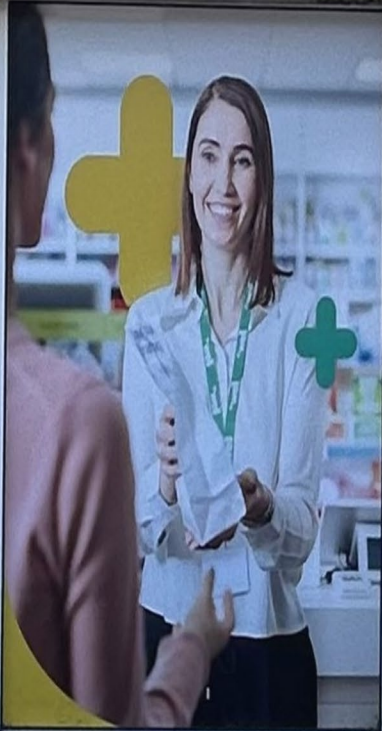


+well Pharmacy

Choose Well for prescriptions

We can save you time by having your GP automatically send your prescription directly to us

Talk to us today



Well Pharmacy – Oxford

Enter and View Report

October 2025

healthwatch
Oxfordshire

Contents

Contents	1
Visit details	2
About Healthwatch Oxfordshire	3
What is Enter and View?	3
Purpose of the visit	3
Strategic drivers	3
Summary of findings.....	4
Recommendations	6
Service response to recommendations.....	6
Report.....	7
Methodology	7
About Well Pharmacy	8
Our visit.....	8
Access and signage	8
The pharmacy environment.....	8
Information on display	13
Summary of customer and staff feedback	14
Customer/patient feedback.....	14
Staff feedback	16



Acknowledgements

Healthwatch Oxfordshire would like to thank all the patients/customers we heard from, and the staff of Well pharmacy at Marston in Oxford for their support and contribution to our Enter and View visit.



Visit Details

Disclaimer

Service	Pharmacy
Service Name	Well Pharmacy
Service Address	11 Old Marston Road Marston Oxford OX3 1GP
Service Provider	Wells
Date and Time of Visit	24 th June 2025 10am -1pm
Authorised Representatives	Amier Alagab Carol Ball
Visit Status	Announced Visit
Contact details	Healthwatch Oxfordshire Office F20 Elmfield House New Yatt Road Witney Oxfordshire OX28 1GT T: 01865 520520

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff; it is merely an account of observations and contributions made at the time of the visit.

About Healthwatch Oxfordshire

Healthwatch Oxfordshire works to make sure NHS and social care leaders, and other decision-makers hear your voice and use your feedback to improve health and social care services. We can also provide you with reliable and trustworthy information and advice about local health and care services. We are an independent charity.

What is Enter and View?

Healthwatch Oxfordshire gathers information on people's experience of using health and care services. One of the ways we do this is by visiting places where publicly funded health and care services are being delivered. This enables us to see and hear how those services are being provided.



These visits are called **Enter and View visits** and can be announced or unannounced. In an announced visit we will work with the service provider to agree the visit. As the local Healthwatch for Oxfordshire, we have statutory powers under the Health and Care Act 2012, and Local

Government and Public Involvement in Health Act 2007, to carry out Enter and View visits to local health and care services.

Enter and View visits are carried out by a team of trained and DBS checked volunteers and staff. We call these our authorised representatives. We use what we hear and see on the day of our visit to report to providers and others with recommendations to inform change for the health and care services we visit. Enter and View visits are not an inspection and will always have a purpose.

Purpose of the visit

- To observe how Well Pharmacy operates and provides its services.
- To collect views from patients/customers and staff about the service.
- To identify 'Best Practice' and highlight any areas of concern.
- To report what we observe and hear about the quality of the services.

Strategic drivers

- This Healthwatch Oxfordshire Enter and View visit is part of a programme of visits to a range of services within Oxfordshire.
- These visits were planned and implemented in 2025 – 2026.

Summary of findings

During our visit to Well Pharmacy at Marston in Oxford we heard from eight customers/patients and four staff members on the day. The pharmacy has a website; however, this is generic to the brand and not specific to the Well Pharmacy in Marston.

Signage and information



There is clear signage for the pharmacy outside. However, the exterior of the building looked neglected and unloved. The pharmacy is wheelchair accessible. We could not see any opening hours displayed. There was no welcome sign at the pharmacy. The pharmacist registration certificate was on display.

The following information was on display:

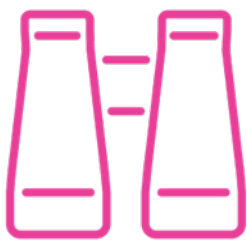
- Pharmacy First and flu jabs.
- Information on the walk-in travel clinic, which was no longer operational.
- Medication advice and free blood pressure checks.

We could not see any of the following information displayed:

- Translated information or leaflets in other languages on display.
- Information about how to access an interpreting service while using the pharmacy.
- Information about how to give feedback or leave a comment or suggestion.
- Information on the delivery service offered by the pharmacy.

The pharmacy has no hearing loop in place.

The general environment



The pharmacy was in poor condition and didn't appear to be as clean as it could be – this could negatively impact on the customer's experience. The flooring of the pharmacy was lifting in some areas and the ceiling leaks needed attention, which could have negative impact on pharmacy environment and patient safety. The door to the pharmacy indicated it was an automatic door, but this didn't appear to be functioning.

On the wall inside the pharmacy there was a hand sanitiser machine with no gel in.

There were three consulting rooms, which are currently rented out to a local doctor's surgery, accompanied by an adjacent waiting area. The waiting area which led to a customer toilet, appeared untidy, neglected and posed trip hazards.

The pharmacy has its own consultation room which was spacious and well equipped. The privacy of customers at the counter needs attention as sometimes other people could hear conversations.

There was parking outside which makes the pharmacy easy to access. A prescription box was adjacent to the entrance but was no longer in use and was sealed up.

There were three seats in the waiting area for people to use whilst waiting for their prescription to be prepared.

The staff



The pharmacy is operated by a dedicated staff and lead pharmacist and aims to deliver excellent care through collaborative efforts. We heard that the team was working hard to make improvements to the service. The pharmacy did not appear to be very busy, and the overall appearance was that the pharmacy was very calm.

The staff were not wearing name badges, which if worn enhance professionalism and facilitate communication. The team members were welcoming and greeted customers with warmth and friendliness which created an inviting atmosphere. This culture of hospitality ensured that customers felt valued and respected from the moment they entered the pharmacy.

Patient and staff feedback



The staff members are dedicated and told us they feel supported in their career development and professional training. They expressed considerable appreciation for the open and accessible management style, and effective communication regarding the pharmacy improvement.

We heard from customers that they had seen an improvement since new management/pharmacist was in place.

Patient feedback conveyed appreciation for the interactions, medical care and support provided by the staff.

Recommendations

-  A welcome sign at the entrance of the pharmacy would enhance the positive first impression for patients and customers.
-  Providing translated materials ensures that all customers/patients, regardless of their primary language, have access to important information. This accessibility is crucial in making healthcare services inclusive and equitable.
-  Provide and display clear information on how people can access an interpreter service.
-  Implement hearing loops in the pharmacy to improve accessibility for patients with hearing impairments.
-  Clear information about opening times and operational hours is essential for ensuring that customers and patients can readily access the service.
-  Provide clear information on how to give comments and feedback. No feedback or suggestion box is available at the pharmacy.
-  The flooring of the pharmacy and the ceiling need refurbishment to enhance the pharmacy environment and the safety of patients
-  The pharmacy's main door should be repaired to ensure smoother and more convenient access for customers.
-  The area designated for GP-related items should be better organised to improve and maintain a tidy environment.

Service response to recommendations

We have not received a response from the service provider to this report.

Report

Methodology

When organising an announced Enter and View we follow the steps below:

- **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.
 - Prepare visit posters including the purpose of the visit, time and date, and dispatch these to the provider for display, so that people using the service are clear why the visit is taking place.
 - Include information about how members of the public can contact Healthwatch Oxfordshire 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.
 - Meet with the service provider before the visit.
- **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 7 – 20 working days.
- **Follow up:**

The final report is published on Healthwatch Oxfordshire's website and shared with the Care Quality Commission (CQC) and service provider.

The visit took place from 10am to 1pm on 24th June 2025, with two trained Enter and View representatives.

During the visit, the team were able to spend time observing the daily work of the Well Pharmacy, noting the general environment, such as cleanliness, comfort, and information displays, and to speak to both customers/patients and staff.

About Well Pharmacy



Well pharmacy is located at Marston and is one of the 760 branches in the UK and the second branch in Oxfordshire. More details about Well Pharmacy and the services they offer can be found at the following link:

<https://finder.well.co.uk/store/oxford-11-13-old-marston-road>

Our visit



During our visit, we were welcomed by the pharmacist who also serves as the pharmacy manager. They explained that the service had not been functioning properly over the past few months due to IT issues. As a result, many patients had expressed complaints, and some had lost trust in the pharmacy. This led to a significant loss of customers. The team is actively working to address these issues by meeting with local GPs, with the goal of closing gaps and improving customer and patient satisfaction.

On the day of the visit four staff members were working in the pharmacy, including the pharmacist, pharmacy dispenser, assistant trainee and a delivery driver. We spoke to all members of staff and engaged with eight customers/patients.

Access and signage

The external signage for the pharmacy is clearly visible, although the exterior was untidy and could be repainted to provide a more welcoming frontage. There was wheelchair access, and we noticed a disabled patient easily accessing the pharmacy.

During the visit we didn't observe any welcoming sign at the main entrance or inside the pharmacy. However, some information about the services provided in the pharmacy were on display. The pharmacy opening hours are not on display which is essential information for customers and patients.

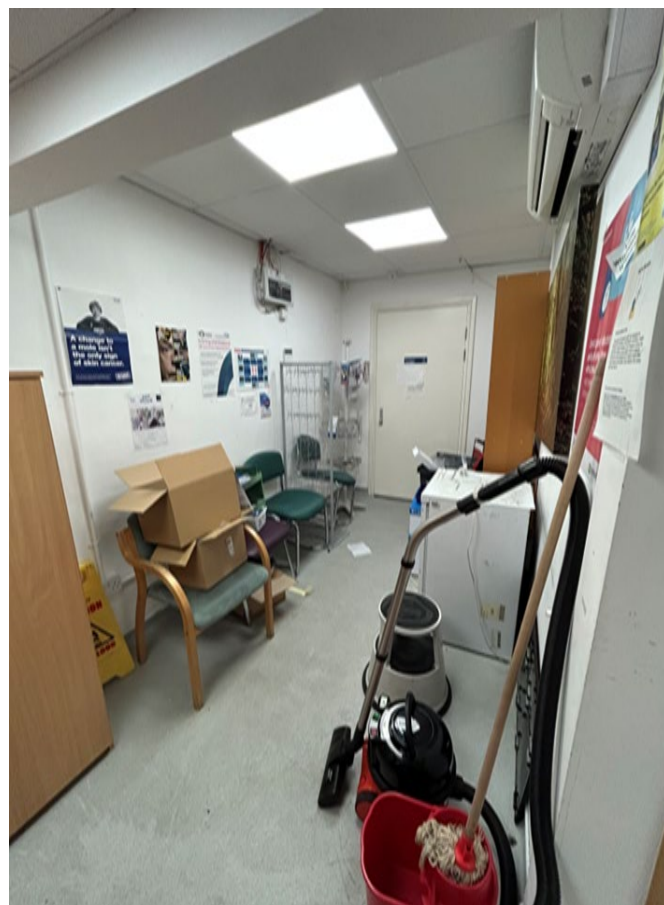
The pharmacy environment

The atmosphere of the pharmacy was very calm. Staff were welcoming and interactions we observed between staff and customers/patients seemed friendly and informative. The level of cleanliness observed in the pharmacy did not meet the expected standards, which is a critical aspect in maintaining the image and responsibility of a professional healthcare provider. The general environment appears a bit tired, with a noticeable ceiling leak and floor damage at many areas. The pharmacy may benefit from general refurbishment and deeper daily cleaning.

There were fire exits available at the pharmacy for evacuation in case of emergency use.



The ceiling



The storage space/room



The floor



The pharmacy featured a well-equipped consultation room, which is essential for providing patients with a private and comfortable environment. Such a space allows individuals to discuss their health concerns openly or receive vaccinations without feeling exposed or rushed. Creating this kind of welcoming and secure atmosphere is crucial in promoting patient-centered care, as it helps patients feel respected and supported, ultimately improving their overall experience and satisfaction with the service.



Consultation room

Additionally, there is an area within the pharmacy that is shared with Hedena Surgery. This space is currently not in use, although the belongings of the surgery remain stored there. The pharmacy also uses part of this shared area to store some of its own items. This situation suggests a need for better organisation and possibly a review of how the space is used to ensure it does not detract from the pharmacy's functionality or the patient experience. Maintaining a clean, orderly environment in all areas of the pharmacy, including shared spaces, is important to uphold safety standards and create a positive impression for patients and visitors alike.

The availability of seating in the waiting area is a significant advantage for the pharmacy, as it provides customers and patients with a comfortable place to sit whilst they wait for their prescriptions or vaccinations.

This is especially important during busy periods when wait times can be longer, helping to reduce discomfort and frustration. Having a designated seating area not only improves the overall patient experience but also contributes to a calmer and more organised environment.

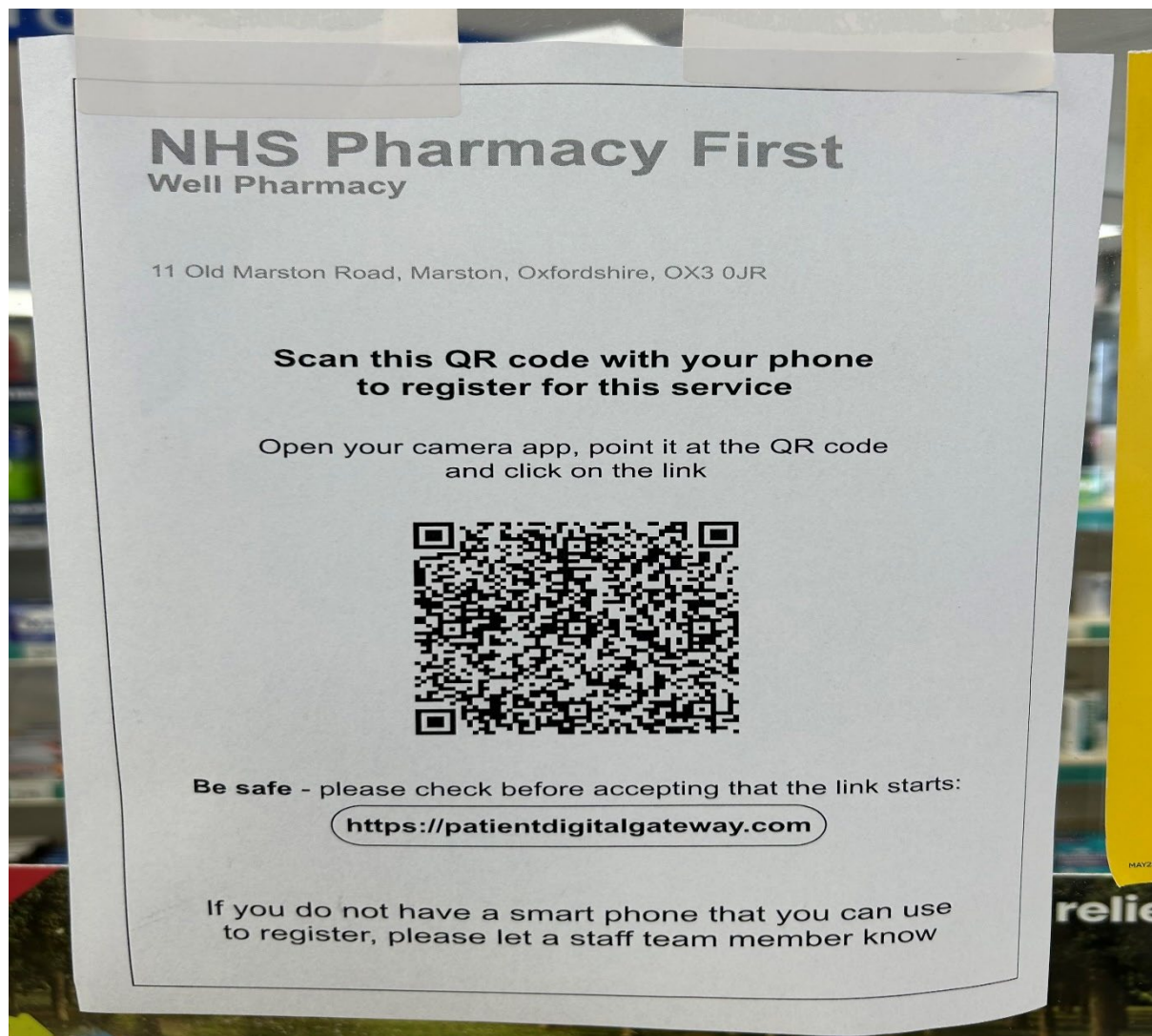


When patients feel cared for and comfortable during their wait, it can positively influence their perception of the service and encourage them to return in the future. Additionally, a well-arranged waiting area with adequate seating supports accessibility for all patients, including those who may have mobility challenges or health conditions that make standing difficult. Overall, providing seats in the waiting area is a way to enhance patient satisfaction and promote a welcoming atmosphere within the pharmacy. The pharmacy itself was well-equipped with all necessary facilities and in good order.

The pharmacy offers flu vaccines by a professional pharmacist.



Pharmacy First services are also offered in the pharmacy, and there were several signs on display about the services available. The Pharmacy First¹ service builds on the NHS Community Pharmacist Consultation Service which has run since October 2019. This service enables patients to be referred into community pharmacy for a minor illness or an urgent repeat medicine supply.



Pharmacy First Service

While we were there, we observed the pharmacist attending two cases of Pharmacy First and said they tend to deal with around three to five cases every day.

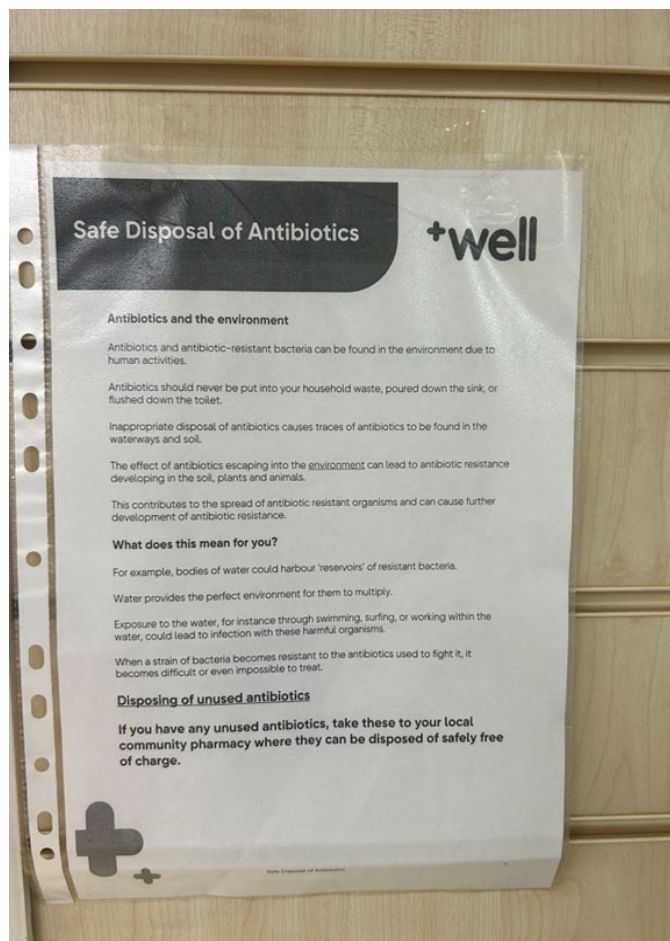
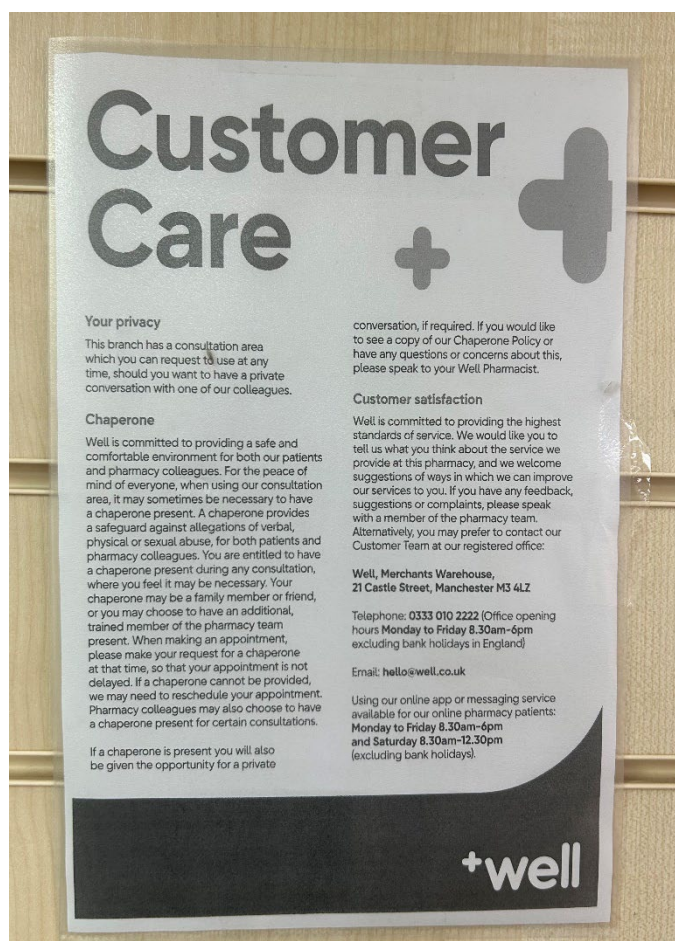
This achievement reflects the hard work and dedication of the team members in providing essential pharmacy services to the community.

¹ <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/>

Information on display

There was limited information displayed about Well Pharmacy services, including Pharmacy First, flu vaccinations, customer care and the safe disposal of antibiotics. However, a Responsible Pharmacist Notice was prominently displayed, indicating the name of the pharmacist overseeing the pharmacy's operations at any given time. This notice ensures accountability and compliance with legal requirements.

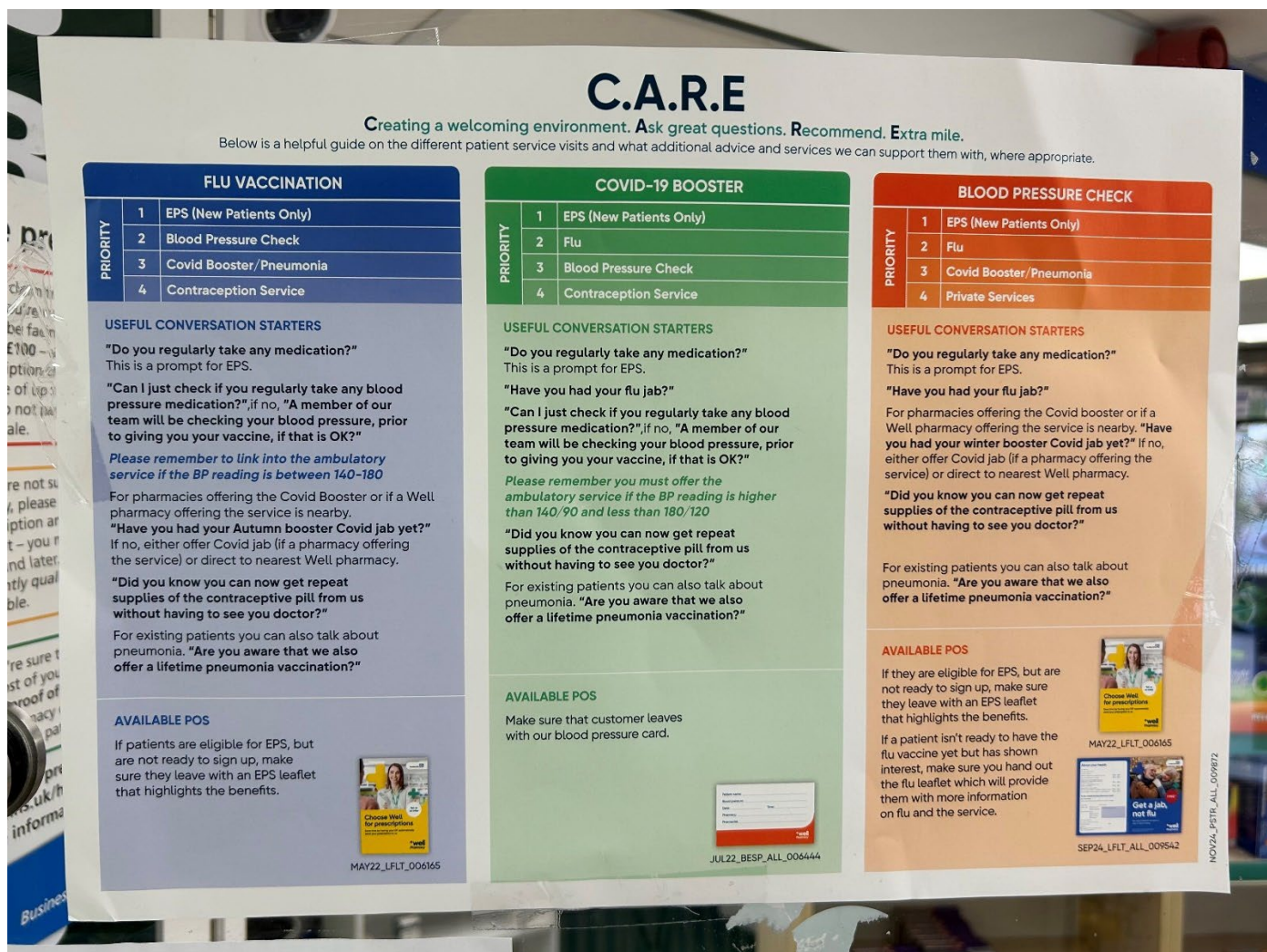
The Pharmacy First service, for example, allows patients to access care for common conditions directly through community pharmacies, improving convenience and reducing the need for GP appointments.



Information on display

There was no suggestion box for customers to use, as well as no clear information on how to make a complaint. We did not see any translated materials or information about access to interpreting services nor any information or materials telling patients about this service. We did not see a hearing loop equipment in the pharmacy.

Posters on display provide information about various pharmacy services offered, such as advice on health-related topics, flu vaccinations and free blood checks.



Service on display

Summary of customer and staff feedback

Customer/patient feedback

During the visit to Well Pharmacy, we spoke to eight customers/patients, including one man and seven women. The age range of the customers/patients we spoke to was between 34 and 90 years old. Additionally, six of them identified as white British, one Black / Black British: Caribbean and one Arabic.

Customers/patients said they appreciated the improvement in the support provided by the new pharmacist and the team.

We asked the customers about the signage, and how easy to get directed. They said:

'Yes, I can cycle, walk or sometimes drive. The pharmacy is very convenient.'

'Easy to get here, I can walk from home, If I need to use another pharmacy, I have to get two buses even though it is only up the road, I also have my booster jabs here.'

When we asked the customers about other services available at the pharmacy, most were aware of the different general services available. However, some customers were not aware of Pharmacy First. Comments included:

'I have used Pharmacy First here and they were great; they really listened to me and explained the medications they were giving me, they were just so helpful. I would definitely come back here. They always try to answer my questions and are just really helpful.'

When we asked the customers about whether they collect their prescription, they said:



'Yes, however, the pharmacy is not very functional, and I have just changed to collect my prescription from another pharmacy.'

'Opening hours? pharmacy closed when trying to collect my prescription. The staff are nice but always having stock issues, waiting weeks for medicines, chaotic often closed with no pharmacist.'

'It used to be a good service but then it went downhill, however, more recently it has improved. Medications were frequently not ready, and the computer system was down. They have a new pharmacist here now and things do seem to have improved.'



When we asked the customers if they knew about how to give feedback and complaints, we heard:

'Yes, and if I wanted to make a complaint I would just speak to the staff.'

When we asked the customers about any improvement required in the pharmacy, we heard:

'There is a much-improved waiting time - it used to be really busy here and you would wait ages to collect a prescription. It wasn't ready today but to be honest I didn't think it would be as I just took a chance as I was passing by.'

'It's difficult to answer this as it is the first time I have been in since the new pharmacist started. It used to be good here then went through a difficult period. Medications were never ready, or they couldn't find them, faulty computer systems etc. however recent months been much better.'

'Yes, the floor needs some attention but otherwise no concerns.'

'it's okay but does need some redecorating and refurbishing, there isn't much stock on the shelves.'

Staff feedback

We received feedback and comments from four members of staff on the day, representing a cross-section of roles of pharmacist, pharmacy dispenser, assistant trainee and the pharmacy driver. The positive attitude expressed by staff members towards their work, interactions with customers/patients, and the care they provide, created a supportive environment in the pharmacy. Staff told us they appreciated the support given by the new pharmacist.

We heard from all the staff that they had all the essential and required training, but the assistant trainee still to do the pharmacy counter course as she had only joined recently.

What is the best thing staff said about the job?

Staff indicated that they are satisfied with their jobs.

We heard that:

'When I'm able to help patients with their issues and leave the branch satisfied.'

'I get pleasure from giving the right care to our patients, I get to learn new things almost every day.'

What are the challenges staff raised?

We asked about any frustrations or challenges that staff might experience in their work and the service they provide.

Comments included:



'Medication shortage, which make it hard to supply lifesaving medication to my patients.'

'Customer not being in.'

'The abuse from customers.'

'The branch has faced many challenges lately. We are all trying hard to make things better and provide our best for our patients.'



We asked staff if they would raise concerns?

Staff told us they were happy to raise any concerns with their manager and felt comfortable doing so.

We asked how staff thought the Well Pharmacy and service they provide could be improved?

'Have more staff, improve the infrastructure. Reface the branch and employ more staff.'

'Providing more services to the patients.'



If you would like a paper copy of this report or would like it in a different format or language, please get in touch with us:

**Office F20
Elmfield House
New Yatt Road
Witney
OX28 1GT**

**www.healthwatchoxfordshire.co.uk
t: 01865 520520
e: hello@healthwatchoxfordshire.co.uk
X twitter.com/healthwatchoxon
f facebook.com/healthwatchoxfordshire**