke informally with some. One patient said he had come to collect his controlled medication for the weekend and, when asked if he could go inside to get it, replied, **“No, we have to go around the back.”**

This feedback suggests some patients are not given a choice about where they receive certain medications. That raises concerns about dignity, inclusion, equal access to the main pharmacy, and whether the service is truly patient-centred.

Staff feedback summary:

All staff are directly employed by the practice; a locum pharmacist was on duty during the visit but a permanent pharmacist supports the service during the week.

Staff carry out a mix of clinical and non-clinical tasks. Roles include Pharmacy Dispenser and Dispenser/Supervisor. Patients can book in person, by phone, or be referred from GP practices.

Staff enjoy building relationships with patients, advising on over-the-counter medicines, and helping people – patient contact is the most rewarding part of the job.

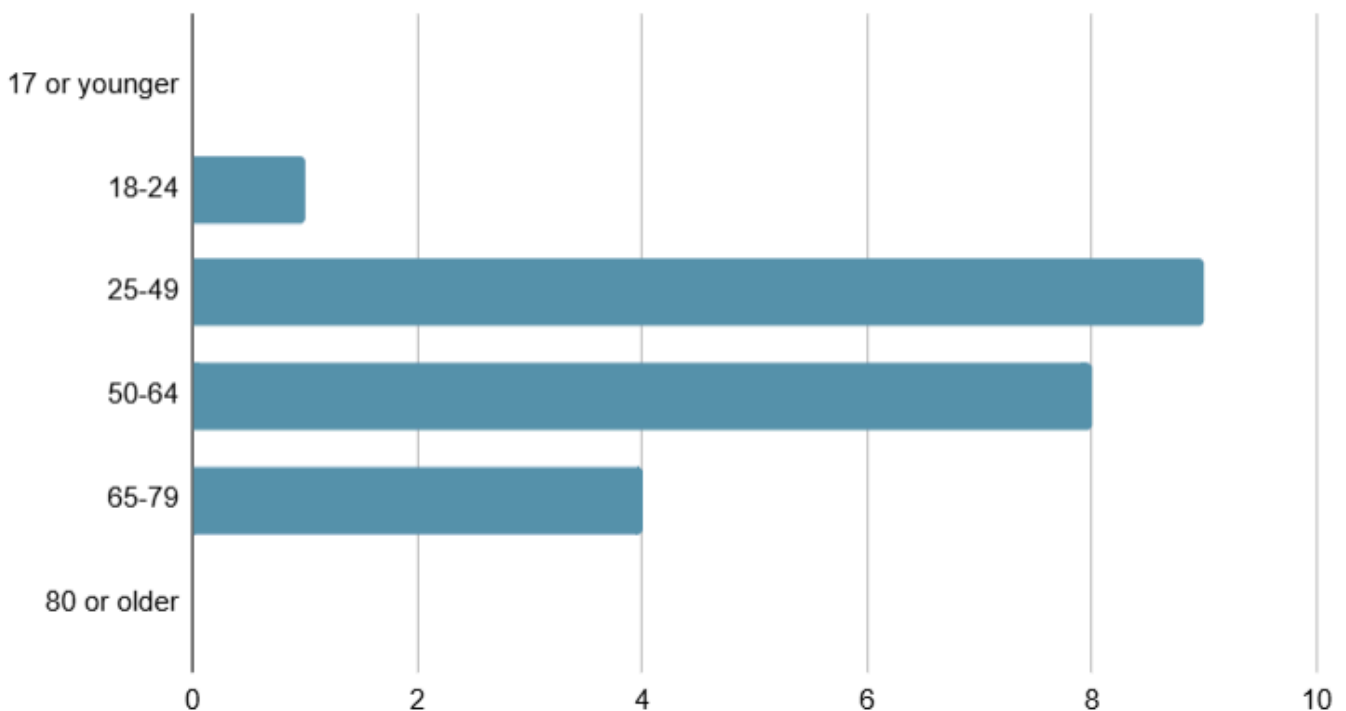
All staff said they have the right equipment and take regular breaks (including a one-hour lunch), which helps them work safely and stay focused. They also said there are no barriers to training and they do not currently need extra training. However, one person said they were not up to date with the Whistleblowing, Complaints, How to Access Interpreters, and Equality Act 2010 policies.

There is an inconsistency about interpreter services: the supervisor said the pharmacy does not use a formal interpreter service and relies on Google Translate, friends or family, or bilingual staff. This conflicts with the expectation that a formal procedure exists for accessing interpreters. Clarifying and making confidential, professional interpreter services available would improve governance and help meet equality obligations.

Main challenges reported were medicine supply and stock problems, plus workload and time pressures. Overall, staff feel satisfied with their jobs and support, but the pharmacy needs clearer communication about policies and better, consistent access to interpreter services.

Patient feedback:

A total of 23 patients completed the survey: 3 online and 20 on paper. Their responses gave useful feedback about the pharmacy’s service, environment, and staff.



Answer Choices	Helpful	Neither helpful or unhelpful	Not helpful	Not applicable
Pharmacist	18 (81.8%)	1 (4.5%)	3 (13.6%)	0 (0.00)
Pharmacy Assistants	19 (86.4%)	0 (0.00)	3 (13.6%)	0 (0.00)

Most patients said the pharmacist was helpful: 81.8% felt the pharmacist met their needs, 4.5% said the service was neither helpful nor unhelpful, and 13.6% said the pharmacist was not helpful.

Feedback about the pharmacy assistant was also positive: 86.4% found the assistant helpful and 13.6% did not.

Overall, more than four-fifths of respondents rated both the pharmacist and the assistant as helpful, showing high satisfaction, though there is still room to improve across all roles.

"Assistants - very kind"	"I am always happy with the service offered at this pharmacy thanks."
"Great staff, Helpful and Polite"	"Very unhelpful, all the staff are unhelpful, rude and abrupt - especially the female supervisor"
"Arrogant and rude, not usually as friendly as today"	"Answers all questions "

If you need an interpreter, do you know how to arrange this with the pharmacy?

Yes	21.74%%
No	17.39%

I don't need an interpreter

60.87%

The majority of patients do not require an interpreter. However, among those who might need one, just over one-fifth are aware of how to arrange this service, suggesting there is room to improve communication and awareness regarding interpreter availability.

When you are speaking to a Pharmacist/Pharmacy Assistant, do you feel you're listened to?

Yes

73.91%%

No

13.04%

Sometimes

13.04%

"Helped getting meds :) "

"Happy to help and the service provided is excellent"

"My wife's controlled medication isn't always given, and they don't tell you anything"

"Very helpful always answers my questions"

"Depends on who I speak to"

"Really difficult, argumentative, snappy they're only being nice because they are being observed."

The majority of patients feel heard when interacting with pharmacy staff, though a small portion report inconsistent or negative experiences, highlighting an opportunity to improve patient engagement.

If you have concerns, do you feel like they are taken seriously?

Yes

85.71%

No

14.29%

Sometimes

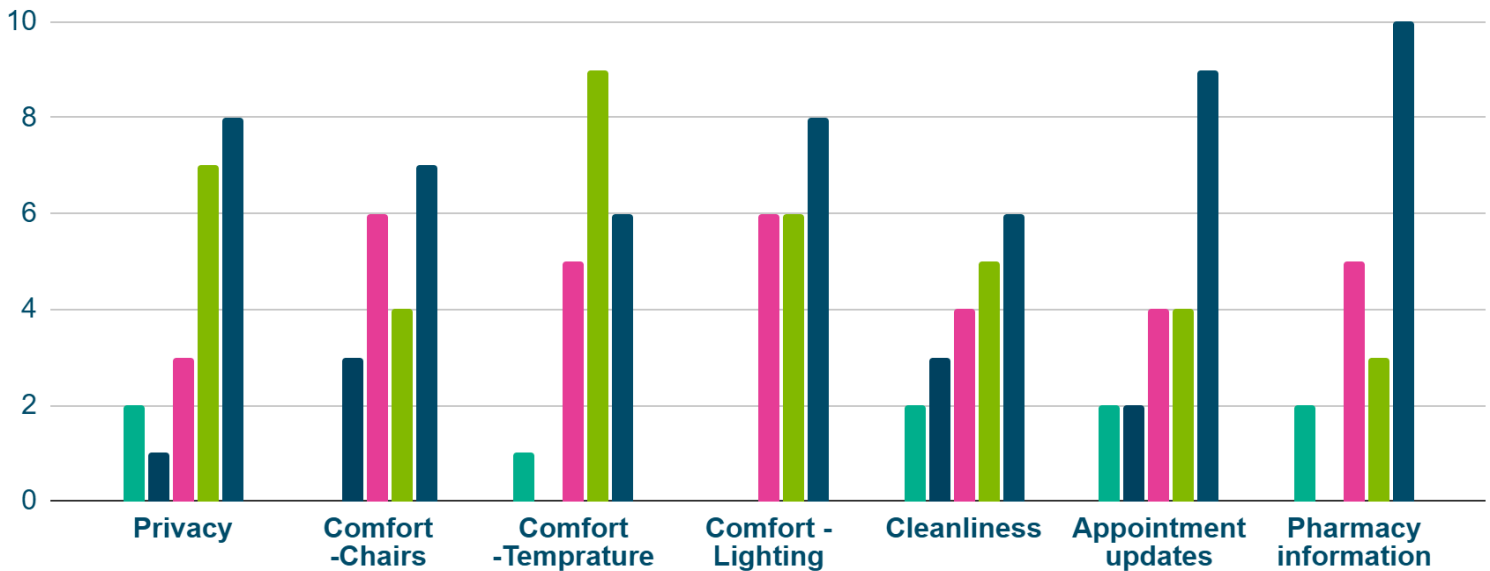
0.00%

If I have to ask anything about my medication I always get the right

Immediate response, appointments made available, staff have taken the

What are your views on the foyer/waiting room and your experience of waiting for your appointment/prescription?

Very Poor Poor Ok Good Excellent



answer	time to listen to me.
Have told the supervisor my issues about getting meds outside and having to wait for ages for my methadone	We are treated as scum and not as people, the pharmacist is especially rude
Always listen to me.	Very Nice Staff

Based on 21 respondents, 85.71% (18 people) answered yes, so that they feel like their concerns are taken seriously. 14.29% (3 people) answered no, again leaving room for improvement for the service.

Overall, feedback from patients was positive, with most responses across categories rated Good or Excellent. Many patients spoke very highly of the service and team, with comments such as:

- **“Great people and service.”**
- **“Brilliant service – would highly recommend it.”**
- **“This pharmacy is the best I have been to.”**

Nearly 70% of people rated Privacy, Practice information, and being kept updated about appointments or delays as Good or Excellent. Patients appreciate the staff’s professionalism, friendliness, and the overall quality of care.

Lighting and temperature were generally rated well. Seating had mixed feedback – one person said there are **“not enough chairs,”**. Cleanliness had mixed results: almost half rated it Good or Excellent, but some people commented it was “Dusty” and that the “outside area is a mess and could do with a clean up.

External Collection Area and Equality of Experience

Several comments specifically raised concerns about the external/rear collection area. One respondent stated they collect medication from the back of the building and therefore could not answer some internal environment questions.

Another comment described a negative experience of collecting medication from a rear window, highlighting concerns about:

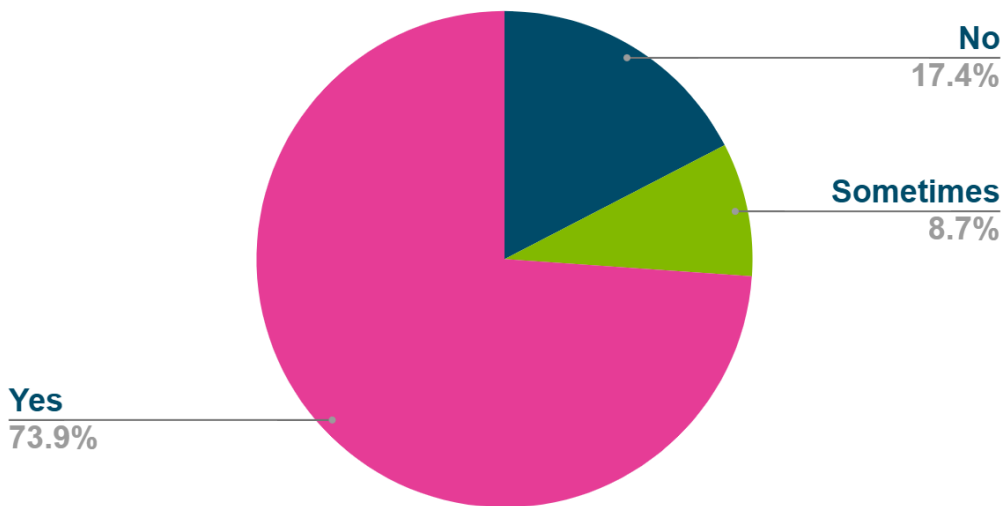
- **Cleanliness – the area is dirty.**
- **Close to bins – the collection point is near rubbish.**
- **Litter and discarded needles – there are reports of dangerous waste.**
- **Exposed to weather – no shelter from cold, rain, or wind.**
- **Feeling treated differently – some patients feel they are not given the same respect as others.**

Although this is one person’s experience, the concerns about cleanliness, safety, dignity, and fairness are serious and should be reviewed. It’s important to make

sure every patient feels respected, safe, and treated equally to maintain good standards of care.

Even though most people said they get updates about appointments, one comment said, **“We don’t hear from them if our stuff is ready,”** which suggests communication about when medication is ready could be more consistent.

When you call the pharmacy do they answer within a reasonable timeframe? (under 5 minutes)



The majority of respondents (17 out of 23 – 73.9%) said that the pharmacy answers the phone within a reasonable timeframe (under 5 minutes).

However:

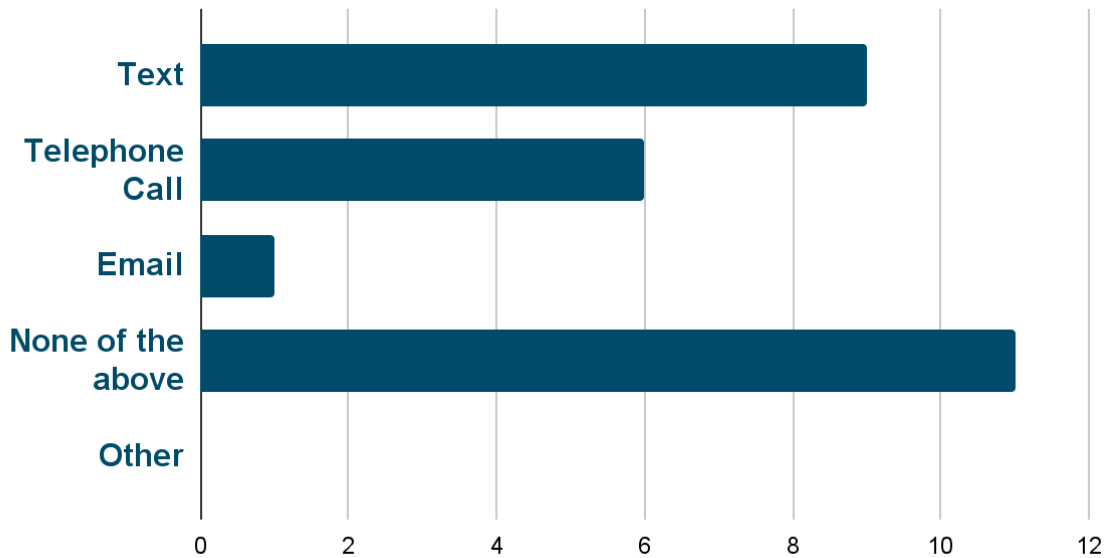
- **2 respondents (8.7%)** said this happens *sometimes*
- **4 respondents (17.4%)** said *no*

Most patients feel telephone calls are answered promptly. However, around 1 in 4 respondents (26.1%) experienced delays either occasionally or consistently, suggesting there may be room to improve response times during busier periods.

Most people get messages by text, but 6 out of 10 patients say they don’t get any message at all when their prescription is ready. This shows the pharmacy’s messages are not always the same for everyone. There is a chance to make the

system clearer and more reliable so patients always know when their medicine is ready.

How does the pharmacy inform you that your prescription is ready to collect?



Positive feedback included:

- **“Really good.”**
- **“Brilliant communication.”**
- **“They text me as soon as it is ready.”**
- **“I call or just call in and it’s always ready.”**

Many patients are happy with how the pharmacy talks to them, especially the text messages and how quickly staff reply.

But some people shared worries, such as:

- **“I’m always having to follow my prescriptions.”**
- **“Don’t tell us.”**

These comments show that some patients feel they have to chase their prescriptions or that they don’t always get told when their medicine is ready. This means the pharmacy is not always giving people the information they need at the right time.

Clarity about what to do next? Not everyone answered this question. Most people said they know what to do with their medicine and prescriptions:

- **How to get a repeat prescription: Yes: 94%, No: 6%**
- **How to take the medication: Yes: 94%, No: 6%**
- **What the medication is for: Yes: 88%, No: 12%**
- **How to dispose of medication: Yes: 76%, No: 24%**

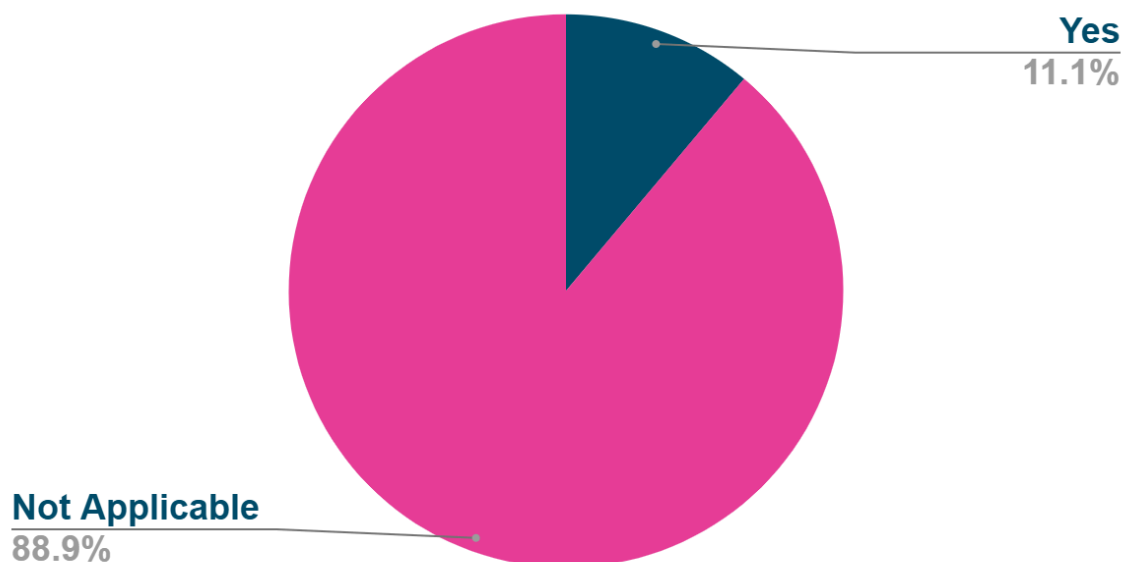
This shows that most patients feel well informed about their medicine. But more people were unsure about how to safely throw away old medicine, which was the area with the most confusion. This means the pharmacy is doing well with general advice, but giving clearer guidance on safe disposal would help patients even more.

Another person said they are not always watched, sometimes feel rushed, and that staff don't always check even though they are supposed to be observed.

Only a few people answered this question, but the comments are still important. They show that supervision is not always the same every time. For controlled medicines, the pharmacist must always watch to keep people safe.

If patients feel rushed or not fully watched, it could be a safety risk.

Are you prescribed any controlled medications that must be taken under the supervision of the pharmacist?



It would be helpful for the pharmacy to check its supervision process to make sure every patient is treated the same and feels safe and supported.

Patient Experience of Fairness and Discrimination

To what extent do you agree with the following statement: "I have felt discriminated against or treated unfairly at the pharmacy because of my medication or prescription."

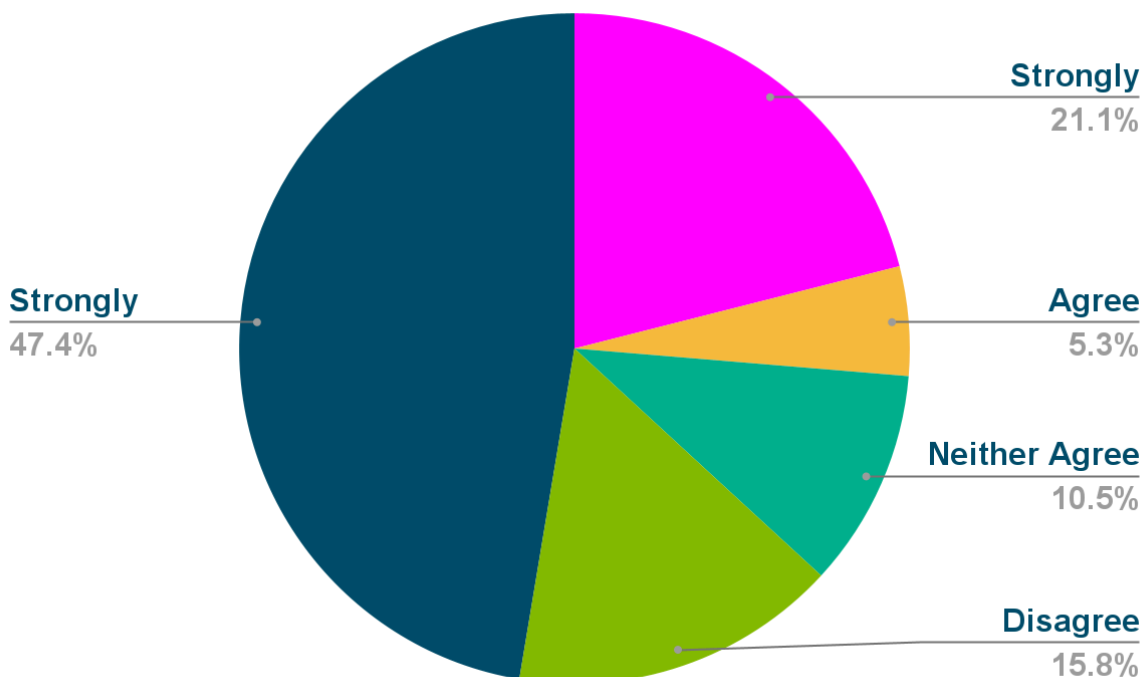
Survey Responses (23 respondents) - (Not all respondents answered this question.)

Positive feedback:

- **"Welcoming staff and attentive"**
- **"Never"**

Negative feedback / concerns about discrimination:

- **"We are spoken to terribly, they're very rude, especially the woman who wears the headscarf."**
- **"Feel second class, makes me not want to go get my controlled meds with how they treat me."**



Most people (just over half) said they did not feel unfairly treated, which shows many patients feel respected.

However, around 1 in 4 patients said they did feel unfairly treated, and some wrote comments saying staff were rude or that they felt like they were treated as **“second class.”** These comments are important and should be taken seriously.

This suggests there may be some cases where patients are not treated equally. The pharmacy may need to look at this more closely, think about what happened, and give staff extra training to make sure every patient feels safe, respected, and valued.

Do you know how to give feedback to the practice? For example:

	Yes	No
Through the Patient Participation Group (PPG)	11	11
Complaints procedure	13	9
Friends and family test	9	12

Some patients know there are different ways to give feedback, but not everyone does. About half of people weren't sure about the Patient Participation Group (PPG) and the Friends and Family Test. A slightly larger number knew about the formal complaints procedure.

If you have left feedback or made a complaint, what was the outcome?

- **“No complaint made”**
- **“Never needed to complain”**

No respondents reported having made a complaint or leaving feedback with a resulting action.

Feedback for the service

Following our Enter and View visit, Healthwatch Rotherham found several areas for improvement. The report's observations and recommendations contained within this report are offered to help the service make positive changes. The service may determine how best to consider and respond to these recommendations. Healthwatch Rotherham may, at its discretion, undertake a follow-up visit in the future to review progress where appropriate.

Rear Collection Area

- Review outdoor dispensing to make sure giving medicines outside meets professional standards.
- Confirm compliance with ICB, 'WithYou' and equality standards .
- Conduct a full risk assessment of the rear dispensing area.
- Offer patients a real choice about where to collect their medicines.

Archways should urgently review this arrangement to make sure it follows contractual, regulatory, and equality requirements.

If these problems are not fixed, the organisation faces serious risks, including: health and safety hazards, possible breaches of the Equality Act, damage to its reputation in the community, and non-compliance with regulatory and contractual standards.

Improve routine cleaning and monitoring

- Tidy shopfront displays and shelving; remove small temporary stands and make better use of existing shelf space to reduce clutter and make the shop look fuller.
- Improve routine cleaning schedule and ongoing monitoring – An empty energy drink can was seen on the floor during a pre-visit and was still there two weeks later, which suggests cleaning checks are not happening regularly. Deep clean the retail and patient areas thoroughly.

During a pre-visit to drop off patient surveys, an empty energy drink can was seen on the floor inside the pharmacy. When the team returned two weeks later for the formal visit, the same can was still there. This suggests routine cleaning and monitoring are not happening reliably and raises concerns about how well the retail area is being maintained.

Regular and clearly documented cleaning routines, alongside routine visual checks of the retail area, would provide assurance that the premises are maintained to an appropriate standard at all times.

Healthwatch Rotherham is offering these suggestions to help the service improve and keep the environment clean, safe, and welcoming for patients and visitors. The recommendations are given in good faith and the service can decide how to respond. Healthwatch Rotherham may return later to check on any progress.

Conclusion

Our recent Enter & View visit to Archway Pharmacy has given us the pharmacy has a strong commitment to the community, a wide range of clinical services, and overall positive patient feedback on the services they have received. Patients reported feeling listened to and supported, staff morale was good, and many aspects of the service.

Our visit also highlighted some areas in need of improvement. The rear collection area raised concerns about patient choice, dignity, safety, and privacy. Cleanliness inside and outside the pharmacy were below expected standards and interpreter services, accessibility & equality, communication, and perceptions of fairness.

While many of these issues can be fixed through structured planning, some – particularly those affecting safety, dignity, and equality – need urgent attention.

Archway Pharmacy has a solid foundation to build on, and by addressing these priority areas, the service can strengthen patient confidence, meet professional and equality standards, and ensure all patients receive a safe, respectful, inclusive, and patient-centred service.

Healthwatch Rotherham looks forward to reviewing progress and supporting the pharmacy in its ongoing improvements.

Improve Consultation Room Accessibility

- Re-assess the layout to improve wheelchair accessibility.
- Risk assess the route past the staircase for staff safety.

Recommendations would be;

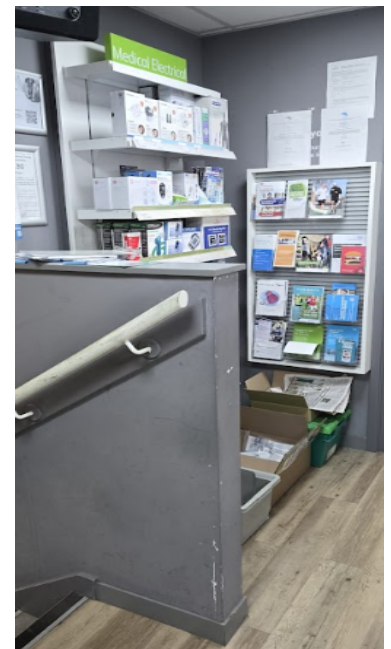
- To re-evaluate the till area and access to the consultation room – Why this helps: it creates more space outside the consultation room so everyone can enter and exit safely. These simple changes improve accessibility and safety.
- To consider adding a small wooden gate to improve safety.
- Ensure consistent supervision of controlled medications.

-
- Display opening times on the front near to the entrance
 - Update the website to reflect the opening times

-
- Understand the South Yorkshire ICB interpreter services and how to access the service.
 - Ensure staff know how to use interpreter services and publicise the service to patients & customers.

-
- Review layout of promotional stands to ensure emergency equipment is fully accessible ie, Fire alarm and extinguishers.

-
- For all staff be refreshed on the following policy's; :



- Whistleblowing Policy
 - Complaints Policy
 - Interpreter Access Procedure
 - Equality Act 2010 Policy
-

Response

Response from Archways Pharmacy.

Formal Response Letter

Thank you for your recent visit and for the opportunity to respond to the matters raised. Please find below our formal response, addressing each point in turn.

Opening Times

Our opening times are now clearly displayed at the front of the premises to ensure customers can easily access this information.

Cleanliness

We have implemented an improved cleaning rota whereby staff are allocated dedicated time specifically for cleaning duties. This replaces the previous “clean when quiet” approach and ensures consistently high standards of cleanliness throughout the pharmacy.

Use of Shop Window and Information Materials

The shop window is used to display posters containing relevant information for customers. We also support the local community by allowing nearby services, such as the local church, to advertise community activities and services.

Leaflets located on the desk near the seating area are available for customers to read while waiting or to take away for future reference.

Empty Shelves and Medicines Availability

We appreciate that some customers may be unfamiliar with the medicines ordering process

within pharmacies. Empty shelves are primarily the result of certain items being temporarily unavailable from manufacturers. We operate a dedicated electronic ordering system that allows us to monitor items ordered and received. Any products that are out of stock are automatically placed on a watch list. This system checks supplier availability on a daily basis and automatically places orders as soon as items become available.

Display Stands

The display stands currently in the pharmacy belong to pharmaceutical company representatives. We have contacted the relevant representatives to request that these be replaced with smaller units or removed entirely.

Wheelchair Access

The consultation room has been used on multiple occasions to accommodate customers who use wheelchairs. The room is able to comfortably fit a wheelchair, and the pull-out table can be retracted to provide additional space when required.

Boxes Behind the Till

The boxes observed behind the till area are part of our daily stock deliveries. Staff check all items upon arrival and then place them on the shelves. Once this process is completed, the empty boxes are stored in the dispensary awaiting collection by the wholesaler.

Prescription Incidents

First case: When a patient has been seen at their GP surgery, prescriptions are sent electronically to the patient's nominated pharmacy. Unfortunately, we have no control over the speed at which surgeries transmit these prescriptions.

Second case: Some prescriptions can only be issued by one pharmacy at a time. If a prescription has been downloaded by another pharmacy, it must first be returned to the NHS Spine before a different pharmacy can access it. In this instance, the prescription had not been returned. As the patient is nominated to another pharmacy, we are generally unable to request the prescription,

as many pharmacies state this request must come from the patient themselves.

Translation Services

Following the visit, we have implemented a telephone interpretation service. This service provides support in the top 50 languages and is typically answered within 30 seconds. It has already been used successfully during one of our consultations.

Rear Pharmacy Entrance

Initially, all customers were served through the main entrance, including those attending for methadone treatment and needle exchange services. However, we received multiple complaints from customers regarding perceived queue-jumping, concerns about the language used, and safety, particularly where used needles were returned and occasionally missed the disposal bin.

In response, we introduced a rear entrance to provide a more discreet and efficient service for those customers who did not wish to wait in the queue. A methadone pump was also installed, allowing precise dosing and significantly improving service delivery times.

Used needles can now be disposed of directly into the sharps bin without staff intervention, improving safety. The rear area of the property has since been thoroughly cleaned. We have also arranged for waste collection to take place weekly rather than fortnightly to prevent overspill and maintain cleanliness.

Anti-slip strips have been installed on the ramp. Wheelchair users are still able to access the pharmacy via the front entrance if preferred.

The rear gate is fitted with an internal lock which may be locked by the customer to provide privacy when customers attend for medication. Use of this lock is optional and based on individual preference.

Zero-Tolerance Policy

We operate a strict zero-tolerance policy towards abusive behaviour. Any customer who is abusive towards staff is not permitted to enter the pharmacy and is advised to seek an alternative pharmacy or use the rear entrance until suitable arrangements can be made by *We Are With You*.

Staff Training

All staff receive training provided by Buttercups, which includes whistleblowing procedures. This training forms part of the induction process for all new employees.

Seating

There are currently three chairs available in the retail area, an increase from the previous two. A third chair has been positioned near the entrance. Any additional seating would restrict space required for pushchairs and wheelchairs.

Text Messaging Service

We offer an opt-in text messaging service. Information about this service is displayed on the in-store television screen in several languages. We have chosen an opt-in model to respect customer preferences, as many do not wish to receive unsolicited messages.

Disposal of Unwanted Medicines

Posters providing guidance on the disposal of unwanted medicines are displayed in the pharmacy, and this information is also shown on the television screen.

Health Promotion and NHS Campaigns

We actively promote healthy lifestyle information, NHS campaigns, and the services available within the pharmacy via the television screen, with content displayed in multiple languages.

Please do not hesitate to contact us should you require any further clarification.

Yours sincerely,

Mohammed, Manager, Archway Pharmacy.

Response form Commissioned service ‘We are, with you’

Dear Healthwatch,

Many thanks for bringing to our attention the concerns raised by some of our clients to your organisation.

WithYou aims to complete quality assurance visits annually, in order to support service delivery and improvement. The last QA visit was undertaken in April 2025, however it is unclear from the notes whether this covered the area of concern.

As you are aware we received a complaint on 8th January 2026, and our resident Pharmacy Technician completed an initial visit to the pharmacy in response. Due to concerns similar to those raised by Healthwatch our Pharmacy Technician scheduled a more comprehensive visit on 21st January 2026. At the request of the Healthwatch team this visit was paused to allow their investigation to proceed. WithYou contracts pharmacies in Rotherham to deliver Supervised Consumption in addition to Needle and Syringe Provision (NSP) via Service Level Agreements (SLAs). Archway has provided services under the current iteration of our SLA since July 2025.

Our SLA is modelled on Best Practice Guidance for for Commissioners and Providers of Pharmaceutical Services for Drug Users (NTA, 2006), references the General Pharmaceutical Council (GPhC) Code of Ethics, and additionally outlines locally set clinical governance and quality standards, as agreed by the Pharmacy and WithYou. As such, the SLA emphasises the importance of providing an inclusive dispensing and supervised consumption service, where service user dignity and confidentiality is maintained at all times.

We intend to complete a full Quality Assurance visit to Archway, as originally planned, in accordance with our SLA in March. We will then offer support to the pharmacy to create their corrective action plan, with an agreed time frame to address issues that are identified from our visit. This will take into account the points raised by your report, in addition to our standard monitoring points. This

follows the process as detailed in our SLA, however any identified actions remain the responsibility of the pharmacy to undertake.

We would advise concerns relating to wider community pharmacy practice, including infection control, premises and operations, should be raised with the pharmacy and/or their Superintendent in the first instance. When there are ongoing concerns we would recommend escalating these to the GPhC.

Many thanks for your continued support of service users in the area and please do not hesitate to reach out if you require further information on this matter.

Acknowledgments

Thank you to Archways Pharmacy for being friendly, welcoming and allowing us to look around the premises. Thank you also to everyone who took the time to complete our surveys.

References:

CQC inspection summary:

www.cqc.org.uk/location/1-638829433/inspection-summary



We are committed to the quality of our information. Every three years we perform an in depth audit so that we can be certain of this.