

PARK LANE PHARMACY

ENTER AND VIEW

26th January 2022



OVERVIEW OF PHARMACY

3 Park Lane, Wednesbury, West Midlands. WS10 9PR

Owner : Park Lane Pharma (Wednesbury) Ltd

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

Website: no

Telephone: 0121 556 0973

This dispensing chemist provides a service for local people including:

- Medication both prescription and over the counter
- Medi pack/tray system (no charge)
- Medication delivery service with own vehicle (no charge)
- Vaccination service (on line booking) and many other services e.g. stop smoking service.

This pharmacy operate 'Pharmacy First' which means the team can give clinical and practical medical advice or over-the-counter medicines to help safely manage minor health issues such as: sore throats, coughs, colds, tummy troubles, teething problems and aches and pains.

The opening times which are displayed externally are:

Monday to Friday : 9am to 6pm

Saturday : 9am to 1pm

The venue is situated off the road, there are facilities to park at the front of the entrance as well as a car park at the rear. It is step free and has wheelchair access.

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 the Park Lane Pharmacy.

Healthwatch Sandwell wanted to find out customer's experience of the pharmacy service, this included why they visit the pharmacy and what support they get from the pharmacy and how they are treated.

Healthwatch Sandwell also wanted to know about patients experiences of receiving prescriptions from General Practitioners and them being actioned by this pharmacy.

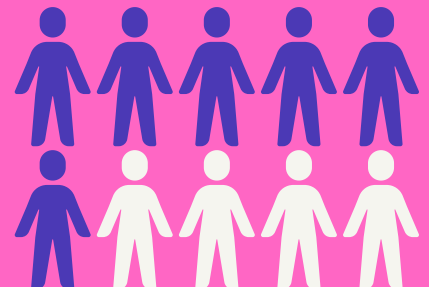
All of this was achieved by observation and talking to customers and staff.

PURPOSE OF THE REPORT

This report will provide an overview of the services at Park Lane Pharmacy 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...

10 customers - 5 were patients, 4 were family members and 1 was a carer (unpaid)



WHAT WE DID

Anita Andrews - Authorised Representative facilitated the visit and spoke to 10 customers, both male, female of mixed ethnicities on Wednesday 26th January 2022 at 9.00 am – 12.00 pm (approx.)

The areas covered included :

- 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

"they are my
friends....like my
family"

WHAT CUSTOMERS SAID...

Customers were spoken to in the waiting area and gave extremely positive feedback about the Pharmacy.

All customers said that they get the correct medication from this pharmacist to meet their needs and on time. They said that they got support with their medication and that the staff are always willing to answer their queries. One customer said, 'I can ask anything...I always get good advice'.

This was observed during the visit, 2 customers came in for advice about over the counter pain relief.

Two customers described the service as 'a brilliant service...it's marvellous'
Customers appreciated having a local pharmacy that is accessible.

All customers said that their concerns were always listened to and 2 customers said that if they had experienced difficulties that the staff always try their best to sort things out and situations are rectified quickly and they try to get the best medication for them.

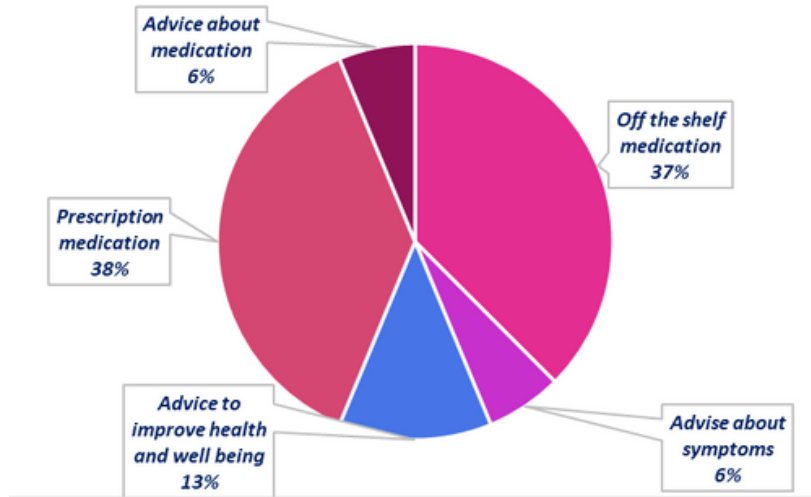
Customers were asked about what they would do if they were not satisfied with the service. 20% didn't know who to raise concerns/complaints with and this included who to contact outside of the Pharmacy.

CUSTOMER'S ISSUES

40% described communication difficulties between their GP practice and this pharmacy in relation to prescriptions, which sometimes resulted in incorrect medication being requested. This is out of the control of the pharmacy but they advocate on behalf of the patient to rectify to situation.



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, treat them with dignity and respect and that their confidentiality is always upheld.

Staff were described as *'they are my friends....like my family'*
Customers described the behaviour of all staff as 'professional' and communication with them and with their colleagues as being effective.

"I can ask anything...I always get good advice"

ENVIRONMENTAL OBSERVATIONS

Prior to the visit a poster was sent to the pharmacy to advertise the visit, this was displayed at the counter.

The venue has a small consulting room with a chaperone policy displayed. 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.

This pharmacy is a healthy living pharmacy and they get involved in local health promotion campaigns. Adjacent to the counter there is a health promotion zone with relevant health promotion information and various policies.

Customers said that the venue is always clean, safe and that COVID-19 precautions are in place e.g. hand gel dispenser and a perspex protective screen at counter.



WHAT STAFF SAID

Staff have regular continued professional development and participate in relevant training sessions.

During the visit good teamwork was observed.

Staff have had their challenges with anti-social behaviour from local residents, including racism and verbal abuse, which has resulted in exclusions, this action has been as a last resort so that staff's safety is not jeopardised.

Communication with primary care teams has been difficult during COVID-19 especially with local GPs, however the staff persevere on behalf of the patient.



CONCLUSION

This visit found that this community pharmacy works very closely with their local community and is 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 a small minority are unsure who to complain to and this included outside the Pharmacy.

Staff receive regular training and are an effective team, who at times work in challenging circumstances i.e. anti-social behaviour from local residents.

Both staff and customers have had communication difficulties with local GP practices in relation to correct prescriptions.

The environment is clean, tidy and there are COVID 19 precautions in place.

RECOMMENDATION

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



COMMENTS FROM PHARMACY

'Thank you for your time and producing the report and we hope you achieved what you set out to do'

The Owner requested a couple of amendments to the report which were addressed by Healthwatch Sandwell.

ACKNOWLEDGMENTS

Healthwatch Sandwell would like to thank Daljit Johal (Pharmacist), her team of staff and the visitors to the pharmacy for their cooperation during the visit.

DISCLAIMER

Please note that this report relates to findings during the visit made on Wednesday 26th January 2022 at 9.00 am – 12.00 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)

