



**Enter and View Report**  
**John Low Ltd. Pharmacy**  
**83 Queens Road, Blackhill, Consett**  
**County Durham, DL8 0BW**  
**Thursday 14<sup>th</sup> September 2017**



**Authorised Representatives:** Jean Ross/Paul Stokes

**Volunteer Support Officer:** Claire Cowell

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## **Acknowledgements, disclaimer and context**

Healthwatch County Durham would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

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, only an account of what was observed and contributed at the time.

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and View are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an Authorised Representative observes anything that they feel uncomfortable about, they need to inform their lead who will inform the service manager, ending the visit.

## **Purpose of the visit**

Healthwatch County Durham have carried out Enter and View visits in GP practices that have scored highly in patient satisfaction surveys and CQC inspections, with the aim to learn from and share good practice identified during conversations with patients and from observations on the day.

The same principle is being used here within Pharmacy services. John Low Ltd. Pharmacy, being the one of the first to volunteer to host a visit. It forms part of a wider piece of work looking at people's understanding of and use of pharmacy services on behalf of the Local Pharmaceutical Committee (LPC) and Public Health. This work was agreed by the HWCD Board on 1 June 2017 and published in October 2017.

## **Planning and preparation**

Three authorised Representatives, Jean Ross, Paul Stokes and Claire Cowell carried out the visit.

Appreciative questions (appendix A) and roles and programme for day (appendix B) were agreed in advance. We advertised the visit (appendix C) and left a comments box and Healthwatch display at the Pharmacy.

The survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, Authorised Representatives and the practice manager for comment.

We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit so the surveys were left one week before the visit on the reception desk with a box for completed surveys to be left in.

Posters were displayed in the pharmacy two weeks before the visit and Dawn Cruickshank and Clare Richardson, Pharmacy Managers, briefed the staff before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment and consider areas such as layout, introductions, venue space

and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.

### **Information and data**

We carried out 19 individual conversations with customers, using a set of appreciative questions to give people the opportunity to describe good practice they had experienced or seen.

We collected one survey which was completed prior to the visit.

We also observed activity during our three hour visit, to collect our own independent impressions of the services, which were recorded during and after the visit.

### **What people told us**

People shared their experience and opinions, all are noted in Appendix D. Some are unique to the individuals but several trends emerged, which include:

#### **Great staff - helpful, friendly and quick**

“The service is really quick and staff are friendly and very helpful”

“The staff remember me”

“Sometimes I forget my medication-the staff are good at reminding me here”

“Looking out for patients in any way, is important to me, especially older folk”

“I find the staff to be welcoming, polite, considerate and professional”

#### **Great service**

“They always try really hard to sort my problems out for me”

“The service is very quick and efficient”

“One of the best things is the teamwork-everyone works together, we cover for each other, where necessary”

“They are good at recommending things for me”

“The additional services that they run now are useful”

#### **Great Location**

“The best thing for me is the proximity to where I live”

“It’s convenience-all in one place GP and Pharmacy is the best thing”

“I find it really easy to get to”

### **Satisfaction**

“Nothing to improve-very happy as it is”

“Car Park causes difficulty-why are camera’s needed?”

“Could the service be open longer hours, chemist and doctors open the same times?”

“It works-don’t change anything”

“Some users find technology difficult so the human touch is very important to maintain”

“Perfect”

### **What we observed**

The customers we observed in John Low Ltd. Pharmacy appeared to be happy with the services overall.

Observations considered the physical space and how it was managed, as well as communication with staff and users. The Pharmacy was very busy on the morning of the visit.

Key areas of observation were:

#### **Effectiveness of the physical space, layout and services available**

The car park area seemed to cause frustration for users. Cars were waiting for spaces at times, which created congestion. Users were concerned about logging their registration into the internal monitor correctly. (This error could incur a fine)

There did not seem to be a lot of space between the counter and potential queue of people

The Pharmacy had a very clear list of services available exhibited at the desk, very clear and concise, therefore information on services available was very effectively being communicated

There were six pharmacy assistants working, as well as the head pharmacist which kept things running smoothly. Staff were seen to be offering users the flu jab while they were in

The layout was clean and very tidy (staff regularly were tidying up).

Some items did not seem to be priced

Customers were offered receipts

Both the consultancy room and disabled toilets were appropriate and pleasant

### **Positive social interaction, communication and customer care**

Assistants asked users to take a seat whilst waiting for their prescription

Staff seemed to know the users personally and often knew names

Users did not wait long at all for their prescriptions or support

The staff came across as friendly and approachable

There was no interference when people were talking and staff were able to talk quietly to people where necessary

Staff were seen advising users about pre-paid prescription charges

Customers were told to avoid a particular time as it would be very busy

### **Issues that arose**

A couple of elderly users seemed to struggle inputting their registration into the monitor system and had to ask for help (the monitor screen seemed to have to be touched quite firmly, to get it to accept the digits)

**Recommendations** We have listed the recommendations below based on what we were told and what we saw and heard, during the visit.

1. Customers told us that staff are friendly, always helpful and polite, yet remain professional and considerate. This makes people feel welcome to the service and confident that they will have a good experience. Customers valued that staff members remembered them personally, this knowledge and understanding also enabled staff to remind individuals about their personal medication and needs. There is a definite feeling that staff are genuinely interested in customer's wellbeing and this should be retained
2. The locality of the pharmacy came across as being very important to people, and having the GP and Pharmacy service on one site was the most important element for many customers. The fact that the service was close by to the residential area, and therefore also fairly accessible, came across as satisfactory, for many people. This could be considered by LPC for future planning
3. We were told that the service provided here was very quick and efficient. Several customers indicated that the service tries very hard to solve any problems that arise. Staff would often recommend ideas based on the customers' requirements. Customers suggested that good teamwork was evident and staff reinforced this by talking about how cover is managed, so that services are not affected in these cases. It is evident that other services, that the Pharmacy provides now, are also important to people so these should be retained
4. There were some concerns raised by users and staff about the car parking system and its technology, users were concerned about making a mistake and incurring a fine, as well as not understanding the requirement for having the camera system in place. Can more be done to support people understanding the system? There was some interest in whether the pharmacy and GP hours of opening were the same, which would be welcomed.



## **Service provider response**

The survey was conducted well by all the people involved and although we were experiencing a busy day it did not feel like it interfered with the service.

I generally would agree with all the findings. As discussed in the report in some cases the issues had been identified earlier on in the pre audit visit. The pharmacy already displays a sign offering help entering car registration numbers at the nearest check-in point which is continuously promoted at the pharmacy desk. Staff are proactive in offering help when observing patients experiencing difficulties.

Opening hours will be reviewed following a feasibility study of late opening verses prescriptions issued. This will be discussed with the directors in the near future.

It is good to know both the patients that participated and the observations from the Representatives were resoundingly positive about the team and the pharmacy. I am so proud of this report.

Dawn Cruickshank (Superintendent Pharmacist)

Clare Richardson (Pharmacist)

## Appendices

### Appendix A

#### Enter and View Questions for high performing Pharmacy practices in County Durham

Thank you for your time today. Healthwatch are here to speak to patients about this practice and to hear the stories behind the good work. We will share that learning with other practices and make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at your Pharmacy? (Prompt questions if needed: What made it a positive experience? Who was involved? How did you feel?)

What is the best thing about your Pharmacy? (Prompts: What makes it stand out for you? Why have you chosen this?)

If you could make sure your Pharmacy kept one thing, what would it be? Why is that? (Prompt if needed: one thing could be a service, facility, process, behavior or person)

If your practice could do one thing to make it even better, what would that be?



Appendix B

**Enter and View-14.9.17**

**John Low Ltd. Pharmacy, 83 Queens Road, Blackhill, Shotley Bridge**

	<b><u>Programme</u></b>	
9.30-9.45am	Photographs/Brief/Programme	
9.45-10.15am	Survey	Claire
	Survey	Jean
	Observe/Stand/photos	Paul
10.15-10.45am	Survey	Paul
	Survey	Claire
	Observe/Stand/photos	Jean
10.45-11.15am	Survey	Jean
	Survey	Paul
	Observe/Stand/photos	Claire
11.15-12noon	Evaluate/Findings/Recommendations	

# Tell us about your Pharmacy!

**Thursday 14 September 9.30am-  
12.00noon 'John Low Ltd'- Pharmacy**

Healthwatch County Durham is your local, independent health and social care champion. We are visiting your Pharmacy to find out what you think about the services it offers and would like to hear from residents, visitors and staff about your experiences.

**Come and tell us what you think is so  
good about 'John Low Ltd' Pharmacy**

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

Tel: 0191 3787694, Text: 07756 654218

## Appendix D

### Enter and View Questions for high performing Pharmacy practices in County Durham

Thank you for your time today. Healthwatch are here to speak to patients about this practice and to hear the stories behind the good work. We will share that learning with other practices and make recommendations about how others could achieve better results.

<p>Please can you tell me about a good experience that you have had at your Pharmacy? (Prompt questions if needed: What made it a positive experience? Who was involved? How did your feel?)</p>
<ul style="list-style-type: none"> <li>• I often attend the GP here then enjoy fast effective service by the friendly pharmacy staff here/////</li> <li>• Staff are very helpful /////(Clare //and Heather especially/)</li> <li>• Timing of getting prescriptions-if there is an error pharmacy gets the brunt although it is more so the GP service error. /</li> <li>• Staff remember me/</li> <li>• Sometimes I forget my medication-they are good at reminding me/</li> <li>• They recommend things for me/</li> <li>• They are very quick ///</li> <li>• Med's always in stock/</li> <li>• Looking out for patients in any way I can, especially older folk/</li> <li>• Woman's husband had suffered a stroke, he was at home, she was collecting prescription-spent time asking her how they were doing./</li> <li>• Really good experience carrying out Health Checks/</li> </ul>
<p>What is the best thing about your Pharmacy? (Prompts: What makes it stand out for you? Why have you chosen this?)</p>
<ul style="list-style-type: none"> <li>• The staffs attitude (Welcoming/polite/considerate/professional)//</li> <li>• Proximity to where I live/////</li> <li>• Convenience-all in one place (GP and Pharmacy)//////////</li> <li>• Easy to get to/</li> <li>• Very quick and efficient///</li> <li>• They always try hard to sort my problems out/</li> <li>• Save you going to GP as staff give good advice /</li> <li>• Best thing is the teamwork-everyone works together, covers for each other where necessary/</li> <li>• Seeing us make a difference to people's lives is the best thing about this service./</li> <li>•</li> </ul>
<p>If you could make sure your Pharmacy kept one thing, what would it be? Why is that? (Prompt if needed: one thing could be a service, facility, process, behavior or person)</p>
<ul style="list-style-type: none"> <li>• Don't change anything-especially the staff-'They go out of their way to make the service the best it can be!///</li> </ul>

- Where it is, alongside GP practice/////
- Opening times /
- The additional services they run and offer /
- Ability to get everything you need in one go! /
- The opportunity to interact with users as sometimes there is difficulties with prescriptions/

If your practice could do one thing to make it even better, what would that be?

- Nothing, very happy/////
- GP lets the service down/
- Car Park is very difficult-why are cameras needed? /////
- 'Can't remember my reg sometimes' /
- 'It works –don't change anything' /
- Small, could it be bigger? /
- Open on Saturdays /
- Longer opening hours///
- Queues are long sometimes/
- Perfect /
- Users sometimes find technology difficult so human touch is very important/
- More room for selling items and stock/