

DUGGALLS CHEMIST

ENTER AND VIEW

30th November 2022



OVERVIEW OF PHARMACY

Name of Pharmacy: Duggalls Chemist

Address: 75 Park Lane East, Tipton, West Midlands. DY4 8RP

Directors : Bholi Duggal, Nitin Duggal and Vipin Duggal

Unit 8 Mostyn Buildings, Lower Church Lane, Tipton, West Midlands, DY4 7PE

Facebook page: <https://www.facebook.com/DuggallsChemist>

Website: <https://duggallschemist.com/>

Telephone: 0121 522 4415

This dispensing chemist provides a service for local people including:

- Medication both prescription and over the counter (including repeat prescriptions)
- Blister Packs Service (a free service)
- Medication delivery service with own vehicle (a free service)

The opening times which are displayed externally are:

Monday to Wednesday and Friday - 9:00 am to 6:30 pm

Thursday - 9:00 am to 1:00 pm

The venue is situated on Park Lane East, Tipton, there is on road parking outside the pharmacy.

There is a small step to enter the pharmacy.

Customers were asked to rate the pharmacy - 80% described the pharmacy as excellent and 20% as good

HEALTHWATCH REMIT

Healthwatch Sandwell have a legal power (Health and Social Care Act 2012) for Authorised Representatives to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.



Engaging
Communities
Solutions

PURPOSE OF THE VISIT

The purpose of the visit was to observe the environment and explore first-hand with customers their experiences of using Duggals Chemist.

HWS wanted to find out customers' experiences of the pharmacy service, this included why they visit the pharmacy and what support they get from the pharmacy including and how they are treated.

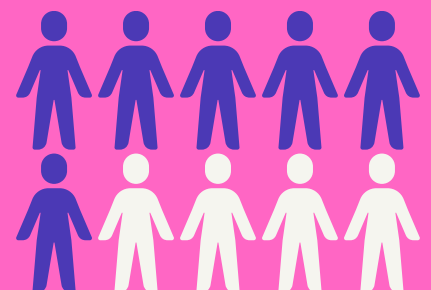
HWS also wanted to know about customers' experiences of receiving prescriptions from General Practitioners and them being actioned by this pharmacy.

This was achieved by observation and talking to customers and staff.

This report will provide an overview of the services at Duggals Chemist and will provide customer experience feedback. Where appropriate, recommendations will be made based on the findings of this Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the pharmacy and in turn improve the service experience for patients.

WHO WE SPOKE TO...

16 customers - both men and women from mixed ethnic backgrounds



WHAT WE DID

Anita Andrews - Authorised Representative facilitated the visit and spoke to 16 customers, both male and female and mixed ethnicities and observed the environment on Wednesday 30th November 2022 at 1:00 pm - 3:00 pm (approx.)

A pre-set of questions were asked that covered:

- The types of services that customers access
- Efficiency of obtaining prescription medication
- Quality of support from staff including being respected, listened to, privacy, confidentiality
- Concerns and complaints
- Communication between customers, staff and primary care team
- The environment including accessibility.

This pharmacy is very good and I enjoy coming here for a chat and advice, they are very good to me'

WHAT CUSTOMERS SAID...

Customers were spoken to, in the waiting area, and gave extremely positive feedback. Customers visit the pharmacy for a variety of issues, which include:

Customers said that they get the correct medication from this pharmacy to meet their needs and that they get support and advice about their medication.

Customers spoke positively about the staff and comment that they are always willing to answer their queries.

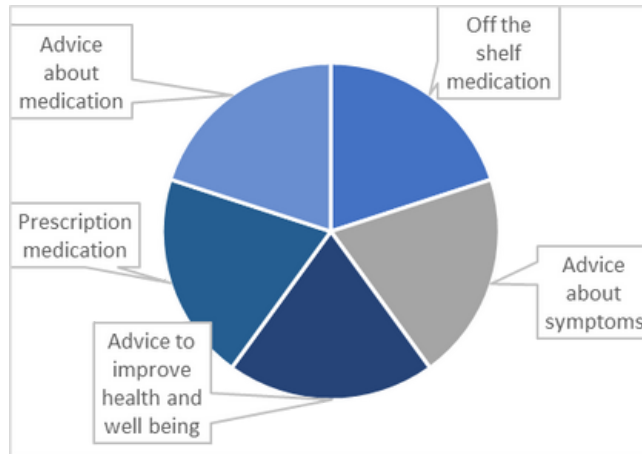
Customers were observed asking for advice about health conditions e.g. cold and flu symptoms. Staff were attentive and guided customers appropriately, whether to local GP or to over the counter medication.

Customers said there were no problems with communication between their GP practice and this pharmacy. The customers spoke well of local surgeries, in particular Victoria Surgery, Victoria Road, Tipton

For the majority of customers, English was their second language, some staff speak community languages, the other staff have learnt a few words but also communicate effectively despite language differences, this was observed during the visit.

Customers were asked about what they would do if they were not satisfied with the service. The majority knew to speak to the staff at the pharmacy, but did not know who to speak to outside of the pharmacy.

REASONS FOR VISITING THE PHARMACY



WHAT CUSTOMERS SAID ABOUT THE STAFF TEAM

Customers were asked about the behaviour of the staff, there was unanimous feedback that all staff were polite, courteous, respectful and professional. They described being treated with dignity and respect.

Their confidentiality is always upheld.

They were asked if the pharmacy could be improved in any way, all customers said that nothing could be improved.

'This pharmacy is lovely ... they've always got time for you'

ENVIRONMENTAL OBSERVATIONS

Prior to our visit a poster was sent to the pharmacy to advertise the visit, this was displayed at the till during the visit.

On the day of the visit, it was welcoming and clean with shelves well stocked. It hosts a wide range of goods including household items as well as various commodities to improve health and wellbeing. The venue has a small consulting room behind the counter which has a door for privacy.

There is a notice board with relevant health promotion information, for example: smoking cessation and diabetes and dementia.

There are Covid-19 precautions in place e.g. portable screens at the counter and stickers on the floor promoting social distancing.

There is closed-circuit television in operation.

WHAT STAFF SAID

There is a well established team at this pharmacy and they work well as a team. The majority of the team have worked at the pharmacy for over 20 years. During the visit, good teamwork was observed.

Staff have access to online training and keep up to date with access to relevant publications. Some staff of south Asian origin use their language skills to communicate with customers which means that their needs can be met.

Staff do not encounter anti-social behaviour at the pharmacy.



CONCLUSION

After the visit, it was concluded that this community pharmacy was a good resource for anyone needing help, medical advice or support.

Customers spoke well of the service and the care given by staff, the majority use the pharmacy for prescription and over the counter medication.

Concerns are dealt with effectively, however customers are unsure who to complain to outside of the pharmacy.

Staff receive regular training and are an effective team.

RECOMMENDATION

Display comments and complaints procedure to include who to speak to outside of the pharmacy.



COMMENTS FROM PHARMACY

No comments were received.

ACKNOWLEDGMENTS

Healthwatch Sandwell would like to thank Baltej Sandha (Pharmacist), his team of staff and the visitors to the pharmacy for their co-operation and warm welcome during the visit.

DISCLAIMER

Please note that this report relates to findings during the visit made on Wednesday 30th November 2022 at 1:00 pm - 3:00 pm (approx.) The report does not claim to be representative of all visitors, only of those who contributed within the restricted time available.

This report and its findings will be shared with Healthwatch Sandwell Advisory Board, Sandwell MBC, Sandwell and West Birmingham Clinical Commissioning Group, The General Pharmaceutical Council and Healthwatch England. The report will also be published on the Healthwatch Sandwell website: www.healthwatchsandwell.co.uk

