



## Whalley Range Pharmacy Enter and View Report



Visit: 21<sup>st</sup> March 2019

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# 1 Introduction

## 1.1 Details of visit

Details of visit: Pharmacy	
Service Address	1, Whalley Range, Blackburn, Lancashire, BB1 6DX
Service Provider	Whalley Range Pharmacy
Date and Time	21st March 2019 10am
Person in Charge at the time of visit.	Superintendent Pharmacist: Mr Sajid Musa
Authorized Volunteer Representatives	Saima Gulfam-mir and Aicha Khan

## 1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the volunteers Saima and Aicha, the pharmacy staff and all those 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.



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## 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 Whalley Range Pharmacy Enter & View Visit

Healthwatch BwD Enter and View volunteer representatives conducted an announced Enter and View visit, to Whalley Range Pharmacy in Blackburn on 7th March 2019. An observation of the service together with feedback to a questionnaire formed the basis of this report.

This was a volunteer led visit as part of Healthwatch Blackburn with Darwen's commitment to volunteer development. Several people visiting the pharmacy at the time of the visit were given the opportunity to speak to the volunteer representatives but only two completed the questionnaire.

**Summary:**

**Customer Feedback & Responses**

Several customers visited the Pharmacy during our visit but stated they did not have time to complete the short questionnaire but did give some verbal positive feedback. Two respondents completed the questionnaire and said that they were extremely happy with the service they received.

**“The customer services staff are brilliant.”**

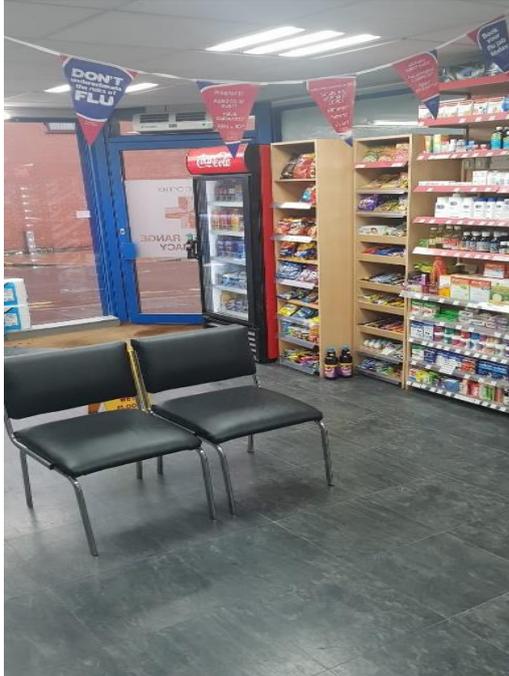
**Website:** [www.whalleyrangepharmacy.co.uk](http://www.whalleyrangepharmacy.co.uk)

The pharmacy website homepage is aesthetically pleasing to the eye and easy to navigate using the large pictures. It is easy to return to the homepage at the click of a button with the menu available on left hand side to access additional services. The Pharmacy services are reflected on the website and there are a large range of items available to purchase online.

A variety of self-help health-related leaflets and information is available to download or read online.

Pharmacy opening Hours are Monday- Saturday: 7.30am - 10.30pm, Sunday: 11am-9pm

## Observation: Environment



The pharmacy is a compact layout with two chairs for use by customers when waiting for prescriptions and service. It was spacious enough for customers to walk around and appeared clean and tidy. A wide range of products are available such as medicines, baby food, cleaning products, perfumes, large drinks machine and large variety of sweets and chocolates. A television was mounted on wall and on but there was nothing playing. Six members of staff were busy behind the counter area and a delivery driver was bagging medicines ready to deliver. The Pharmacist commented that the delivery drivers only bag urgent orders that have already been checked by the Pharmacist.

The pharmacy was not very busy at the time of our visit, but it was apparent that people were regular customers.

A fire extinguisher was noted behind counter.

## Health Campaigns

The following is a list of services available at Whalley Range Pharmacy:

Flu jab

Medicines review service

Weight reduction programme

Holiday healthcare advice

Travel vaccination service

Emergency contraception

Erectile dysfunction service

Private consultation room

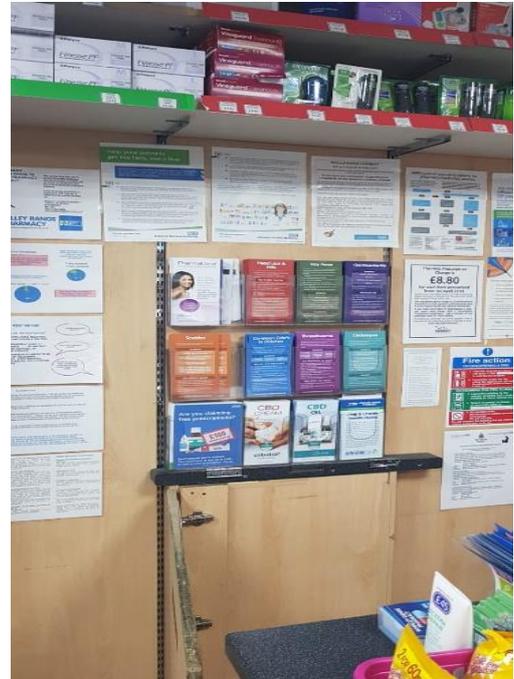
Repeat prescription ordering

Prescription collections and delivery service

Hajj and Umrah vaccination

Blood pressure checks

Stop smoking



## Customer Care

A private consultation took place for a customer whilst they were waiting for their prescription. The dispensing times was approximately three to four minutes wait.

At Whalley Range Pharmacy the customer is approached, and details are confirmed before handing medicine out rather than shouting out their name. Non-prescription services were dealt with quickly and efficiently.

A member of staff told us that they were considering introducing blood testing for diabetes and cholesterol in future, but a timescale was not given as to when that will happen.

Representatives noted that staff were friendly.

## Customer Feedback & Responses

Several customers visited the Pharmacy during our visit but stated they did not have time to complete the short questionnaire but did give some verbal positive feedback. Two respondents completed the questionnaire and said that they were extremely happy with the service they received and that the “customer services staff are brilliant.”

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

The Healthwatch Volunteer representatives did not identify any recommendations.

## 2.5 Service Provider Response

The Superintendent Pharmacist provided some factual accuracy feedback to this report which was amended accordingly.

## 2.6 Distribution List

This report will be distributed to the following:

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

## 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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