

## Boots Pharmacy Fishmoor Drive Blackburn Enter and View Report



‘They could not do anything better. The staff are friendly, and I am very happy with the service.’



Visit: 19<sup>th</sup> February 2019

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# 1 Introduction

## 1.1 Details of visit

Details of visit: Boots Pharmacy	
Service Address	49 Fishmoor Drive, Blackburn BB2 3UY
Service Provider	Boots
Date and Time	19/2/19 10:30am-11:45am
Person in Charge at the time of visit.	Hafiza Patala
Authorised Representatives	Linda Brown. Senior Projects Officer

## 1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank Hafiza and her team who supported this visit especially those who responded to our questionnaire.

## 1.3 Disclaimer

Please note that this report relates to responses from staff and people using the pharmacy at the time of the visit. Our report is not a representative portrayal of the experiences of everyone who uses this service and is only an account of what was observed and contributed during this time frame.

Healthwatch Blackburn with Darwen Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Blackburn with Darwen safeguarding policies.



## 2 What is Enter and View?

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The Health and Social Care Act (2012) allows Healthwatch Blackburn with Darwen authorised representatives to observe service delivery and talk to service users, their families/carers and staff on premises such as hospitals, care 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.

### 2.1 Purpose of the visit

As part of Healthwatch Blackburn with Darwen (BwD) core work plan, it was agreed that four pharmacies would be visited across a range of diverse communities to observe the scope of pharmacy provision.

### 2.2 Boots Pharmacy Enter & View Visit

Healthwatch BwD Enter and View representatives conducted an announced Enter and View visit to Boots Pharmacy on Fishmoor Drive Blackburn on 19<sup>th</sup> February 2019, to engage directly with customers to gather their views about this service. An observation of the service together with feedback to a questionnaire from eight customers formed the basis of this report.

#### Summary:

All feedback about the service and staff at this Boots pharmacy was positive and when asked, “How happy are you with your local pharmacy service on a scale 1 to 5? (1=extremely happy, 2= happy, 3=neither happy or unhappy, 4= unhappy, 5=extremely unhappy) **seven out of eight respondents said they were ‘extremely happy’** and one person was happy.

### Website:

Boots have a comprehensive generic website that is not specific to the Fishmoor Drive store. It has wide-ranging online help, support and information about life style and wellbeing. It is easy to navigate around and use.

Boots also have online clinic consultation services that enable people to get prescription only medicines without the need to visit their GP. This service only issues private prescriptions, so charges will vary, and NHS exemptions and NHS prescription charges do not apply. Patients are asked to complete an online questionnaire, which must be for themselves, which is then considered by a clinician to decide if the service can be offered. If it is a private prescription that can then be sent to the Boots of choice for dispensing and collection.

### Observation: Environment

Opening Hours are Monday to Friday 8.30am-6.30pm and Saturday 9am-1pm. Sunday- closed

On arrival it was noted that there is ample parking outside with a ramp for easy access to the Pharmacy. There did not appear to be a designated disabled parking space on the car park, but this is beyond the control of Boots as it is a shared space.

The store is compact but well-spaced with enough room for wheelchairs and prams to move around the products and displays. Shelving is well stocked and presented so that it is easy to locate items. A consulting room is clearly sign posted and available should anyone wish to speak to the pharmacist privately.

It was noted that there is only one chair next to the main doorway which could be used if anyone needed to sit down whilst waiting for their prescription. This is possibly due to space constraints however additional seating could be accessed in the consulting room if required.

During my visit there were three Pharmacy Assistants and one Pharmacist. There is a pharmacy advisor alongside the Pharmacist who are Healthy Living Pharmacy trained, whose role primarily includes liaising with the local GP practice to promote closer links and coordinate campaigns effectively.

This store offers a range of the main services and in addition, they sell Viagra over the counter and colleagues are trained to provide consultations if patients want to purchase it. Needle Exchange and Supervised Consumption. Emergency contraception is not currently offered at this store, but the Pharmacist does intend to offer this service in the very near future.

The Pharmacist is currently completing a foundation course with the Royal Pharmaceutical Society which will serve as a well-founded entry into a clinical diploma. Thereafter the pharmacist aims to undertake a prescribing qualification so that some prescribing can be done following a consultation with the pharmacist without having to see the GP.

Roman Road Surgery is next to the Pharmacy and so many services offered by the pharmacy are also offered by the GP practice such as the seasonal flu vaccinations, blood pressure and cholesterol checks. Travel vaccination advice and anti-malarial treatment is offered. This service is also offered at the adjacent GP Surgery for registered patients.

### Health Campaigns

The Pharmacist told me that they must do six statutory health campaigns per year which she may choose out of the NHS priorities and works closely with the GP practice when choosing campaigns to run.

The Oral Health campaign is clearly displayed on a clutter free notice board alongside this month's statutory campaign, "Help us to Help You". Colleagues have undergone special training to support the oral health campaign and are 'well versed' to give appropriate advice to the public. The Pharmacist intends to run the oral health campaign throughout the next few months as it is in line with the current training incentivised by the quality payments scheme. Last month the 'Dry January' campaign was run and next month the team hopes to raise awareness through a cervical health campaign.

The Healthwatch poster was clearly visible on the notice board.

On entry to the store Healthy Lifestyle and NHS leaflets were clearly on display and well stocked.

### Customer Care

The Pharmacist told me that she checks the Boots Head Office news feed daily to see how they are performing based on customer feedback. In January, Boots on Fishmoor Drive had received 100% compliments from customers.

A compliment had been made directly to Boots Head Office about this pharmacy and it was shared with Healthwatch BwD. The compliment demonstrated that staff went over and above in their customer service as they had helped a customer who was too unwell to get out of their car and go into the store so a member of staff went out to their car and dealt with their prescription needs. The customer described this as 'an amazing service' that 'treated customers well'.

It was observed throughout the Enter & Visit that staff had a good rapport with regular users of the service and were friendly and helpful to everyone who came into the store. Customer service and advice was observed between staff and customers which appeared to be well received.

Although a very busy pharmacy, with a constant stream of patients calling in for prescriptions, they did not have to wait long to be served and were dealt with efficiently and courteously.

All feedback from respondents was positive and supported the observations.

### Customer Feedback & Responses

When respondents were asked what services they used most at the Pharmacy, all eight respondents said they used it to collect prescriptions because it was convenient to where they lived and was close to their GP. Six respondents said they used the repeat prescription service and four respondents had returned unwanted medicines and consulted the Pharmacist for advice which they said was very helpful. Two people used the home delivery service and one person had received the Flu vaccination. Most respondents did not use the medication use review service.

Two respondents said that having extended opening hours, especially for those people who worked during the day, could improve the service for them.

“Longer opening hours would be helpful.”

“Later opening hours would be helpful as I work and sometimes struggle to get my prescriptions.”

“It’s a good service and I like coming here. I get text messages to tell me my prescription is ready for collection.”

“I am happy with everything here. The staff know me well and are very friendly.”

“It is convenient to my Dr and I am happy with the customer service.”

“I get a good service and the staff are friendly. I am very happy with everything.”

All feedback about the service and staff at this Boots pharmacy was positive and when asked, “How happy are you with your local pharmacy service on a scale 1 to 5? 1=extremely happy, 2= happy, 3=neither happy or unhappy, 4= unhappy, 5=extremely unhappy, **seven out of eight respondents said they were ‘extremely happy’** and one person was happy.

### 2.4 Healthwatch Blackburn with Darwen’s recommendations are:

 **Recommendation 1:** Two respondents had said that it would be helpful to have extended opening hours for people who work. The staff could consult with the local community to see if extending opening hours would be beneficial to service users.

 **Recommendation 2:** Once the Pharmacist can offer a prescribing service this will be an added benefit and may encourage more utilisation of the wide services on offer without needing to see the GP for more minor complaints.

### 2.5 Service Provider Response

It is lovely to know our customers are happy with our service and we will continue to provide this high level of service. Unfortunately, whilst we understand some patients require longer opening hours, we must oblige with our NHS contract which is currently compliant with the surgery opening hours. In addition to this, we also open the pharmacy on Saturday morning to aid those patients who cannot collect medicines during the week.

## 2.6 Distribution List

This report will be distributed to the following:

-  Blackburn with Darwen Borough Council Public Health
-  NHS England North Team
-  Healthwatch England
-  NHS Blackburn with Darwen CCG

## 2.7 Contact Details



If you would like more information about Healthwatch Blackburn with Darwen, a hard copy of this report or to find out how you can get involved in future projects please get in touch.

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