

healthwatch

Hartlepool

Resident Views of Local Pharmacy Services in Hartlepool



About Us

Healthwatch is the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care.

We listen to what people like about services, and what could be improved, and share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

Role of local Healthwatch

There is a local Healthwatch in every area of England. They provide information and advice about publicly funded health and care services. They also go out and speak to local people about what they think of local care and share what people like and what could be improved with those running services. They share feedback with Healthwatch England so that patterns can be spotted in people's experience, and people's voices can be heard at a national level.

Healthwatch Hartlepool is steered by a Board of volunteers, commissioned by the Local Authority and accountable to the public. We are the only non-statutory body whose sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak-out on their behalf.

Acknowledgements

We would like to thank the 213 people who completed our pharmacy questionnaire. The respondents completed the questionnaire either by visiting the survey link via the Healthwatch Hartlepool website or by means of face to face interviews carried out on site in pharmacies across the town.

We also want to thank Jane Harvey (Service Implementation and Peer Support Manager) and Lindsay Clode Training and Support Manager from the Tees Local Pharmacy Committee for their help in developing our questions and all of the pharmacy staff who gave us such a warm welcome during the course of our investigations.

Background

Community pharmacies are an important component of local health care services. Whether it is for the provision of prescribed medications, over the counter treatments or a wide range of health related support and advice, the part played by local pharmacies in supporting local health and wellbeing is significant and growing.

In 2014 in the NHS Call to Action the Government said, -

“Our aim is to enable community pharmacy to play an even stronger role at the heart of more integrated out-of-hospital services that support better health outcomes for patients, provide more personalised care, deliver excellent patient experience, optimise the use of medicines and secure the most efficient possible use of NHS resources”.

Within this context Healthwatch Hartlepool undertook a comprehensive survey of Hartlepool residents which aimed to find out what they thought of their local pharmacy services, what they valued most and their perceptions and experiences of the staff and environment through which local pharmacy services are provided.

Our investigation was carried out from July to October 2018 and as has been mentioned 213 people responded, either by visiting the survey link via the Healthwatch Hartlepool website or by means of face to face interviews carried out on site in pharmacies across the town. Response rates varied considerably between locations but our report highlights key findings from data available.

Detailed finding from individual pharmacies is shown in **Appendix 1**

Findings

The following section summarises the responses received to our survey questions. The responses received at individual pharmacy locations is shown in Appendix 2.

1. Why did you visit this pharmacy today?	
Order a prescription	29 (14%)
Over the counter medicine	26 (12%)
Advice on a medical issue	11 (5%)
Non-medical purchase	4 (2%)
Collect a prescription for self	90 (43%)
Collect a prescription for self and over the counter medicine	14 (7%)
Collect a prescription for other person	37 (17%)
Total	211

Most transactions (93%) were prescription related, with the respondent collecting or ordering a prescription for themselves or another person. The remaining visits relate to advice on a medical issue (5%) or a non-medical purchase (2%).

2. How satisfied were you with advice provided regarding your prescriptions?	
Very Satisfied	93 (45%)
Satisfied	77 (37%)
Neutral	15 (7%)
Dissatisfied	23 (11%)
Total	208

An overwhelming majority of pharmacy users (82%) were very satisfied or satisfied with the advice they received regarding prescriptions. Levels of satisfaction did however vary considerably. 100% of customers at Boots Marina, Clayfields, Healthways Middleton Grange, Tesco's and Seaton responded that they were satisfied or very satisfied with advice received. However, only 48 %of respondents at Lloyds Wiltshire way and 56% of respondents at the ASDA Pharmacy were satisfied with advice received.

3. If you collected a prescription today, how long did you have to wait?	
Collect immediately	60 (35%)
5 -10 mins	63 (36%)
10 – 20 mins	39 (23%)
Longer than 30 mins	11 (6%)
Total	173

In total, 71% of pharmacy users reported that they waited ten minutes or less when they called to pick up a prescription. 100% of respondents at Clayfields, Healthways MG, West View and Victoria pharmacies reported that waiting time was under 10 minutes. However, at the ASDA Pharmacy 100% of customers reported that waiting time had been over 10minutes, and at Lloyds Wiltshire way 70% of respondents reported a waiting time had exceeded 10minutes.

4. How satisfied were you with the time it took to provide your prescription and /or any other service you required?	
Very satisfied	69 (35%)
Satisfied	104 (52%)
Very dissatisfied	25 (13%)
Total	198

Pharmacy users were generally satisfied or very satisfied with the time taken to provide prescriptions and other services with 87% either very satisfied or satisfied with service delivery. However, as one would expect, levels of satisfaction were closely linked to the service delivery outcomes shown in question 3 with the poorest satisfaction ratings being recorded at Lloyds Wiltshire way (50%) and ASDA (37%). 100% ratings were recorded at Boots MG, Clayfields, Lloyds Kendall Road, West View, Victoria, Seaton and Lloyds Wynyard Road.

5. Including any previous visits to the pharmacy, how would you rate the Pharmacist and other staff who work there?	
Very good	112 (53%)
Fairly good	81 (38%)
Fairly poor	14 (7%)
Very poor	4 (2%)
Total	211

Generally, pharmacy staff are held in high regard by their customers with 91% of respondents rating them as either very good or fairly good. 100% of respondents at Lloyds Wynyard Road, Seaton, West View, Clayfields and Boots MG all rated staff in the good or very good categories. The lowest percentage share of good or very good responses was at Lloyds Wiltshire Way at 63% of total replies falling in this range.

6. Were all the items on your prescription immediately available?	
Yes	150 (75%)
No	37 (8%)
One or more items were not immediately available	14 (7%)
Total	201

75% of respondents reported that all of the items on their prescription were immediately available. Seaton and Lloyds Wynyard Road both had 100% positive responses to this question, closely followed by Healthways with 93%. At both the ASDA Pharmacy and Lloyds Winterbottom Avenue 50% of respondents reported that not all prescription items were immediately available.

7. Does your Pharmacist deliver your medication to your home address?	
Yes	35 (17%)
No	176 (83%)
Total	211

Most respondents (83%) said that their Pharmacist did not deliver their medication to their home. Only the Headland pharmacy (54%) and the Healthways (50%) and Lloyds Winterbottom Avenue (43%) had significant levels of awareness/usage of delivery services.

8. Would you consider using your local Pharmacy as first port of call for minor illnesses rather than other NHS services?	
Yes	155 (75%)
No	53 (25%)
Total	208

Generally, respondents were positive about using their local pharmacy as a first port of call for a minor illness with 75% saying they would be happy to do so. At Clayfields, Healthways, Seaton and the Tesco pharmacy 100% of respondents said they would consider using their local pharmacy in such circumstances.

9. Has your GP or Pharmacist advised you of the Electronic Prescription service?	
Yes - GP	113 (48%)
Yes - Pharmacist	44 (19%)
No	76 (33%)
Total	233

67% of respondents had been advised of the Electronic Prescription service by either their GP or pharmacist but 33% said that they had not been made aware of the existence of the service. At Lloyds Wynyard Road and Seaton pharmacies no respondents (0%) had been made aware of the electronic prescription service by their pharmacy.

10. Are you aware of the availability of a private consultation room if required?	
Yes	162 (76%)
No	51 (24%)
Total	213

Most respondents (76%) were aware that there was a private consultation room at their Pharmacy should they need to use it. 100% of respondents at the ASDA pharmacy, Clayfields, Lloyds Kendall Road and Lloyds Winterbottom Avenue said they were aware of the private consultation room facility. However, at both the Well pharmacy on Catcote Road and Seaton Pharmacy only 50% of respondents were aware of the facility.

11. Does your Pharmacy have/are you aware of the following facilities?	
Blood pressure testing	65 (28%)
Cholesterol testing	36 (16%)
Diabetes testing	40 (17%)
NHS Check	33 (14%)
Emergency hormonal contraception services	30 (13%)
Medication review	55 (24%)
Pregnancy test	30 (13%)
Sexual health test	22 (9%)
Stop smoking services	45 (20%)
Weight management services	31 (14%)
Flu vaccination	65 (28%)
Total	233

Levels of awareness of the availability of other services at pharmacy outlets was mixed, with blood pressure testing, flu vaccination and medication review being the most frequently mentioned facilities.

12. General Access

Access to most pharmacy premises was generally considered to be good although some concerns were expressed at individual pharmacy sites –

Electronic Doors

Customers at several pharmacies, including Seaton and Lloyds Wynyard Road commented that although pharmacy had a ramp the doors only opened manually which could prove difficult. Customers at the Clayfields Pharmacy also commented that “automatic doors” would be beneficial, and that there was a small step which could cause problems for people with disabilities. Customers at the Victoria Medical centre Pharmacy commented on the “good disabled access with electronic doors”.

Location

Comments were also made regarding the location of several pharmacies. Several users of the Headland Pharmacy commented that its position on a steep slope made accessing the building difficult.

Car Parking

A common area of concern, particularly amongst users of town centre pharmacies was around car parking provision and the cost of parking.

“Waive parking fees if you can prove you have only visited the pharmacy” – Healthways Middleton Grange

Customers at the Boots marina pharmacy commented on a lack of parent/child parking bays and the dangers of crossing the adjacent road with children.

Opening Hours

Customers of pharmacies in settings such as the Middleton Grange shopping centre commented that access was limited by the opening times of the shopping centre. Customers at other pharmacies across the town also commented that opening hours could be restrictive.

“I would like Saturday morning opening” – Headland Pharmacy

At supermarket based pharmacies such as the ASDA Pharmacy customers commented that late night opening was helpful and appreciated and car parking was not a problem.

Clutter

Customers at the Well Pharmacy on Catcote Road commented that the entrance to the pharmacy could be difficult to negotiate due to “clutter” which could impede wheelchair users and people with mobility disabilities.

Conclusions

Overall, pharmacies are highly regarded by people who use them and appear to be providing a good standard of service. Between 80% and 90% of respondents were satisfied with the quality of service and the performance of staff providing services.

As one would expect the reason for most respondents visit to the pharmacy was prescription related. Only 5% of those completing the questionnaire identified advice about a medical issue as being the reason for their visit and less than 2% said the purpose of their visit was a non-medical purchase.

Several pharmacies including Clayfields, Seaton and Healthways Middleton Grange received noticeably high levels of satisfaction and extremely positive feedback from customers. However, several pharmacies, including Lloyds Wiltshire and ASDA pharmacy attracted high levels of dissatisfaction particularly around waiting times and general advice services.

“More attention to customers, less waiting time.” – ASDA Pharmacy

“I find that often when I go for a prescription there has been a hold up, technical glitch and I need to come back.” – Lloyds Wiltshire way

It is particularly noticeable that pharmacy staff are extremely highly regarded, with over 91% of respondents rating them as good or very good.

“The Lloyds staff are hardworking and friendly but are often faced with angry and abusive customers, this should be addressed.”

“The staff are friendly, it’s having to wait that is the problem.” – Lloyds Winterbottom Avenue

“All staff are friendly and helpful.” – Well Pharmacy, York Road

Pharmacies that had high levels of customer satisfaction such as Clayfields, Healthways Middleton Grange and Seaton also attracted a positive response when patients were asked if they would use their local pharmacy as a first port of call for treatment of a minor illness. In each case 100% of respondents said they would do so.

“All staff I have encountered are very friendly and helpful. The pharmacist is always on hand to give help when needed” – Clayfields Pharmacy

“They greet you by your first name and know exactly your prescription” – Healthways Middleton Grange

“I find the pharmacist and his assistant very helpful and polite and I know if I have a problem I can always go and see them for their advice.”

Advice about the availability of electronic prescription services appears to have come predominantly from GP’s rather than pharmacies, with only 19% respondents saying they had heard about the service from their pharmacist. It is of concern that 33% of respondents said they were unaware of the existence of the service.

Respondents most frequent complaints regarding service delivery related to the length of time it took on some occasions to collect a prescription, lack of staff and being overheard when discussing medication and sensitive issues. This was particularly prevalent in store based branches and in pharmacies at which there was a lower level of awareness of the availability of a private consultation room.

“Add extra staff to decrease waiting time” – Boot One Life Centre

“Could be a little more private, maybe a queue barrier would help. Because of the location within a supermarket it is subject to passing shoppers” – Tesco Pharmacy

Respondents at pharmacies which prescribe methadone, respondents raised issues regarding the behaviour of some methadone users and resentment was expressed that they were often served before other customers.

Some respondents commented that the opening times of their pharmacy were restrictive. Outlets located in Middleton Grange were restricted to shopping centre opening hours and some did not open during the weekend.

“People on methadone are served before people with prescriptions.” – Lloyds Wynyard road

“Open longer hours so I can pick up prescriptions after work.” – Well Pharmacy Catcote Road

Awareness of other facilities was quite mixed with only flu vaccination and blood pressure testing mentioned by over 30% of respondents.

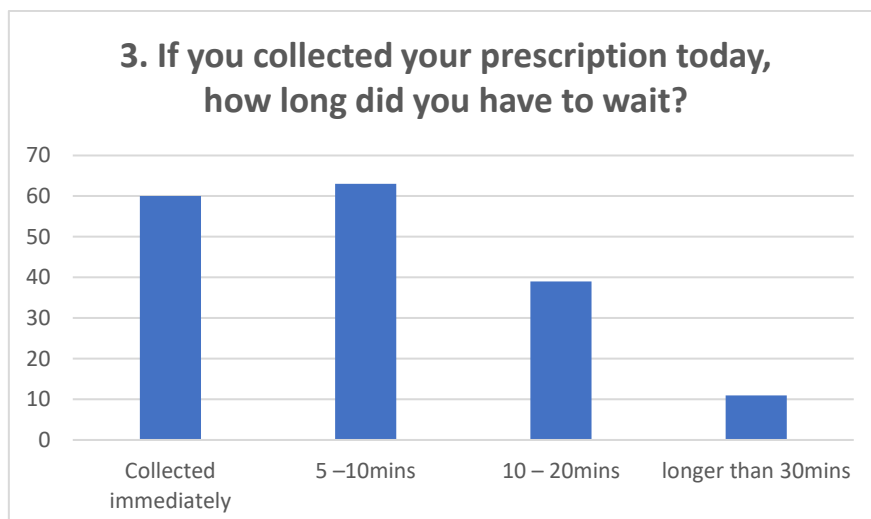
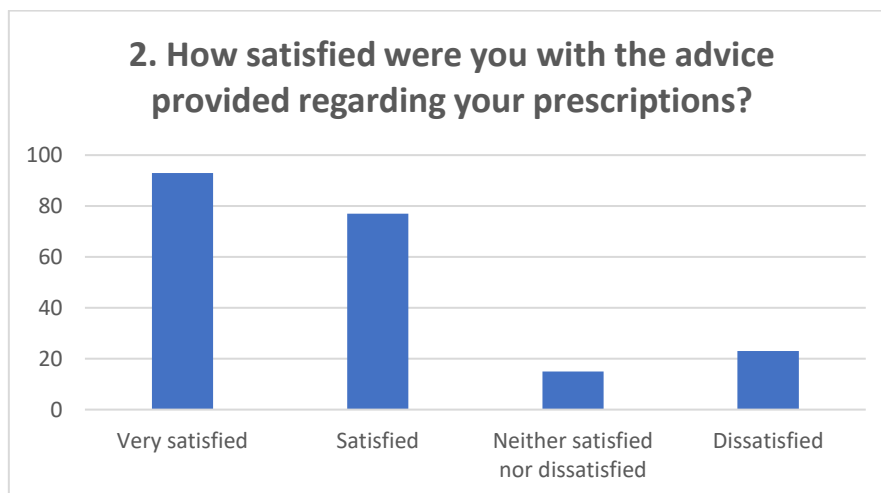
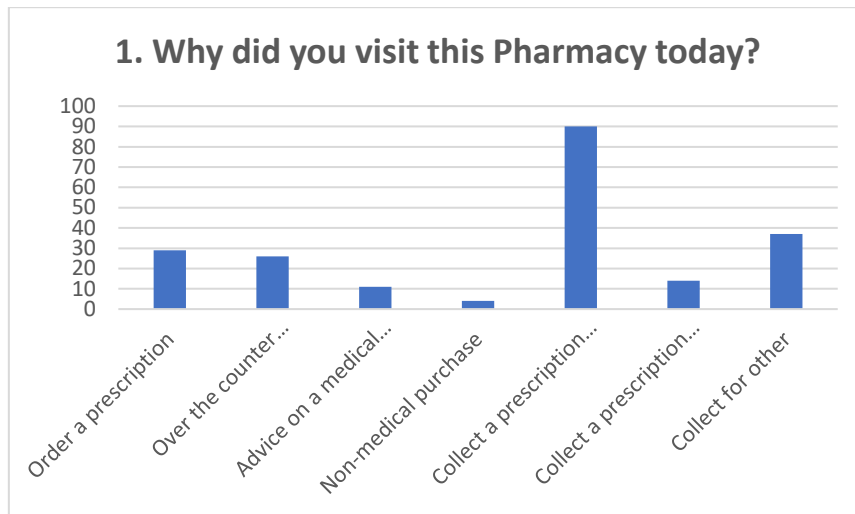
“They should advertise what facilities they have.” – Boot Marina

Recommendations

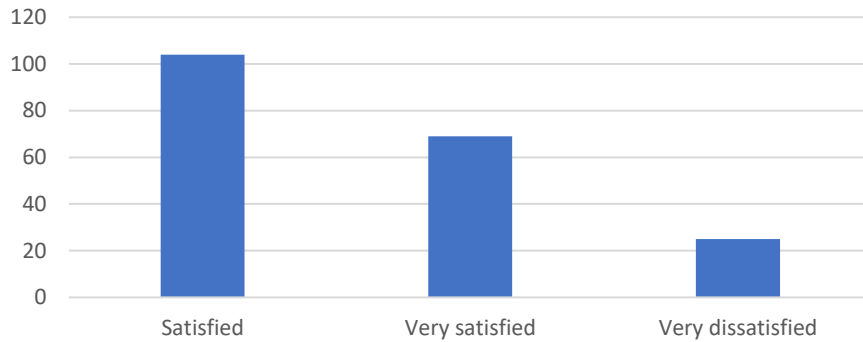
- 1 Findings from individual Pharmacies are noted and whenever possible any concerns highlighted within the report are considered and acted upon.
- 2 Pharmacies need to find ways of making conversations with patients less audible to other customers using the pharmacy, either through use greater use and promotion of the consulting room or by other means.
- 3 Pharmacies and GP practices should ensure close working relationships so that repeat dispensing service and repeat prescription service work well. This will ensure patients’ medication is ready for collection at the right time for the patient each month. Pharmacists should ensure within this system that there is a conversation with the patient to check if any medication has changed.
- 4 Individual pharmacies should clearly display information on advice and services that are available to the public, as well as information on their staff and their qualifications. This will inform patients on the type of advice they may ask pharmacy assistants, dispensing technicians and the pharmacist.
- 5 Concerns raised by customers around the behaviour of some methadone patients is noted and consideration if given to future methadone service delivery.

Appendix 1

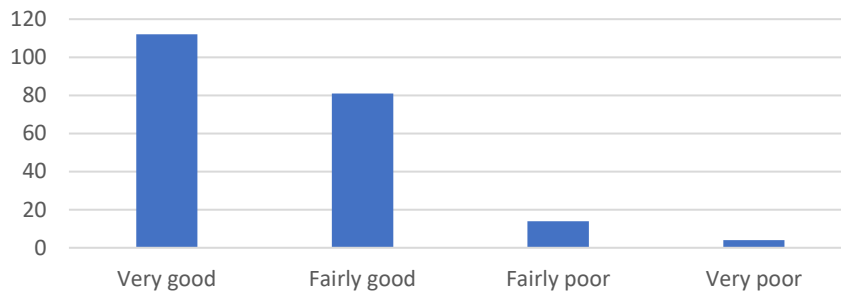
Hartlepool Pharmacy Summary



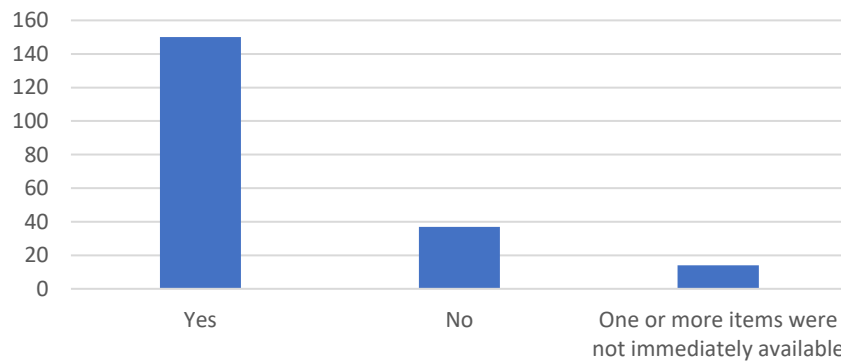
4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?



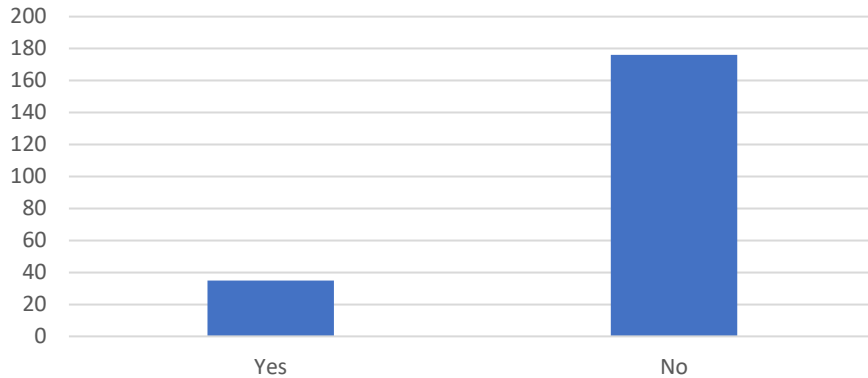
5. Including any other previous visits to the Pharmacy, how would you rate the Pharmacist and the other staff who work there?



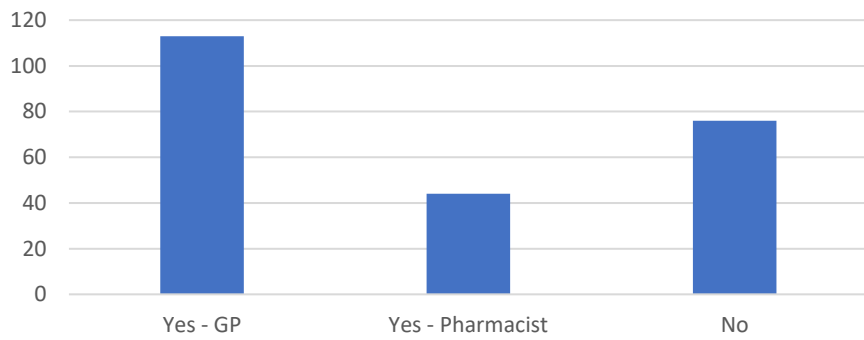
6. Where all the items on your prescription immediately available?



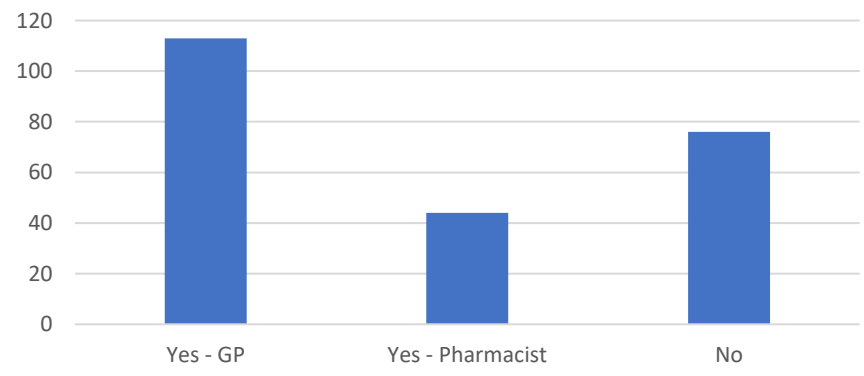
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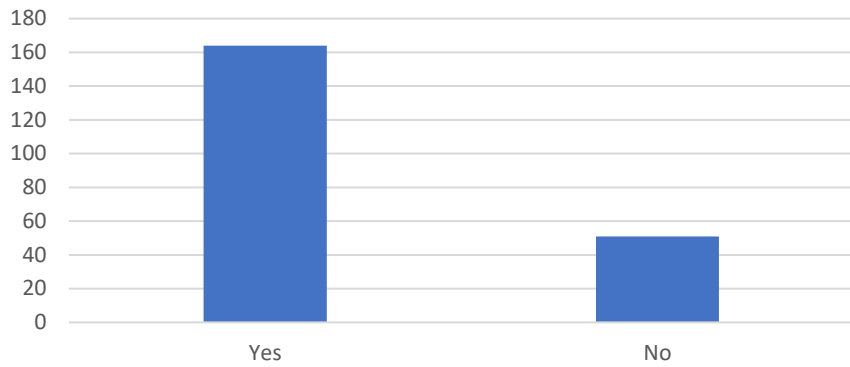
8. Would you consider using your Pharmacy as the first port of call for minor illnesses rather than other NHS services?



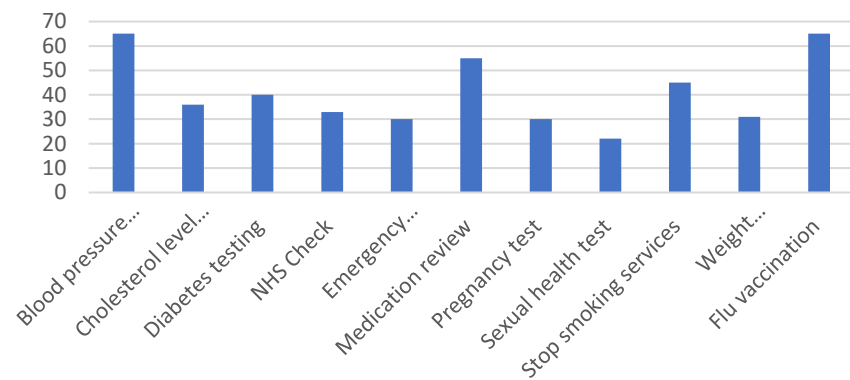
9. Has your GP or Pharmacist advised you of the Electronic Prescription Service?



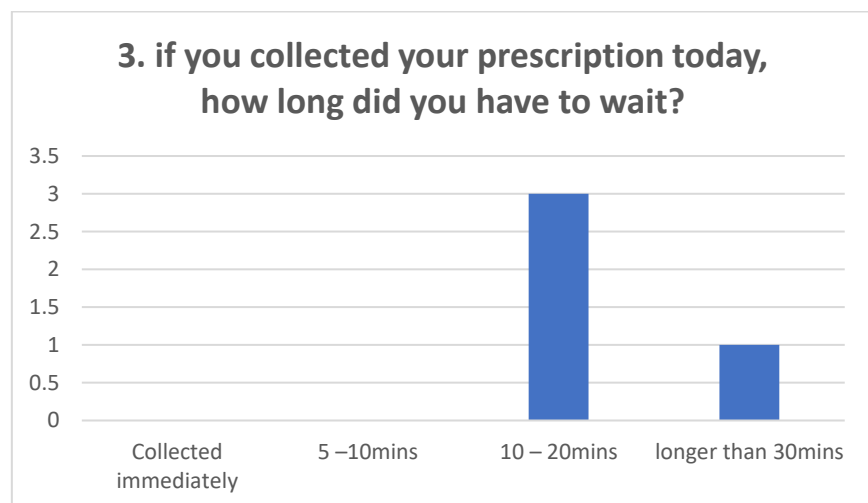
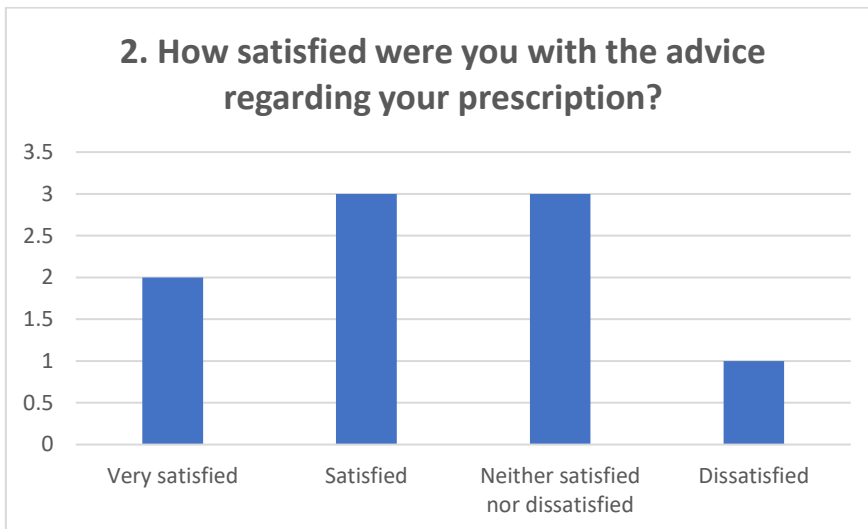
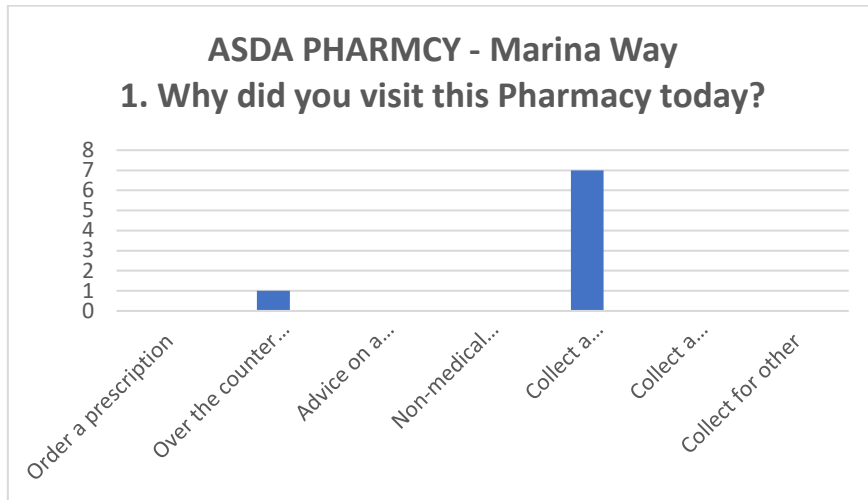
10. Are you aware of the availability of a private consultation room?



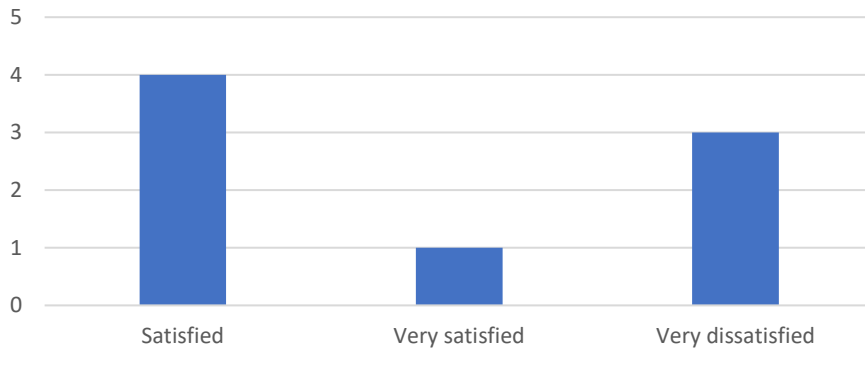
11. Does your Pharmacy have/or are you aware of the following facilities?



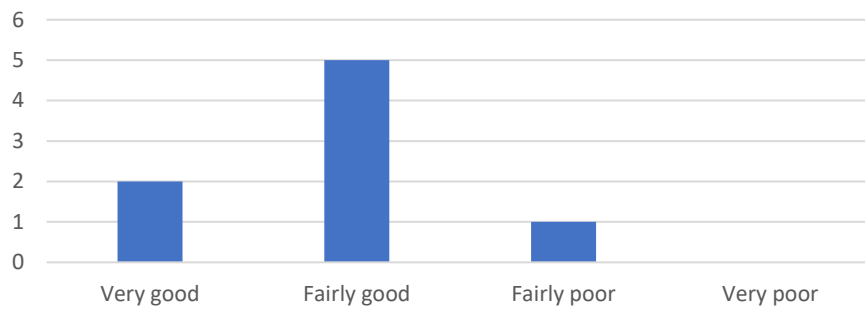
Asda Pharmacy – Marina Way



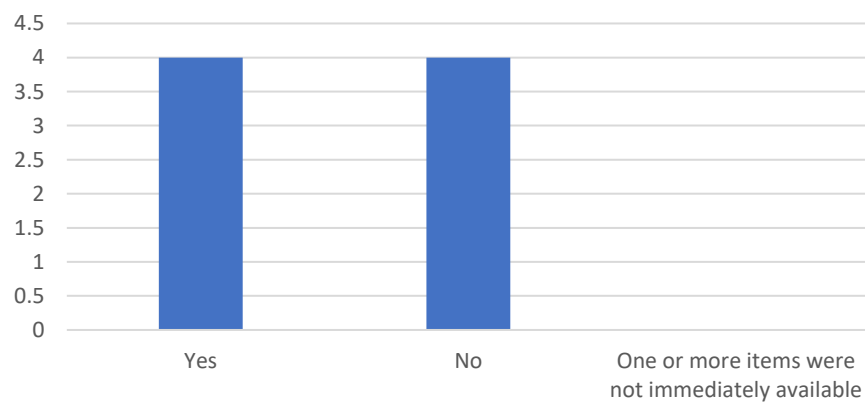
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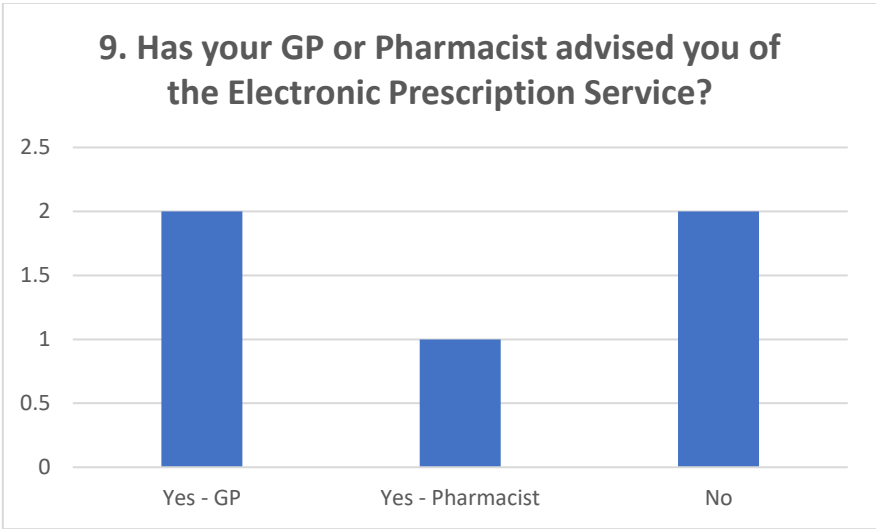
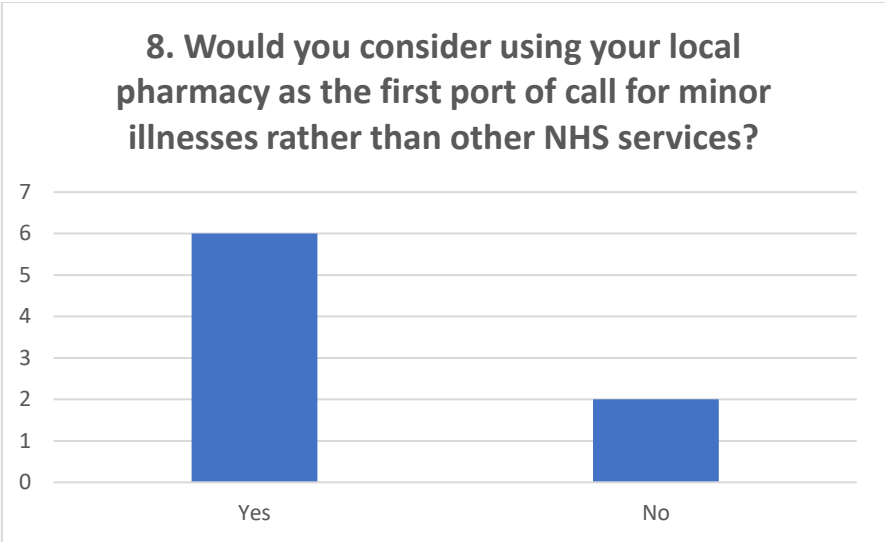
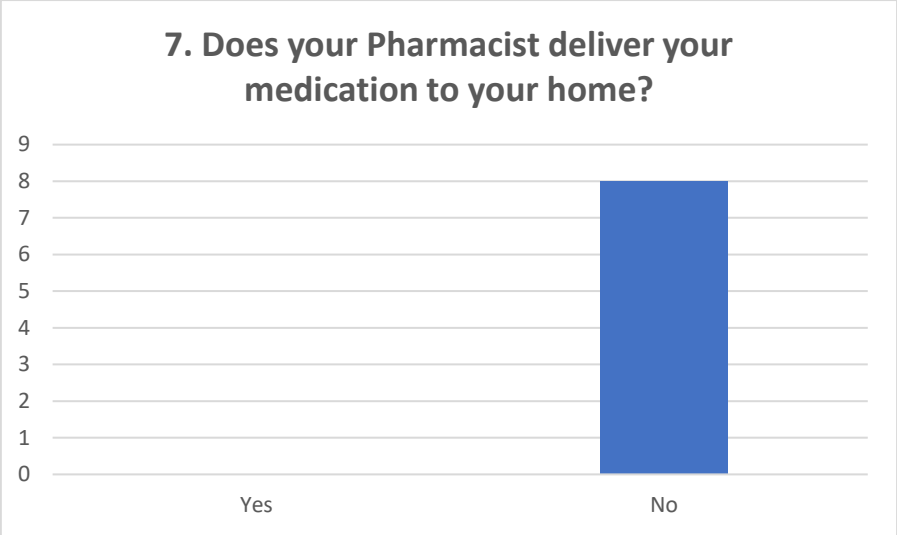


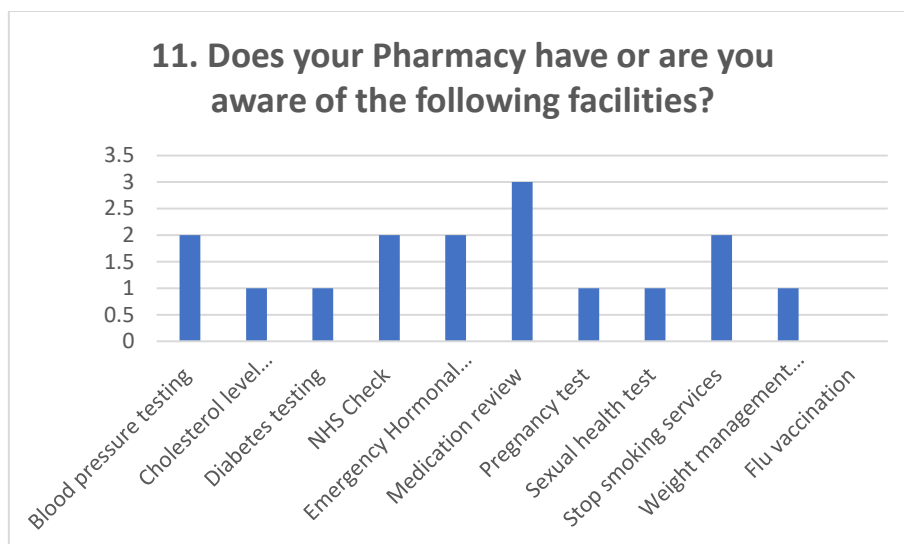
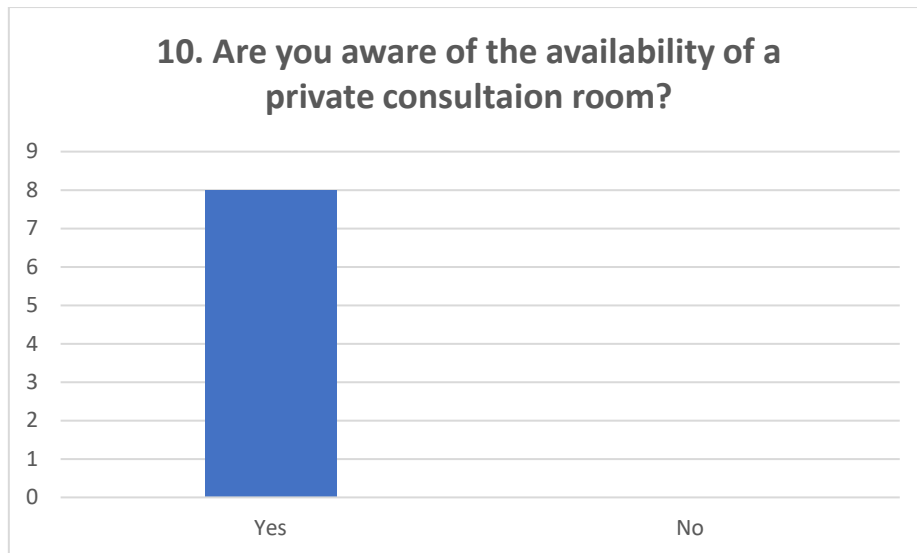
5. Including any previous visits to the pharmacy, how would you rate the Pharmacist and any other staff who work there?



6. Where all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“I prefer going to ASDA due to requesting prescription, able to do shopping and prescription ready on time”

“good access, parking facility”

“quite good, but not always able to provide all prescription items (lack of liaison with doctors)”

“good”

“ok”

“great, open late nights”

Q13. How could your local Pharmacy be improved?

Comments;

“more staffing to reduce waiting times”

“more attention to customers, less waiting time”

“quicker”

“by making sure my prescription is ready, they can never find it. Each time so they say ask for batch I do, still can't find it. I`m not sure if it is the chemist or the GP surgery”

“more privacy, bigger premises”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

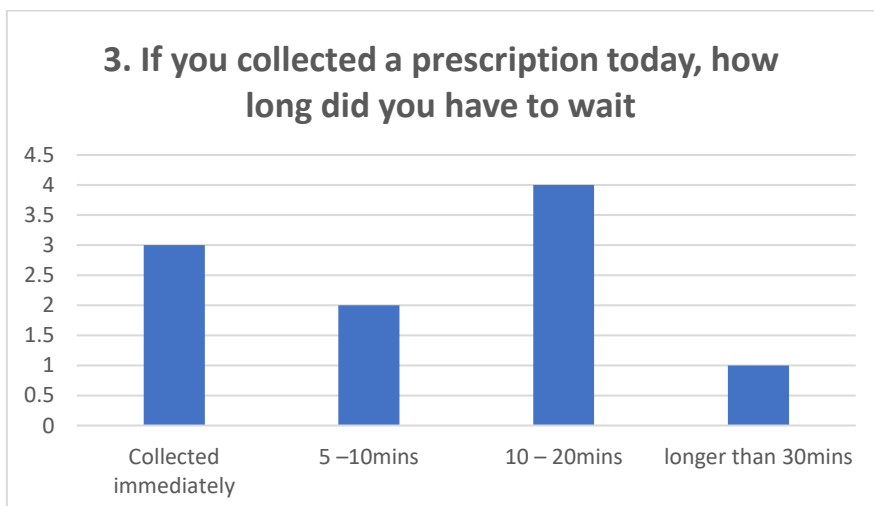
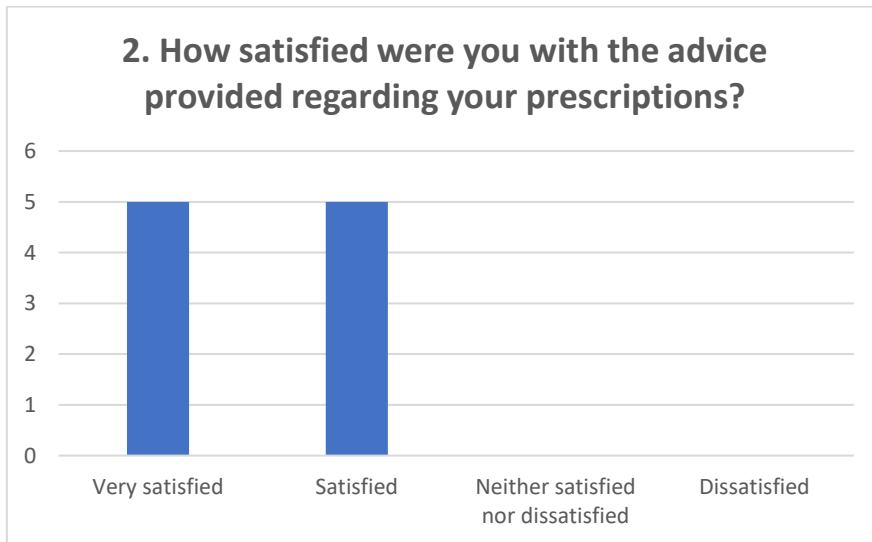
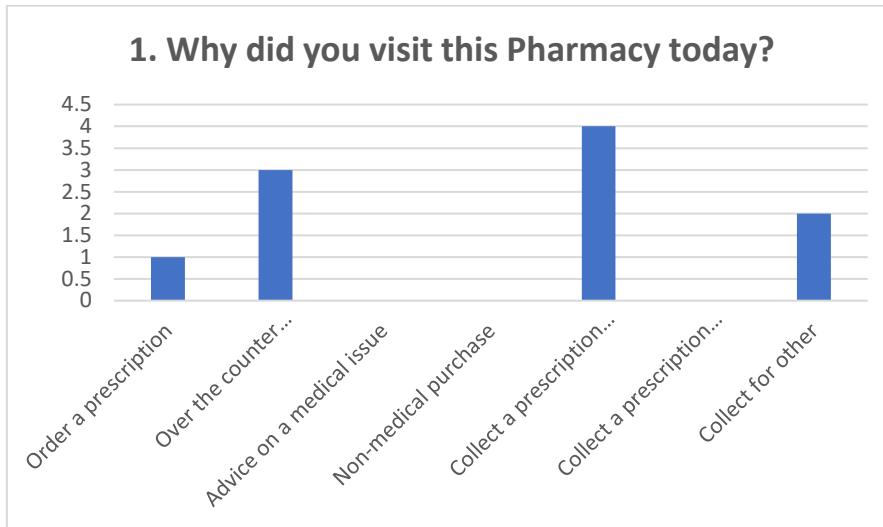
“there is no waiting area or seating and queues cause congestion for shoppers”

“ASDA don't use a first come first serve basis which is annoying. When you have been stood for 20 mins & another has only been there 5 mins and was served”

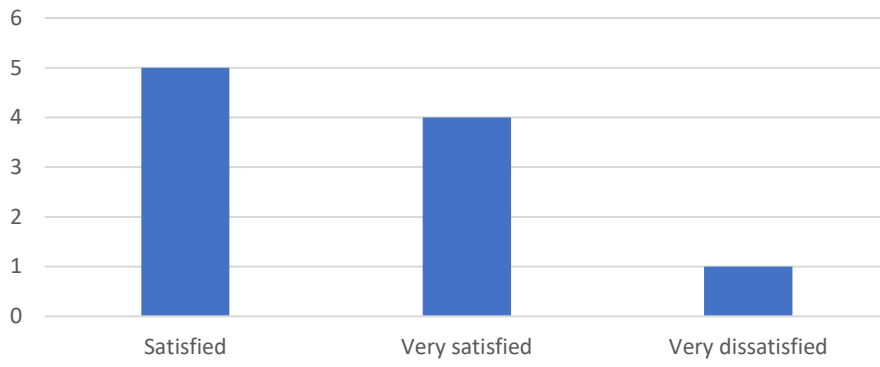
“situated within stores so always surrounded by shoppers, more privacy required”

“good”

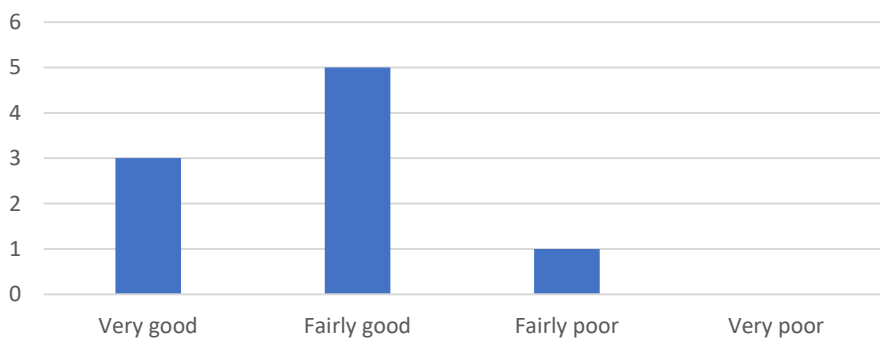
Boots Pharmacy – Marina



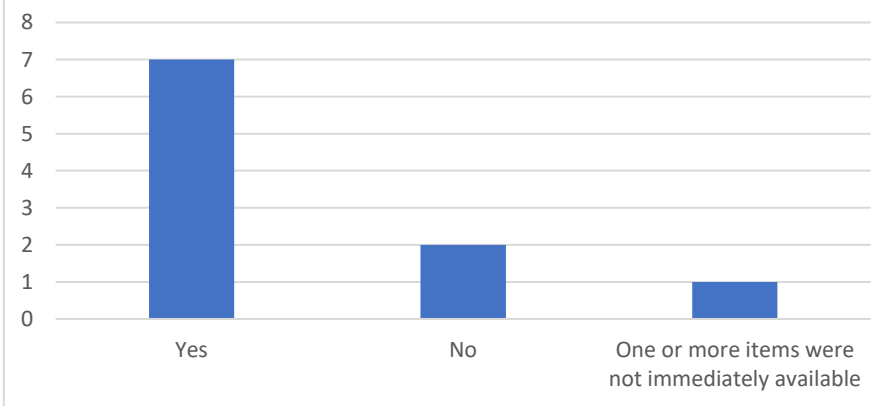
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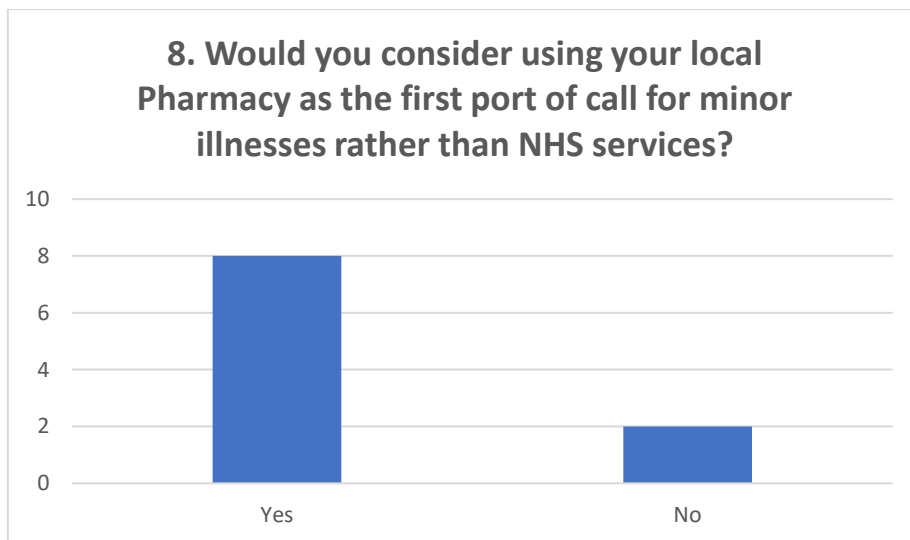


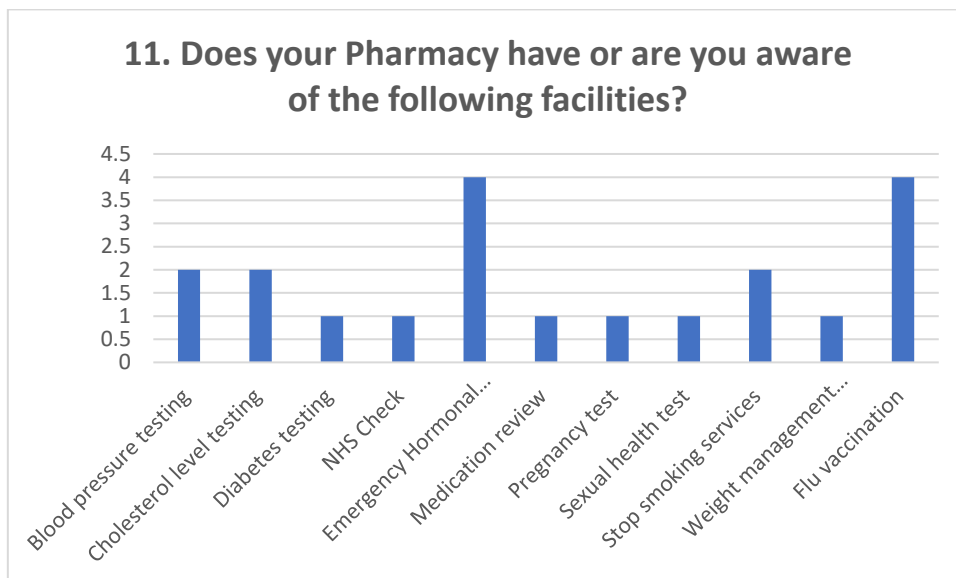
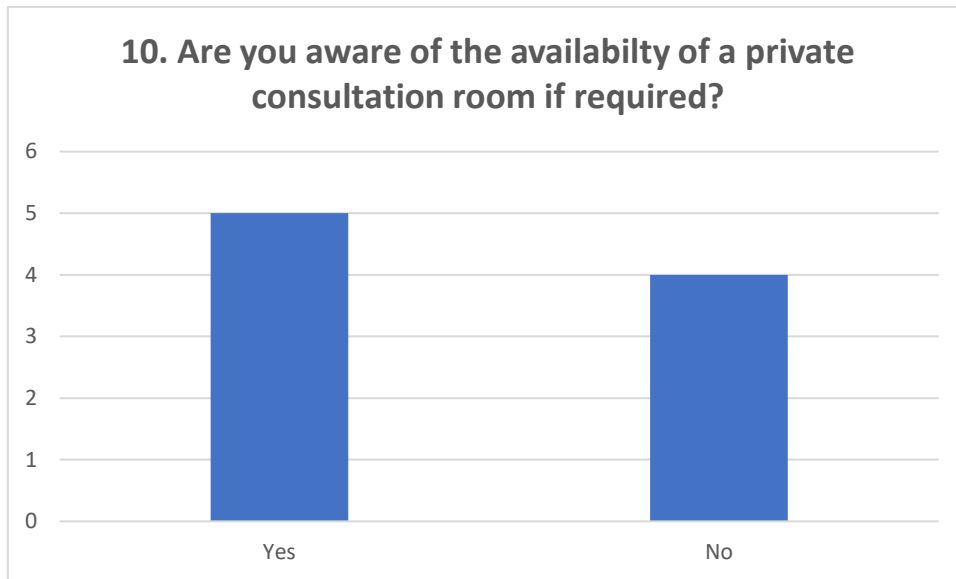
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and other staff who work there?



6. Were all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“easy access, quick service”

“good”

“good, good out of hours service”

“excellent”

“good”

“easily accessed”

“not enough parent/child parking bays. Very unsafe for walking with children over the road”

“would like one closer” “good, easy to get to”

Q13. How could your local Pharmacy be improved?

Comments;

“advertise what facilities they have”

“open later2”

“more available appointments”

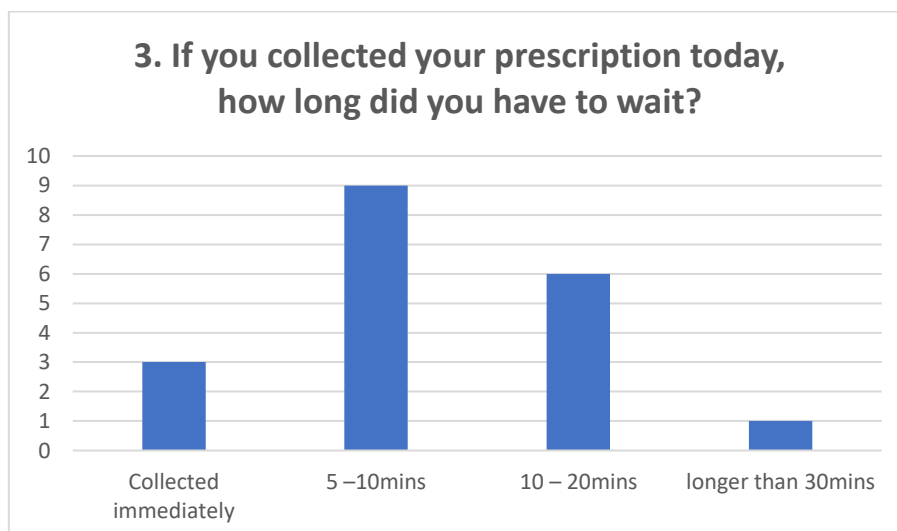
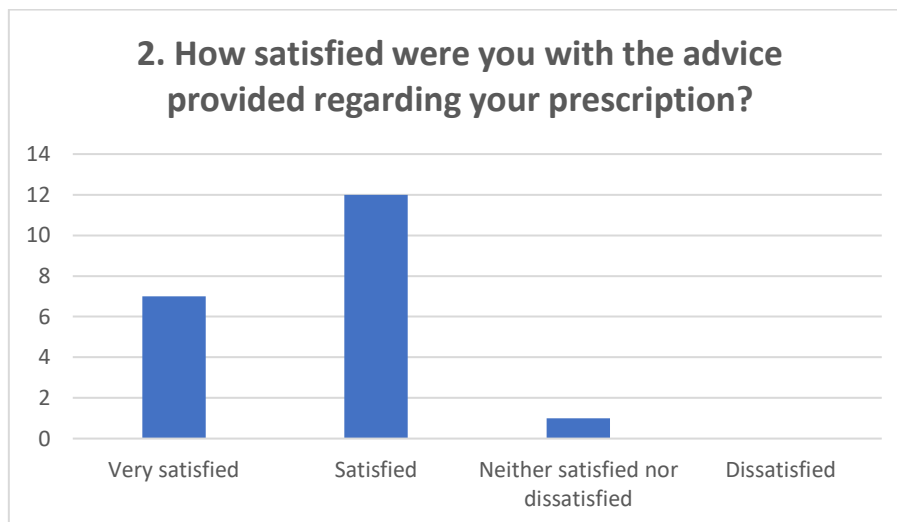
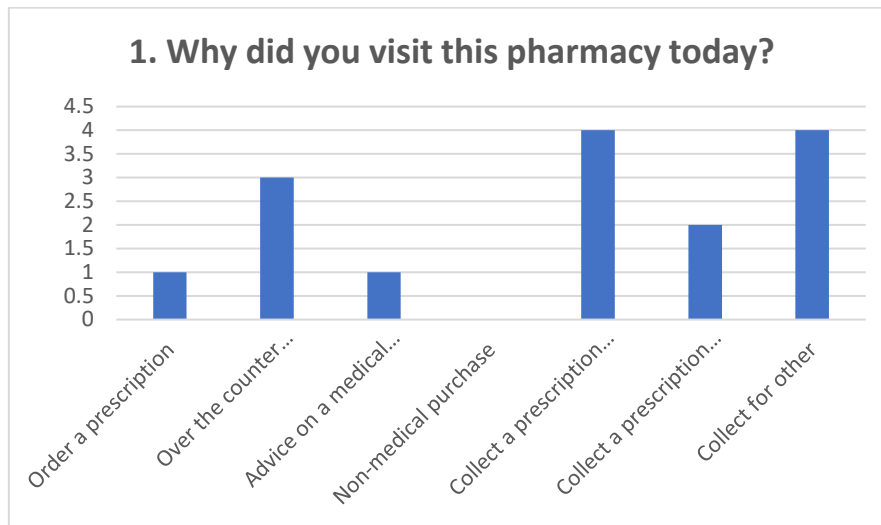
“more time to serve people and not rush people to talk”

“give staff set roles to play, one to take prescriptions, one preparing and one giving them out. Also, one dedicated to dealing with drug users in private”

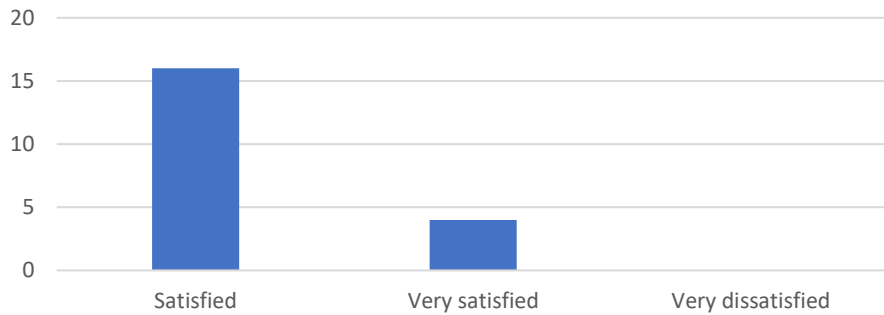
Q14. Is there anything else you want to tell us about your local Pharmacy?

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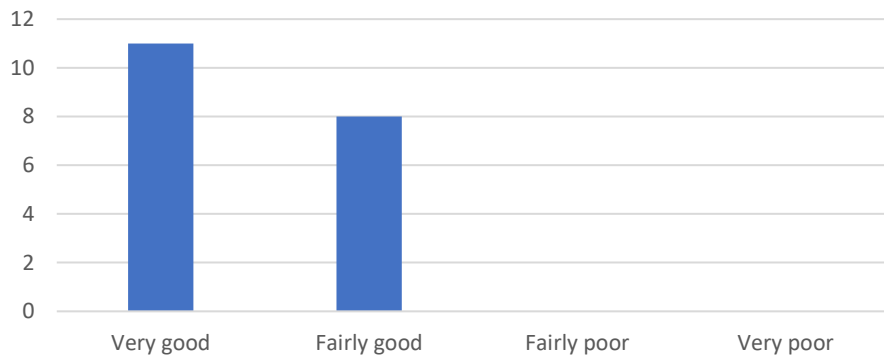
Boots Pharmacy – Middleton Grange Shopping Centre



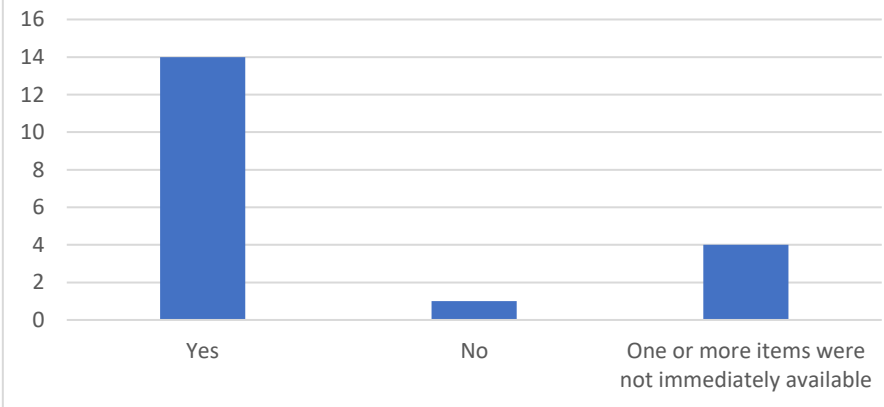
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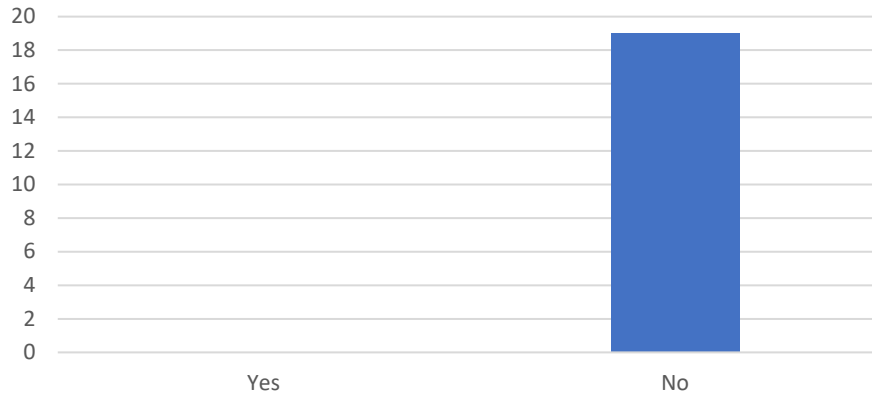
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist?



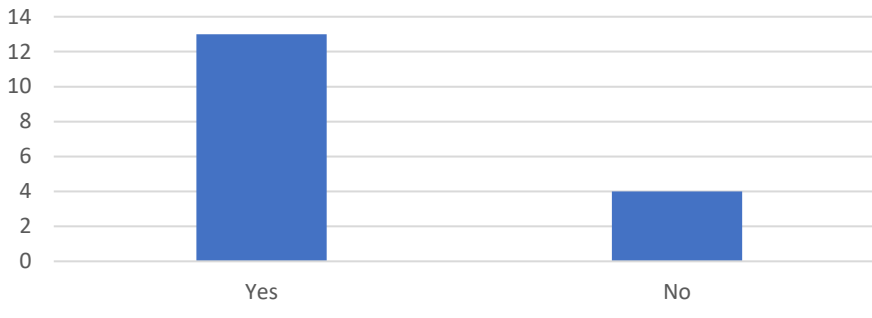
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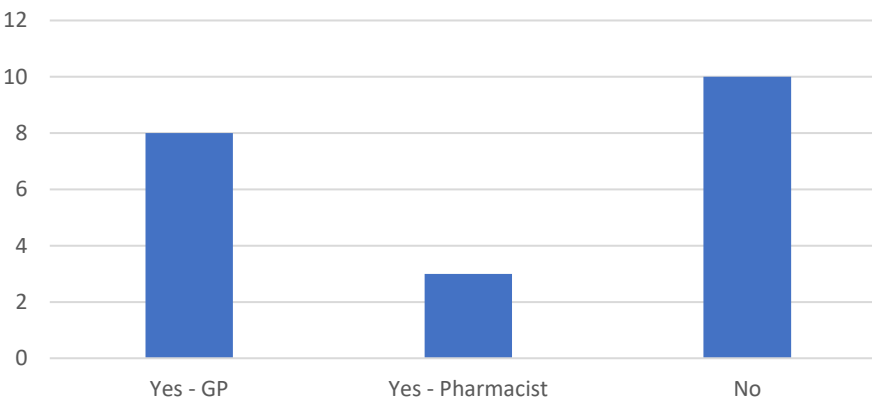
7. Does your Pharmacist deliver your medication to your home address?

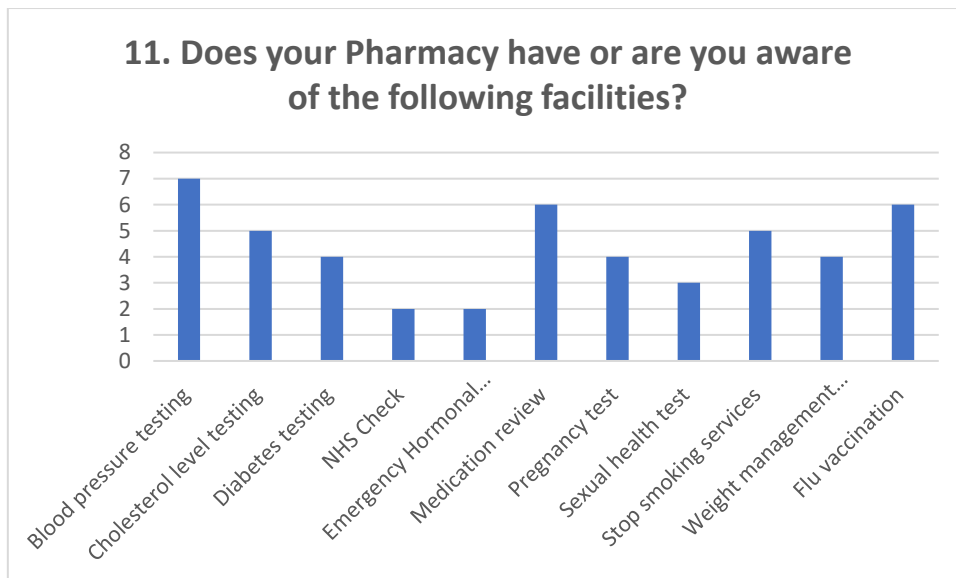
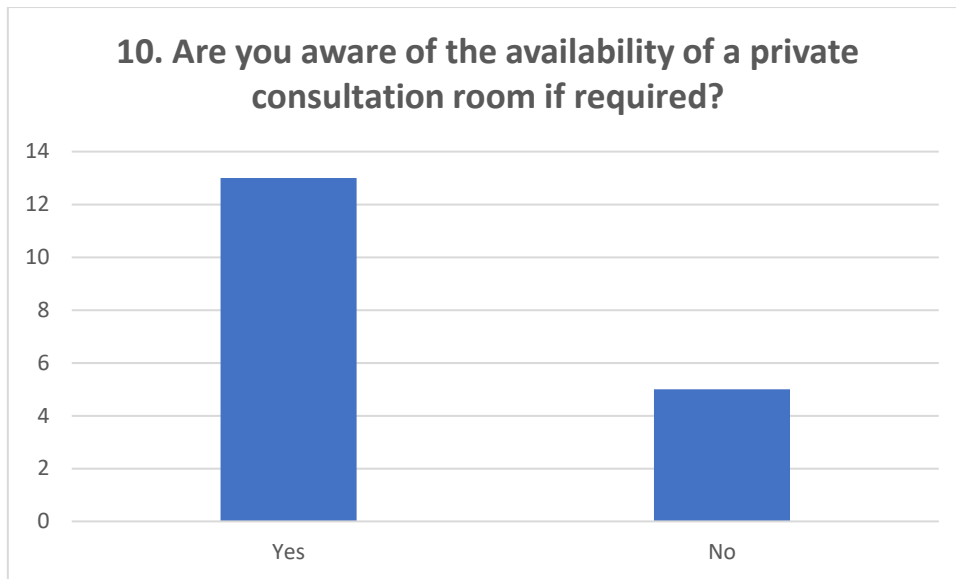


8. Would you consider using your local Pharmacy as the first port of call for minor illnesses rather than other NHS services?



9. Has your GP or Pharmacist advised you of the Electronic Prescription service?





General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“easy to find in the town centre”, “great”

“pure trek” “Canny, decent”

“good”, “very good as it is in the town which people access all the time”,

“it is easily accessible as there are buses which take you straight there.

Also, it is in the middle of the town”

“good access”, “good”, “good”, “no problems”, “good”, “good”

“everything ok, good service”, “easily accessible”

“access to my local Pharmacy is very good and disabled friendly”

“quite good”

“ok”

“clean, tidy and easily accessible”

Q13. How could your local Pharmacy be improved?

Comments;

“closer to my house or deliver”

“staff with crack”, “it`s alright the way it is”

“very good”, “it is a very good pharmacy”

“appears satisfactory as it is”

“staff that speak clear fluent English”

“very friendly and they make you feel comfortable” “quicker service”

“serve customers first before druggies”

“sometimes I drop in the prescription one day and ask to collect it the next on my lunch break. It is never ready to go the next day, it still needs to be checked by pharmacist! Why?”

Q14. Is there anything else you want to tell us about your local Pharmacy?

“it`s boring”

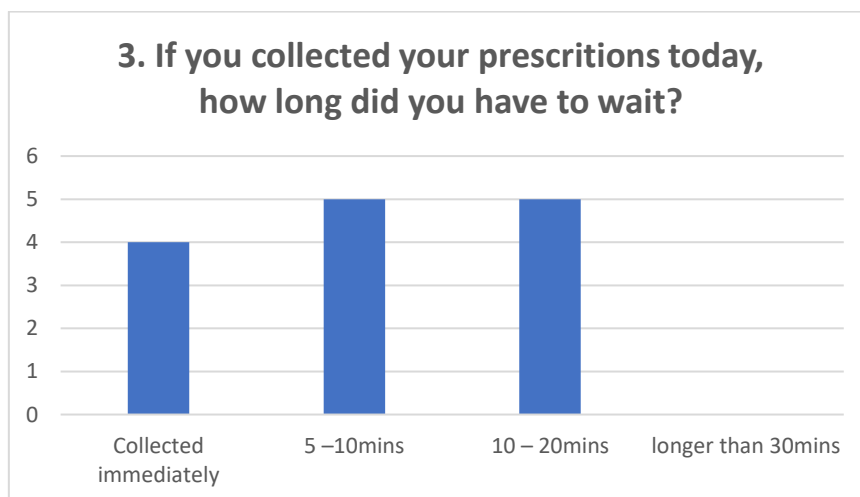
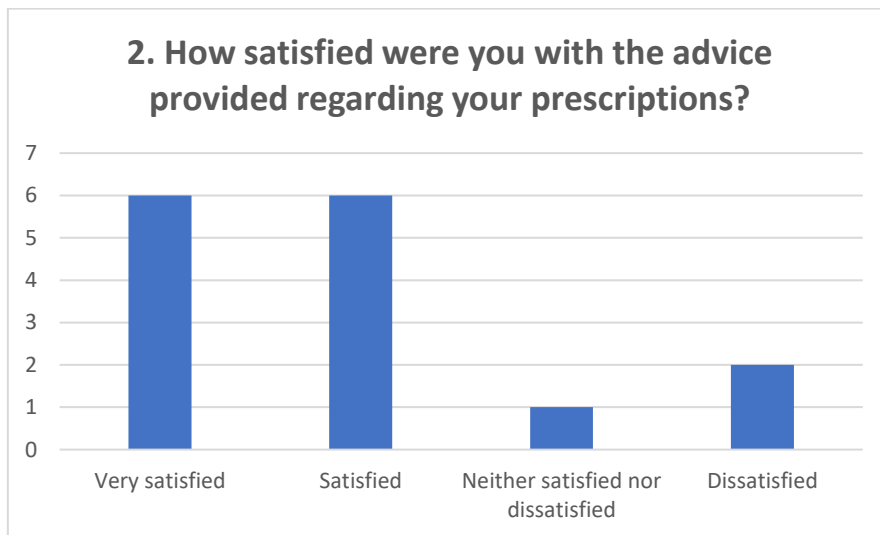
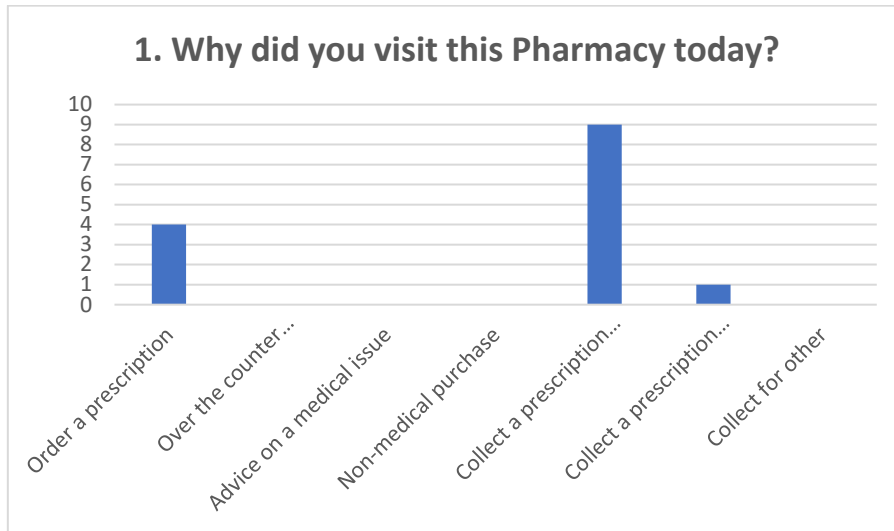
“very good service”

“get regular medication review as I have a three-month prescription”

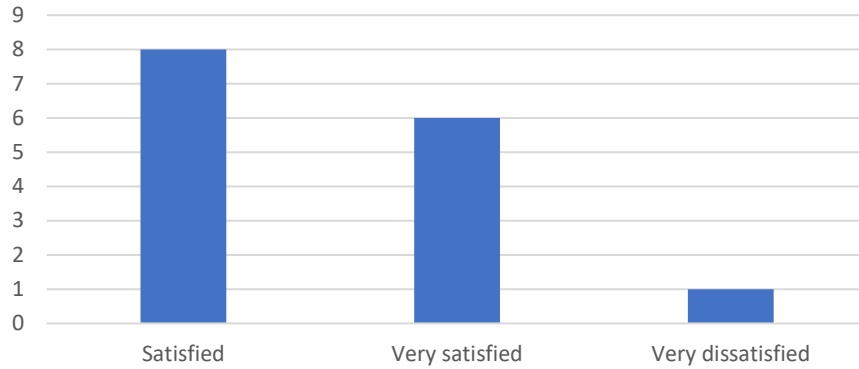
“it would be helpful to have all the prescription items ordered and available on the day of collection”

“shortage of tablets of most prescriptions”

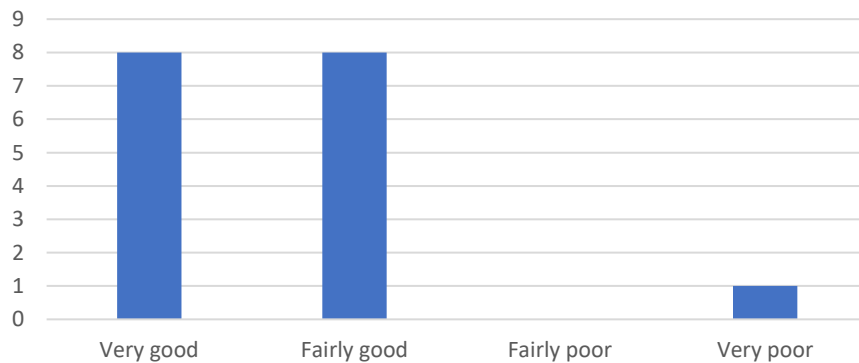
Boots Pharmacy – One Life Centre



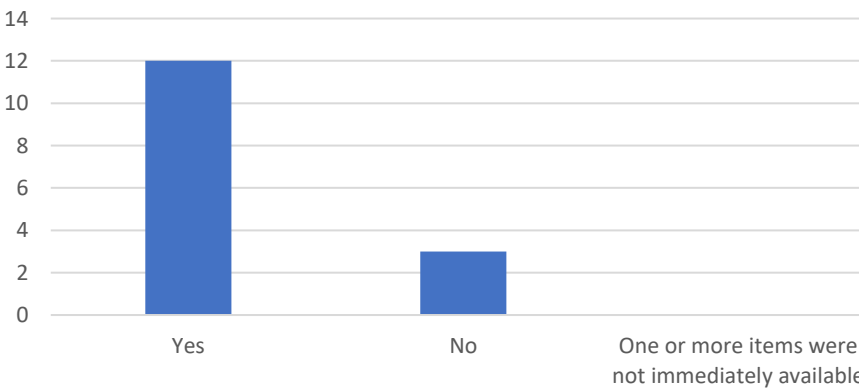
4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?



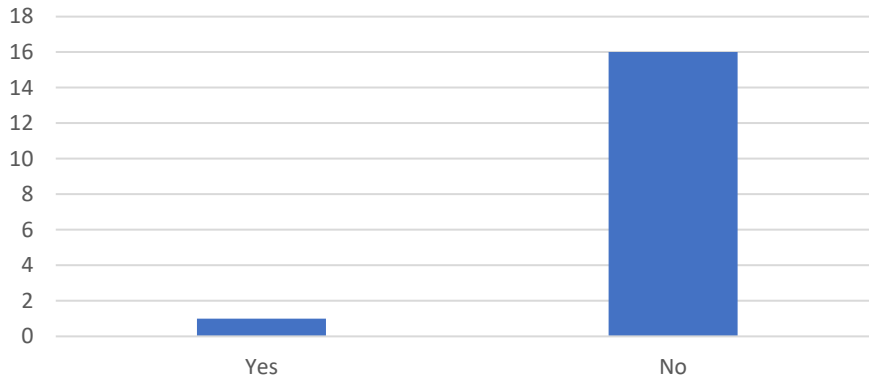
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and the staff who work there?



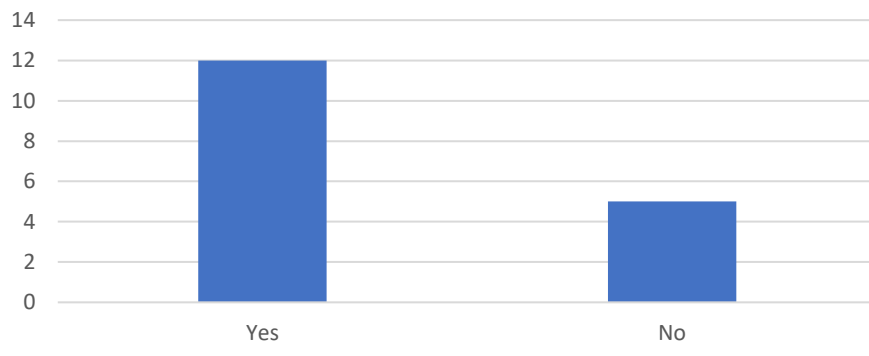
6. Were all the items on your prescription immediately available?



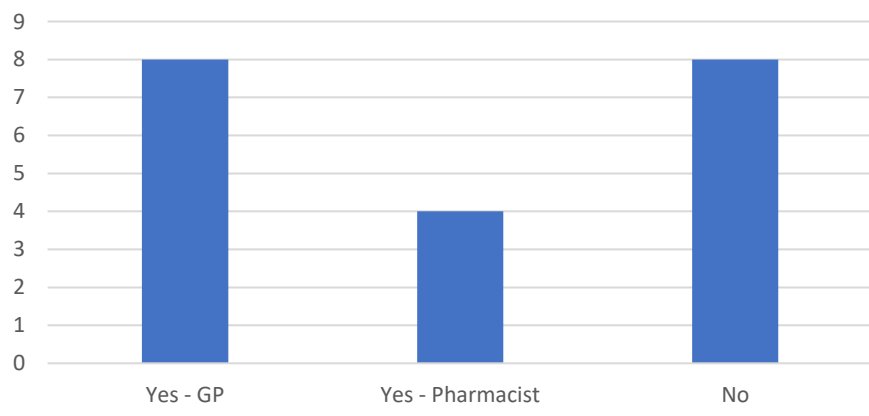
7. Does your Pharmacist deliver your medication to your home address?

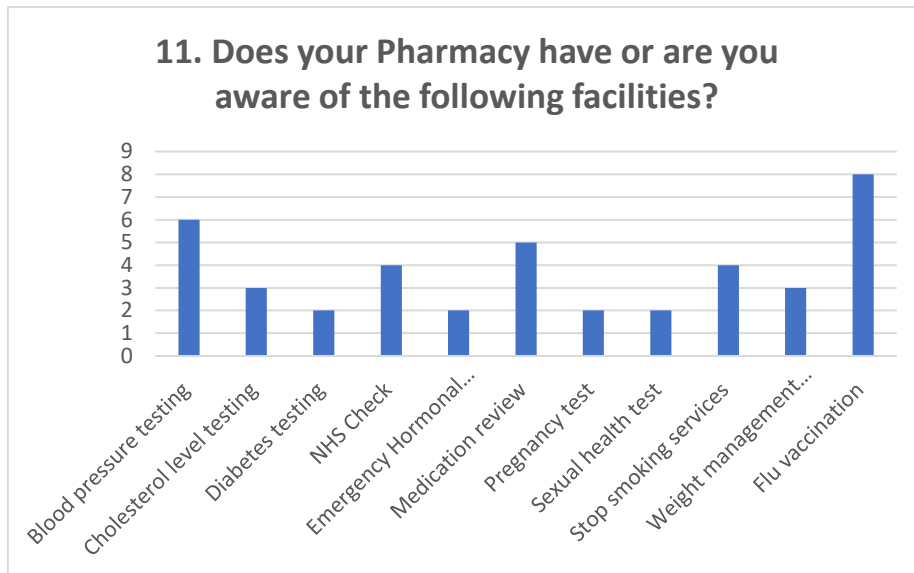
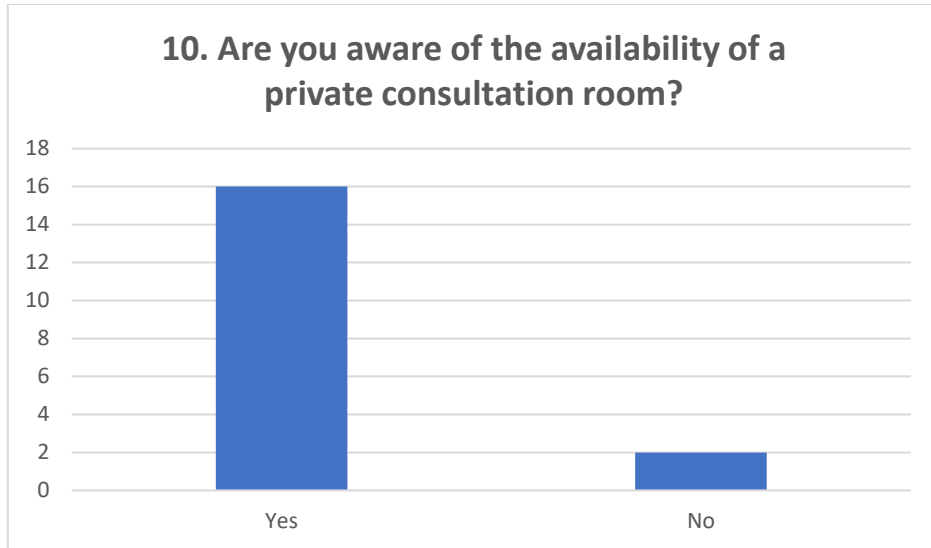


8. Would you consider using your local Pharmacy as the first port of call for minor illnesses rather than other NHS services?



9. Has your GP or Pharmacist advised you of the Electronic Prescription Service?





General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“easily available”, “great”, “good”

“good, it’s convenient to be able to collect prescriptions later in the day and night”

“disabled friendly”

“I think it’s good, but they need to offer more services helping giving prescriptions for minor illnesses”

“good access although has tendency to be overcrowded”

“access is first rate”

“very good”, “fairly good and speedy”

“the parking is restricted to pay parking. It would be helpful if there was a 15-minute waiting bay if you are just picking up and collecting prescriptions”

Q13. How could your local Pharmacy be improved?

Comments;

“being more helpful on telephone conversations”

“sometimes long queues”

“helping giving prescriptions for minor illnesses”

“need more staff to avoid getting delay to provide prescriptions”

“service is excellent, they also give good value for other products available”

“add extra staff to decrease waiting times”

“not all medication is available and would to travel elsewhere at times”

“better organisation”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

“could inform when they make changes to system”

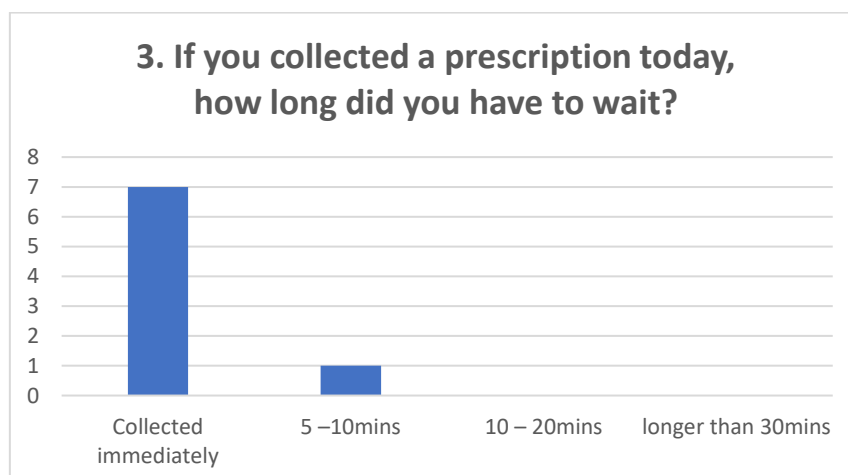
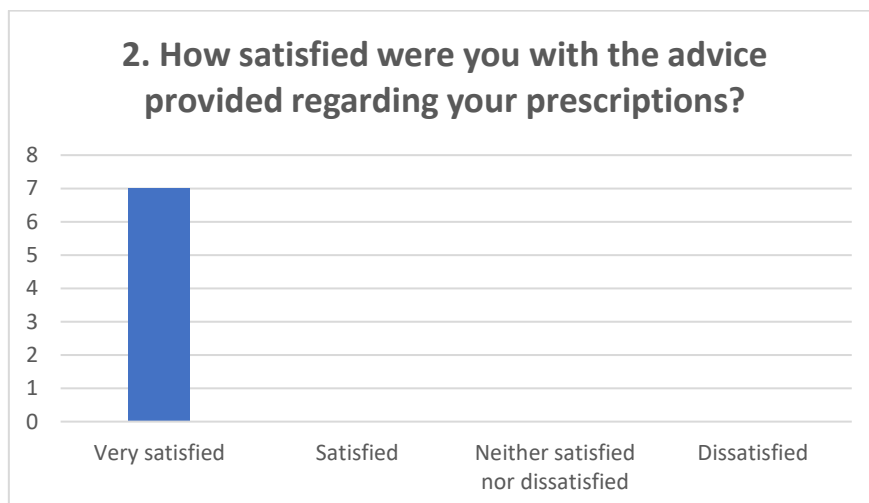
“their services are ok”

“the only issue I have is my prescriptions are electronic so I just ring pharmacy and order. Then they tell me when it’s done. So, when I go to pick up I still have to wait 10 – 15mins”

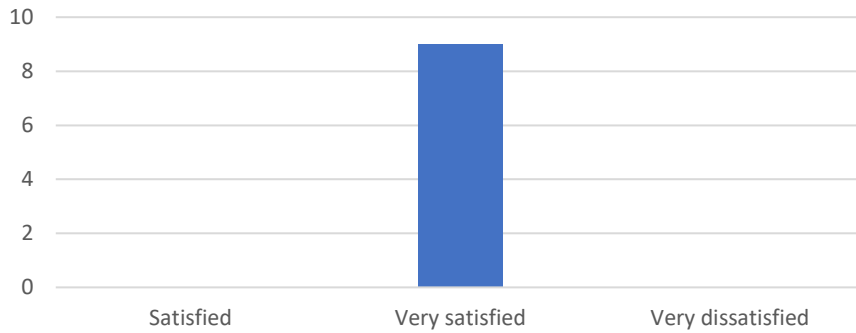
“they always ask me if there is anything else they can do for me”

“my family and I are signed up to this chemist to dispense our regular prescriptions. They are supposed to send a message when medicines are ready to pick up. I usually end up calling them when my medicine is about to rub out or sometimes when it has ran out completely. They do not always have it and have to order it from the doctor or give an emergency prescription. The organisation is a joke”

Clayfields Pharmacy – Oxford Road



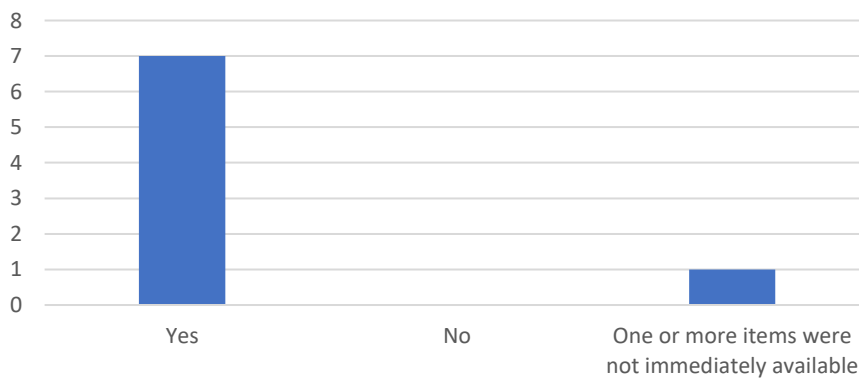
4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?

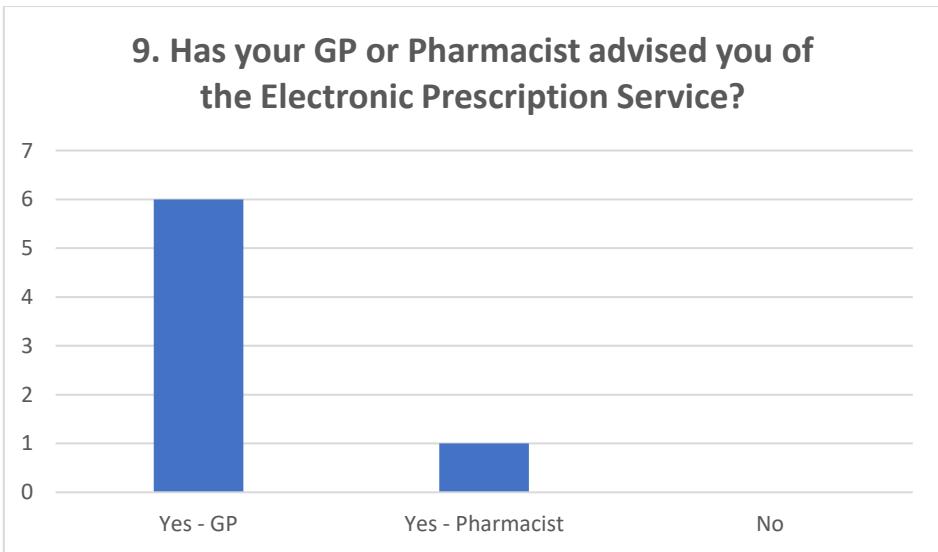
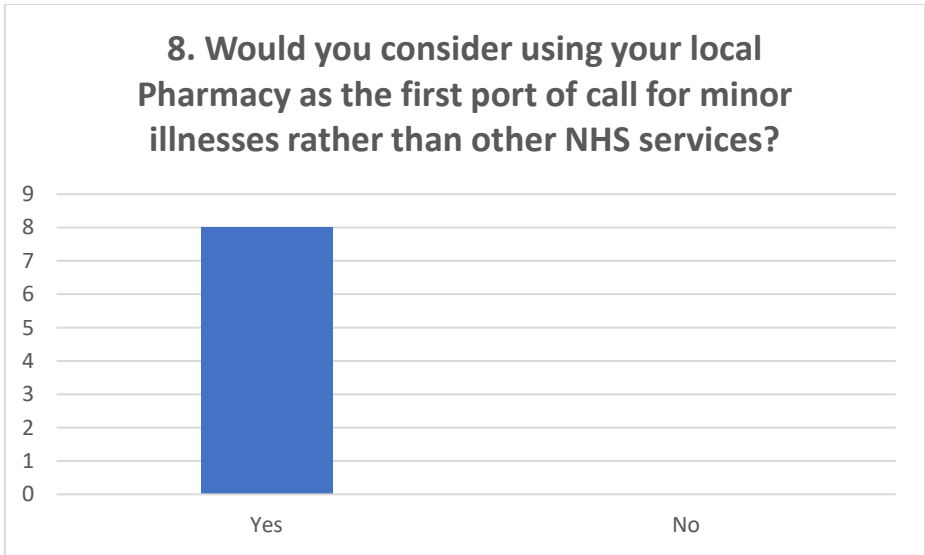
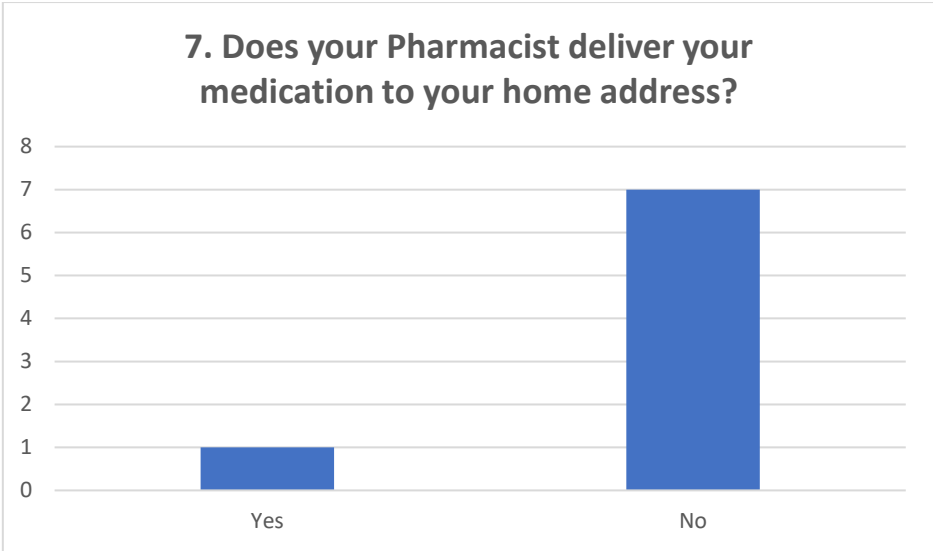


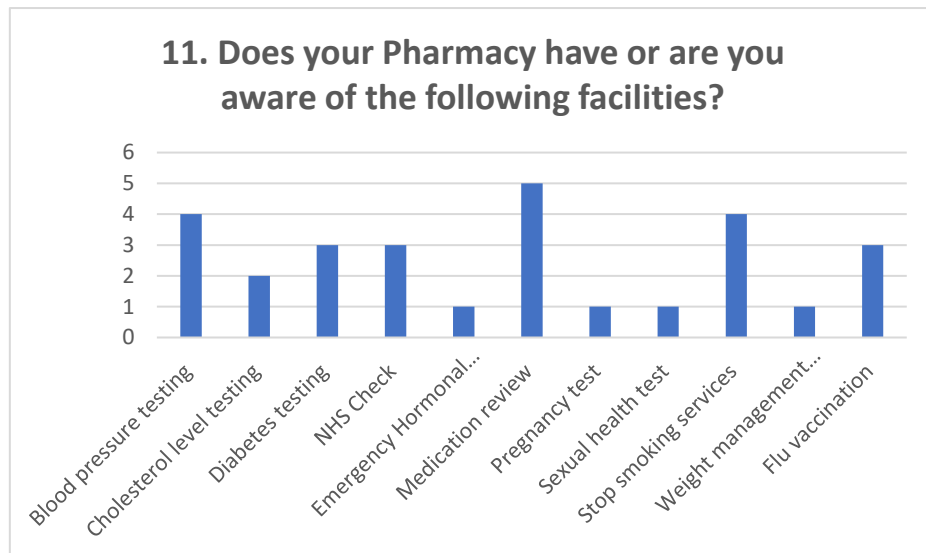
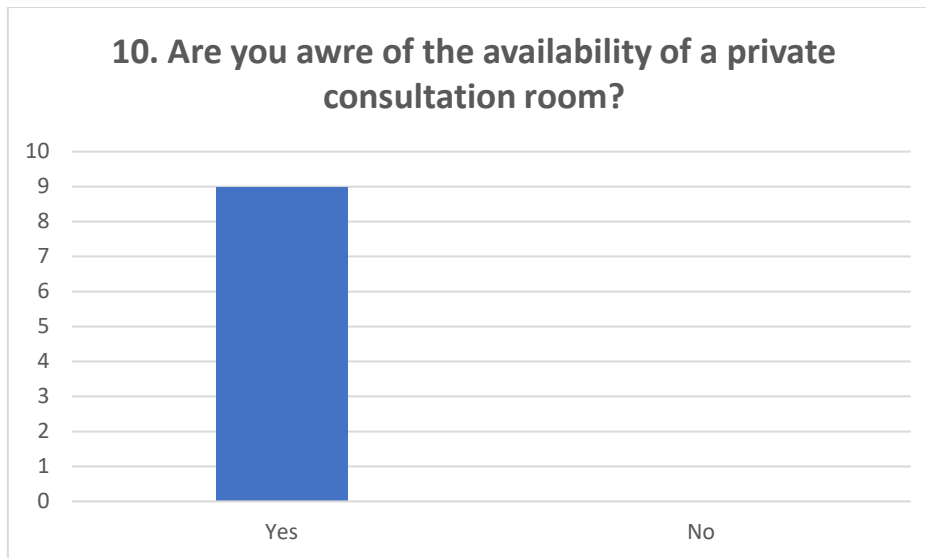
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and other staff who work there?



6. Where all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“very good & accessible”

“no automatic doors for use of disabled & wheelchairs, small step into building”

“really good chemist and staff approachable, friendly, helpful. Would recommend to family and friends”

“the access is very easy to get to”

“good”

“on bus route, parking is ok”

“excellent”

“excellent”

“this pharmacy and all the staff tick every excellent box going. They are always available and give help immediately”

Q13. How could your local Pharmacy be improved?

Comments;

“installation of automatic doors”

“late night opening”

“it may be easier if the doors were automatic as they can be difficult to open as they can be quite heavy”

“it’s excellent”

Don’t think you could better it”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

“all staff I have encountered are very friendly & helpful. The pharmacist is always on hand to give advice when needed”

“I have been using Clayfields, Oxford Road, for over 20 yrs. while moving home several times and always I am treated with a smile and my prescription explained and filled. Easy parking facilities.”

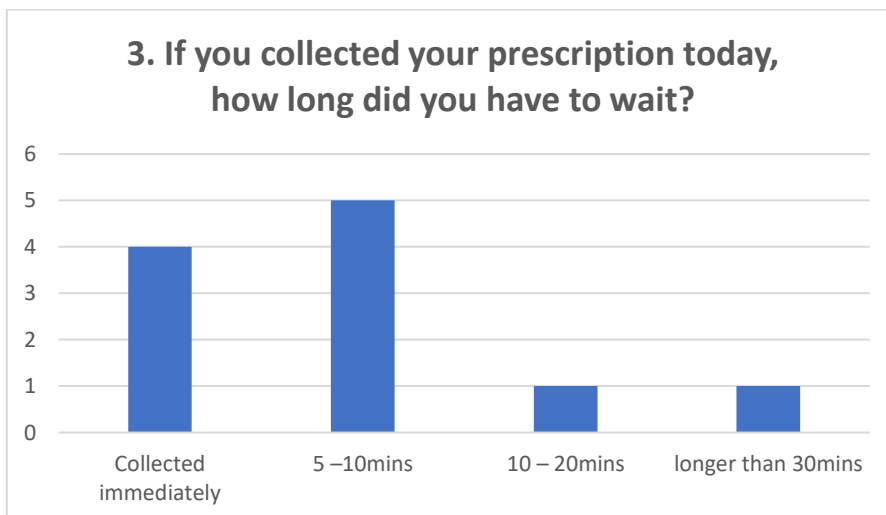
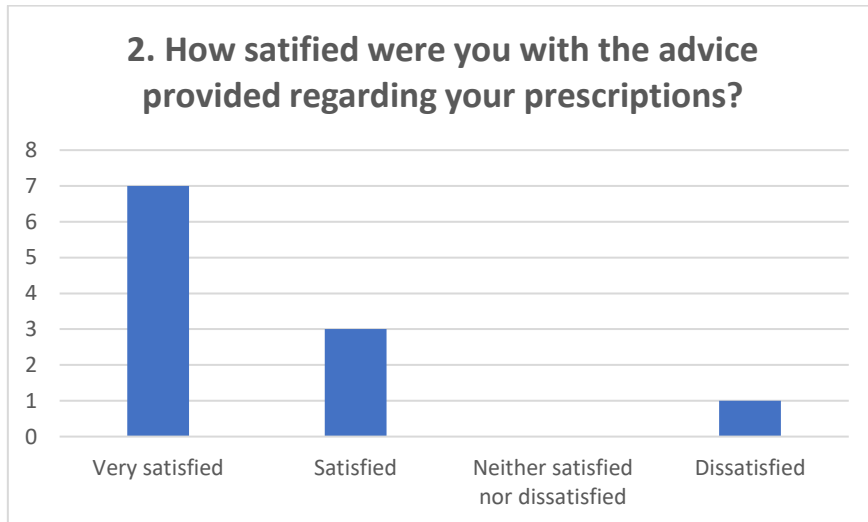
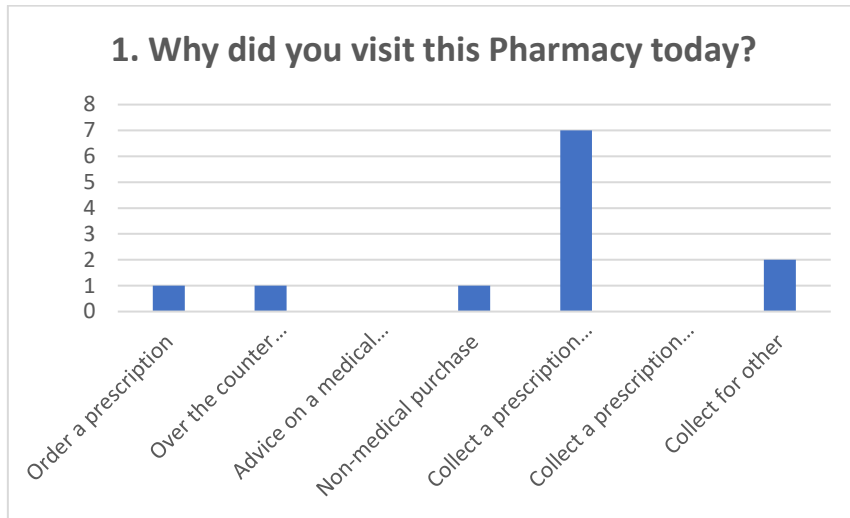
“speedy service always with a smile. The chemist always says hello if his head above the rampart”

“the pharmacy orders and delivers my prescriptions on request”

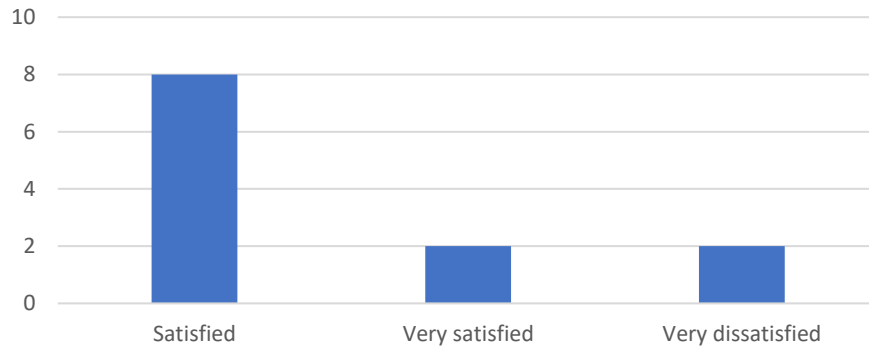
“I’ve used many pharmacies in the past, now I’ve found a pharmacist who cares about the people using his services I’ll continue to use it”

“the best in town”

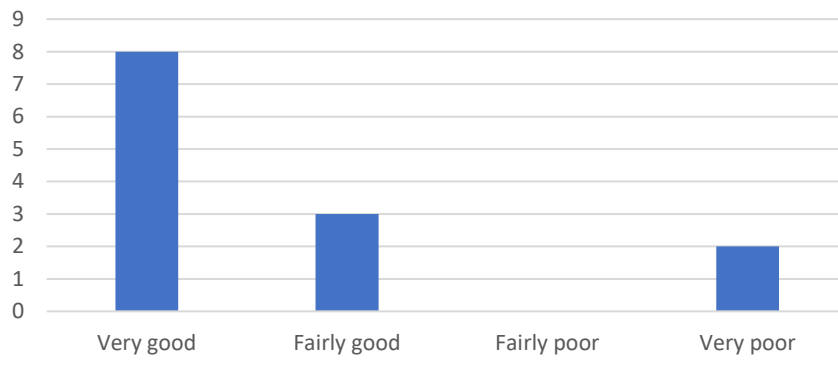
Headland Pharmacy



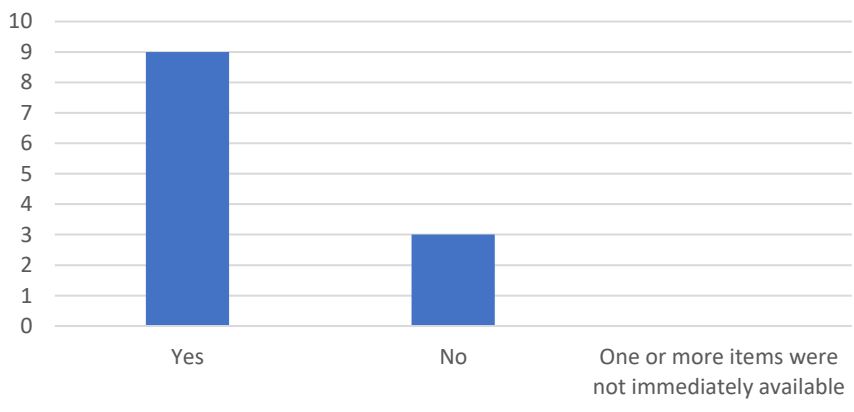
4. How satisfied were you with the time it took to provide your prescription and any/or other service you required?

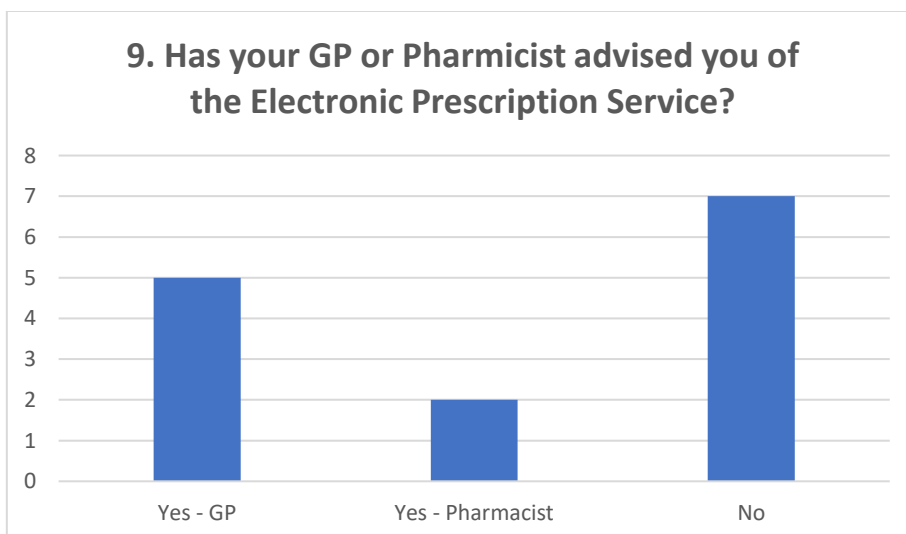
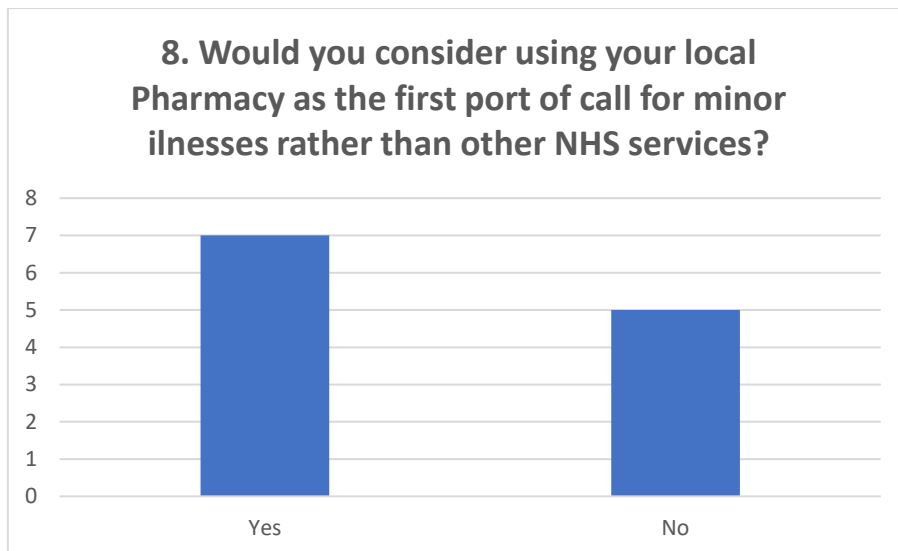
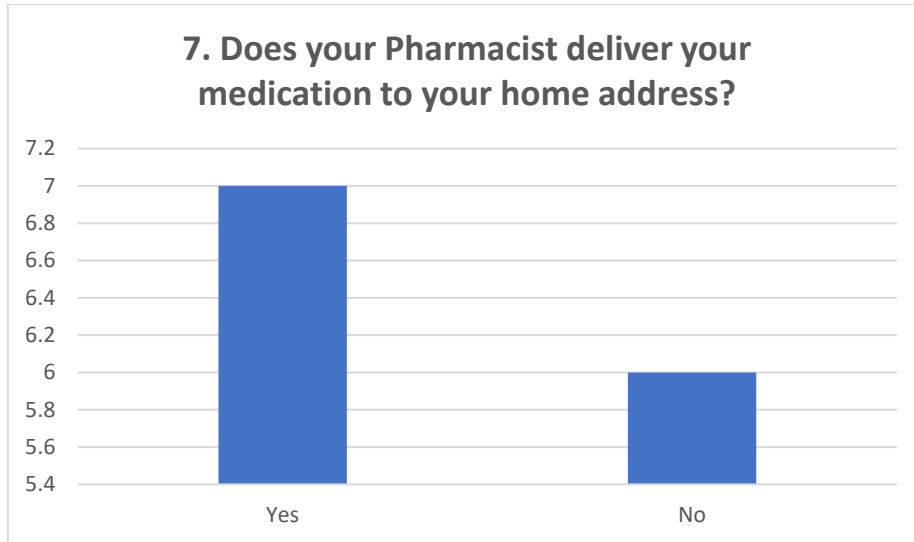


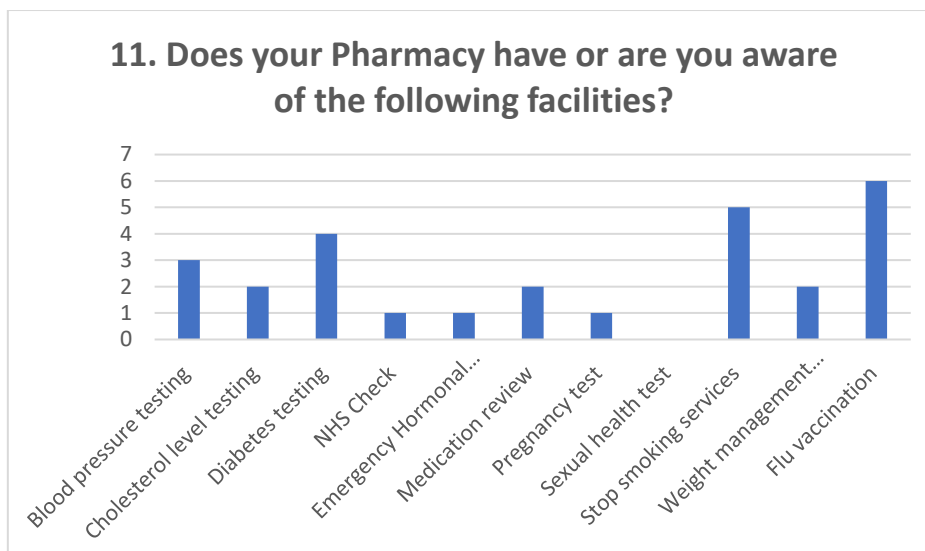
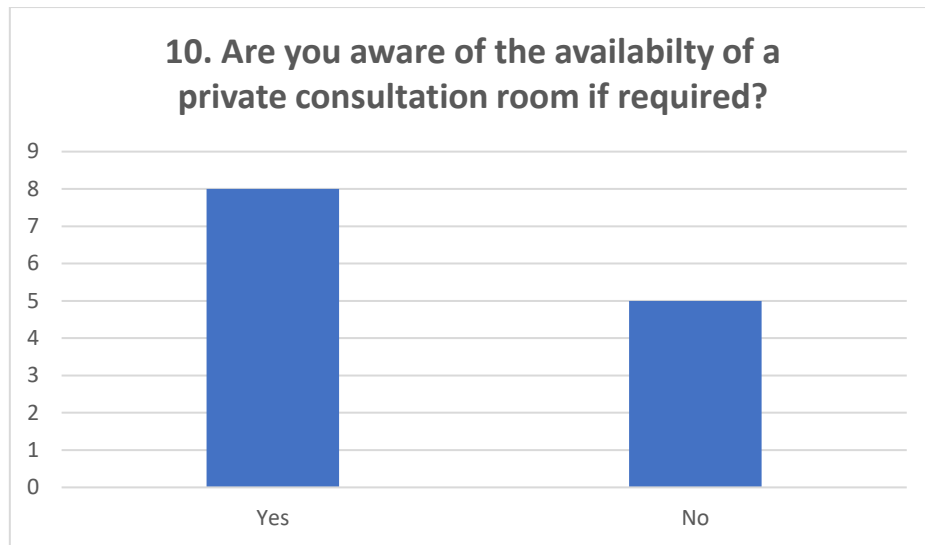
5. Including any previous visits to the Pharmacy, how good would you rate the Pharmacist and other staff who work there?



6. Where all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“ok”

“ok, but on a slope”

“I would prefer it not to be on a bank as it is dangerous in winter”

“front of pharmacy good but situated on a steep bank”

“convenient”

“poor, on a hill, limited parking spaces. Difficult accessing building – close to Doc Surgery – Gym”

“very good”

“awful, I have since stopped using it”

“very good”

“good, only 5 mins from my house”

Q13. How could your local Pharmacy be improved?

Comments;

“Saturday morning opening”

“quicker turnaround at counter, pharmacist more visible

Car parking facilities, building too small for number of patients especially at surgery times”

“give the correct medication, adequate staff to deal with everything, just get things right, we were having to go back, they promised to ring and they never. It was terrible, I once had to wait a week with no medication, they promised and never delivered”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

“very good”

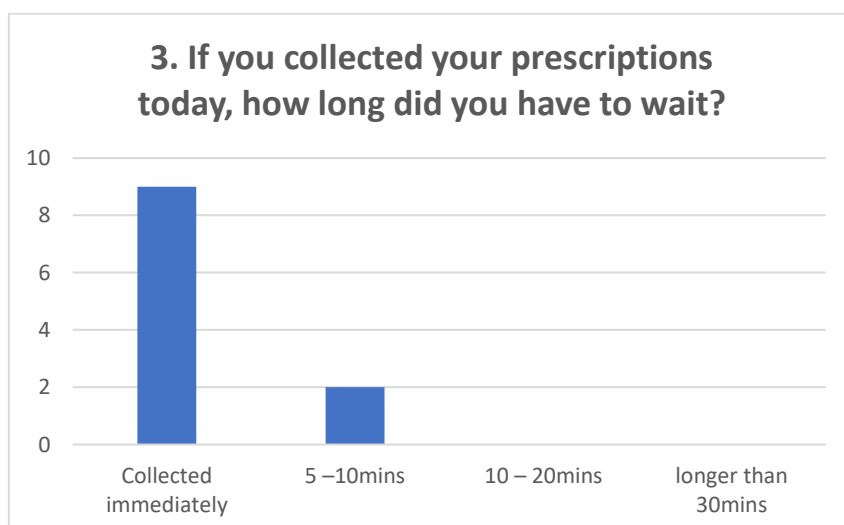
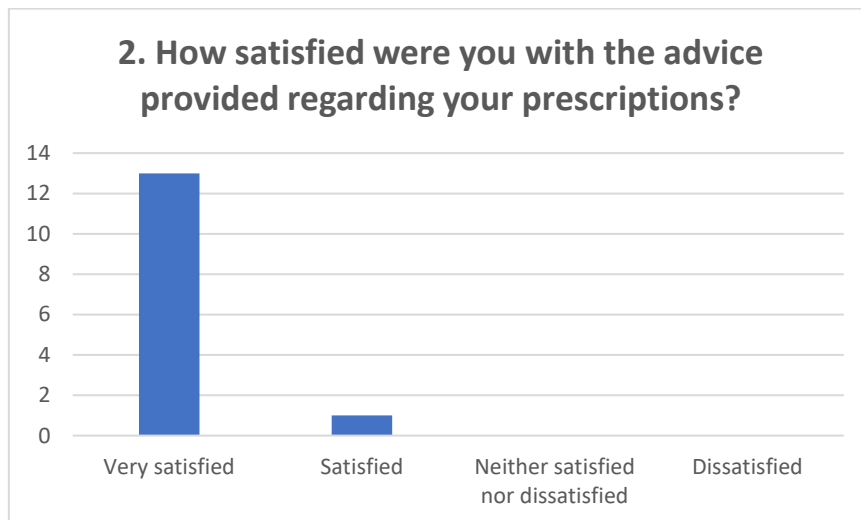
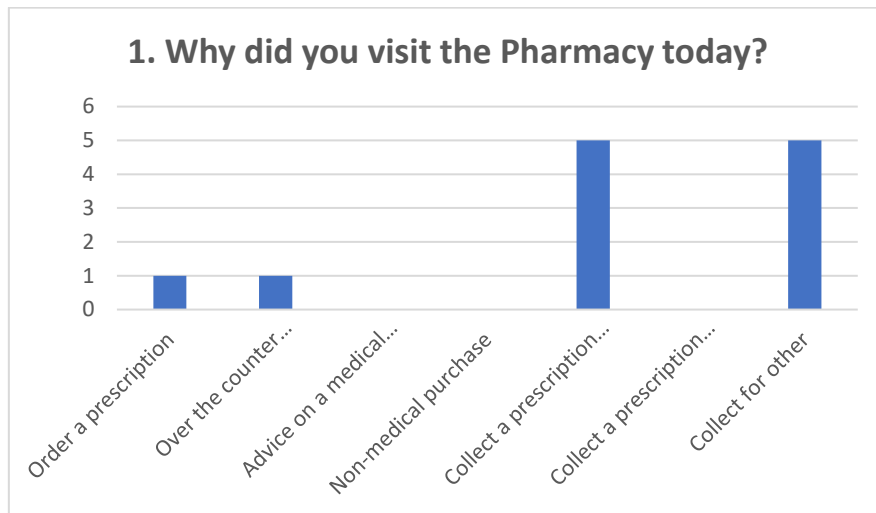
“it has been quick and convenient”

“no access for people with disabilities as electronic doors do not work, very small building”

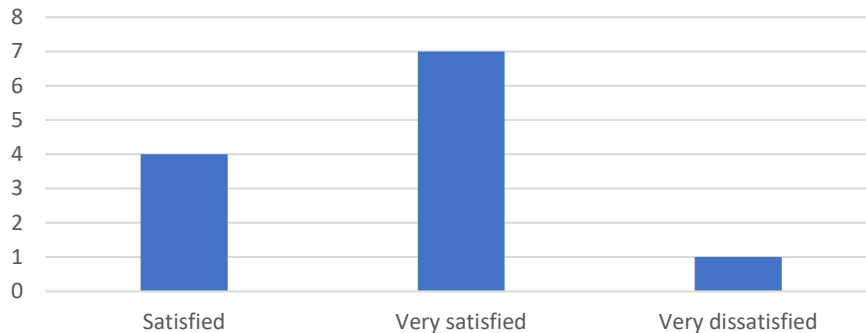
“it could get a refurbishment, oh and the methadone users hang around the doors, it’s so off putting”



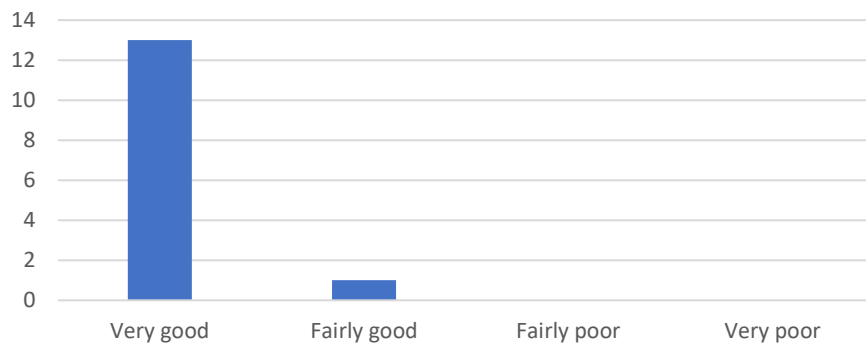
Healthways Pharmacy – Middleton Grange



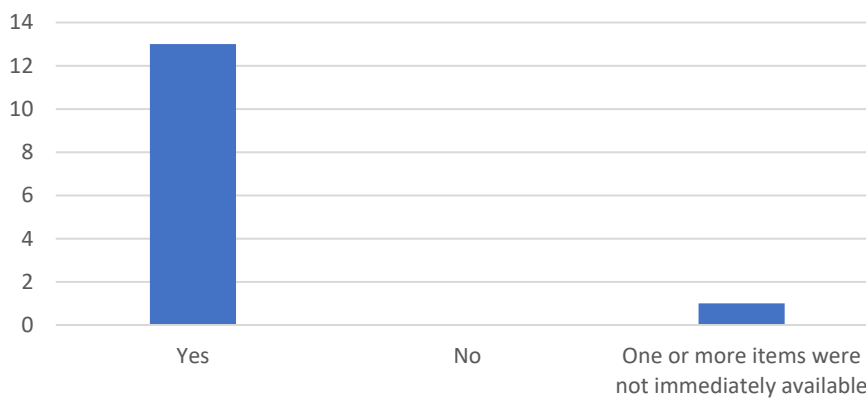
4. How satisfied were you with the time it took to provide your prescriptions and/or any other service you required?



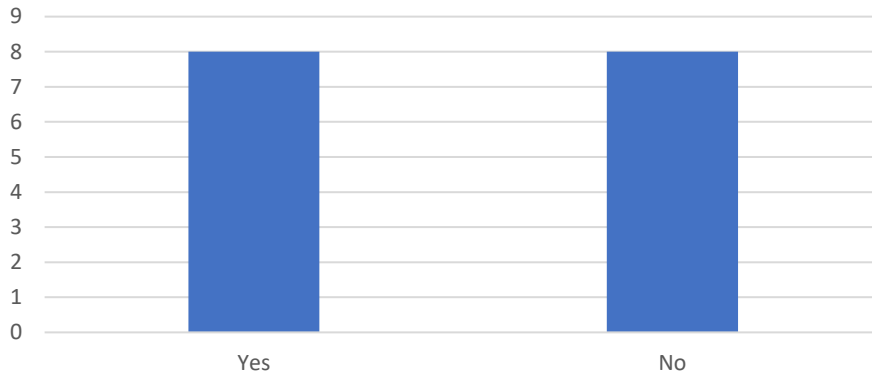
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and other staff who work there?



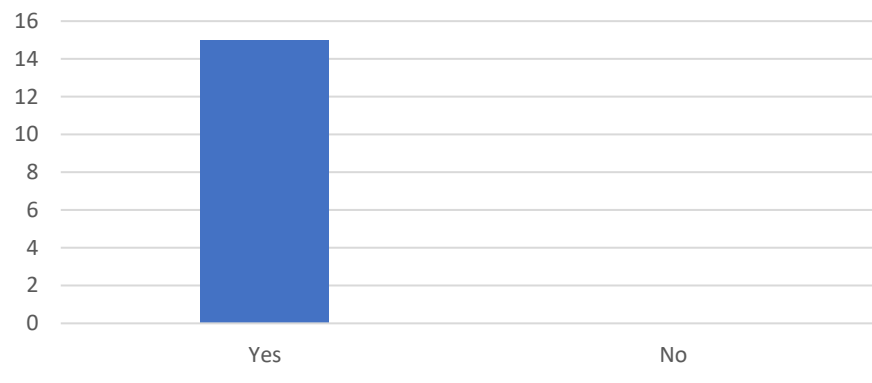
6. Where all the items on your prescription immediately available?



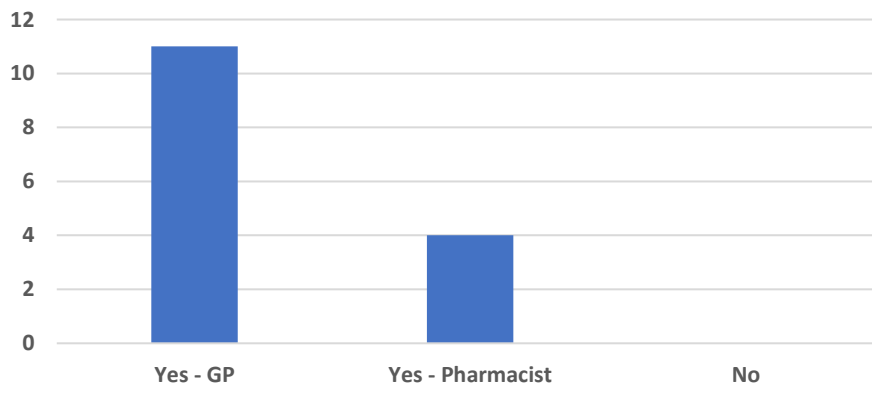
7. Does your Pharmacist deliver to your home address?

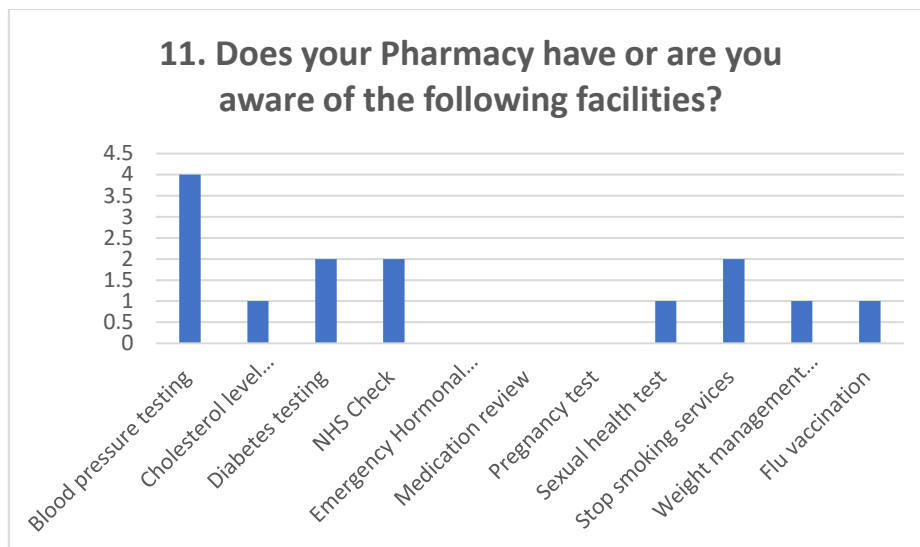
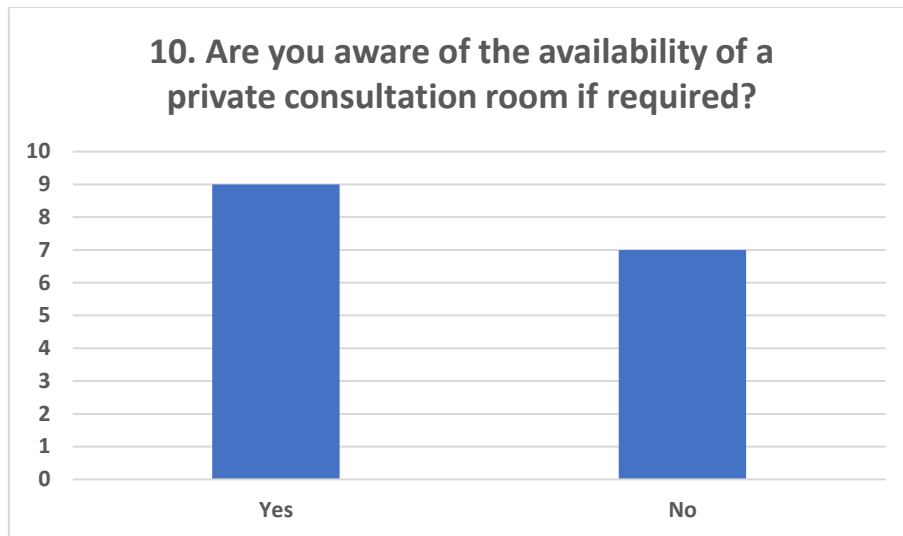


8. Would you consider using your local Pharmacy as the first port of call for minor illnesses rather than other NHS services?



9. Has your GP or Pharmacist advised you of the Electronic Prescription Service?





General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“I find that they provide for my needs in a way that is convenient for me”

“good”, “good”, “Very good”

“it is a bit difficult to access as you have to pay for parking and if you are only going into town for the pharmacy, it is a lot of money”

“the very best”, “very good”

“very good”

“brilliant”

“only open during shop times”

“only accessible when the shopping centre is open”

“the pharmacy is brilliant”

“they are very approachable”

Q13. How could your local Pharmacy be improved?

Comments;

“waive parking fees if you can prove you have only visited pharmacy”

“fulfils my needs, always [pleasant and helpful”

“brill”

“make bigger, only small shop”

“they are amazing”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

“very friendly, always ready to help”

“all the staff I have encountered have been extremely helpful”

“very friendly”

“very, very good”

“the pharmacy is so good”

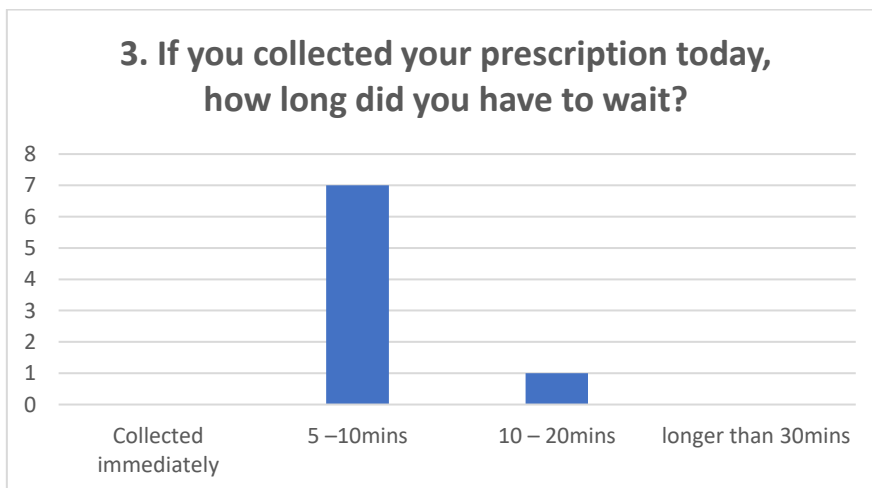
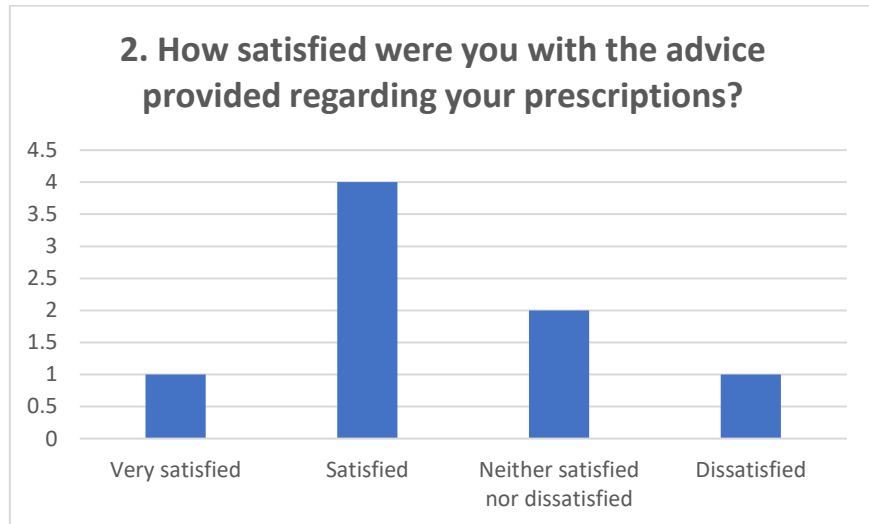
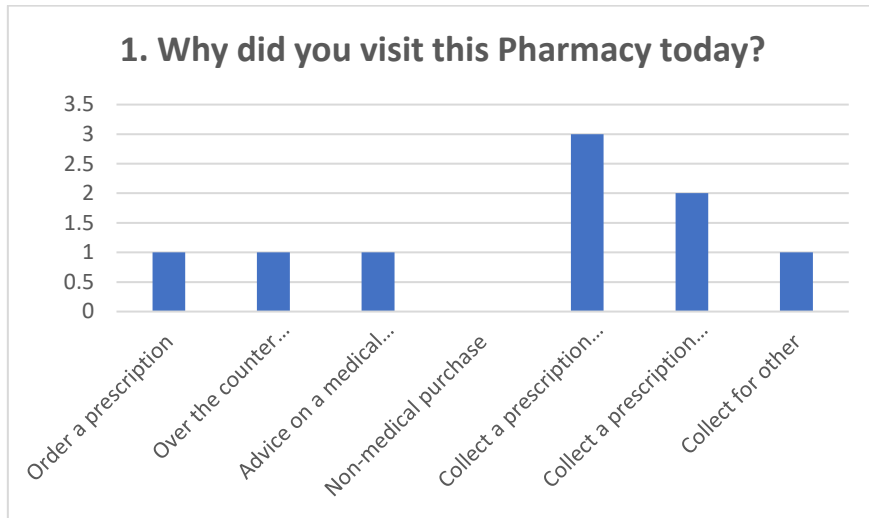
“satisfactory”

“the pharmacist is the most helpful that I have dealt with”

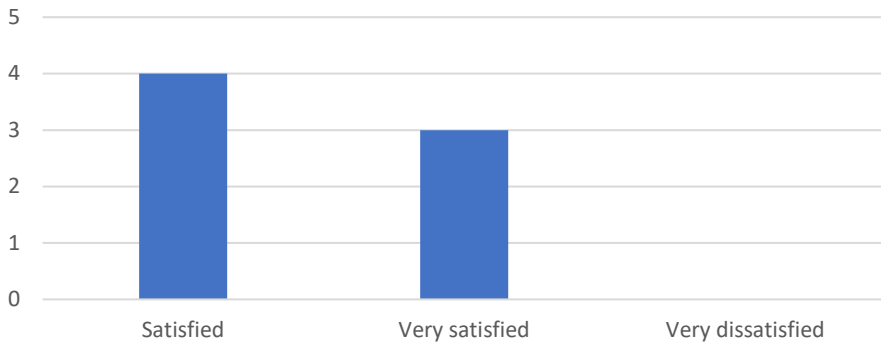
“they greet you by your first name and know exactly your prescription. If it is not in stock they advise you and it has already been ordered and then they deliver to you”



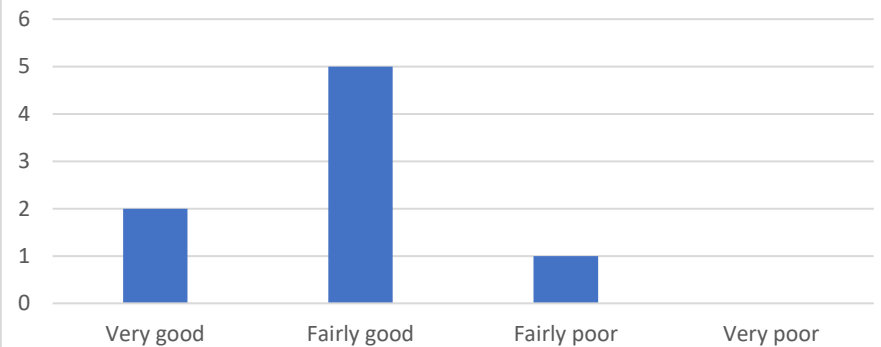
Lloyds Pharmacy – Kendal Road



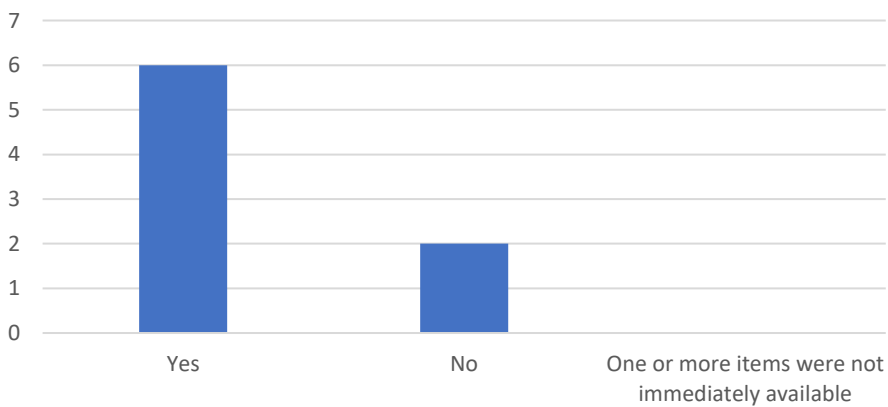
4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?



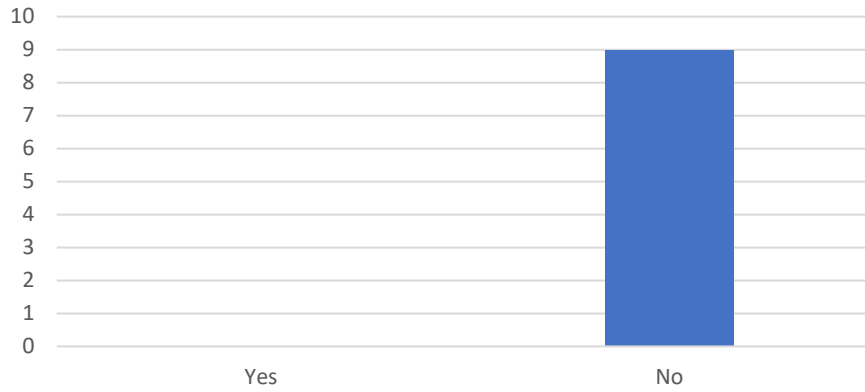
5. Including any previous visits to the Pharmacy, how would you rate the pharmacist and other staff who work there?



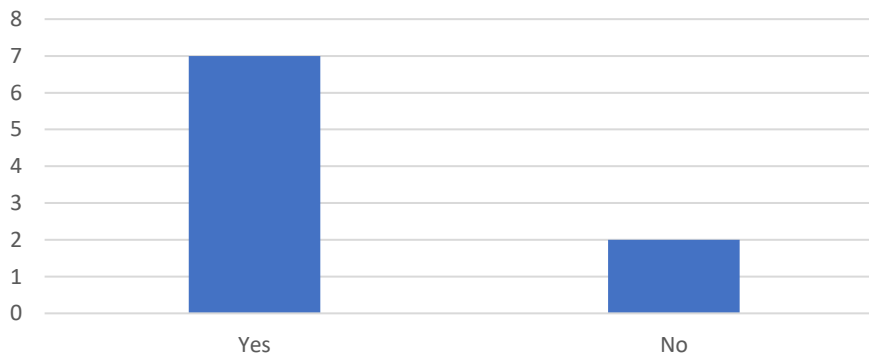
6. Where all the items on your prescription immediately available?



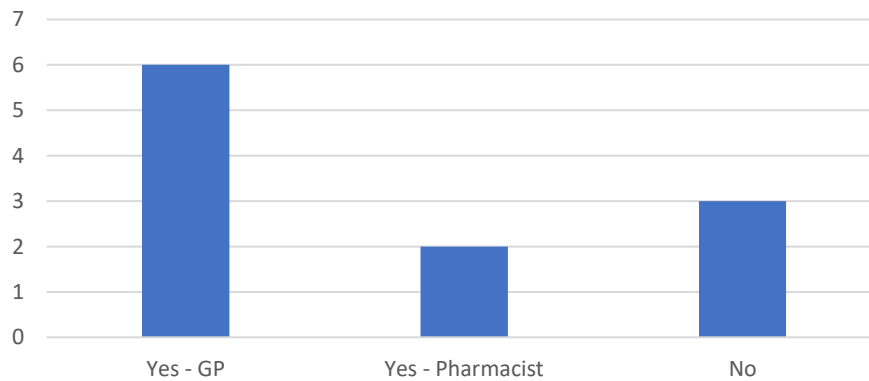
7. Does your Pharmacist deliver medication to your home address?

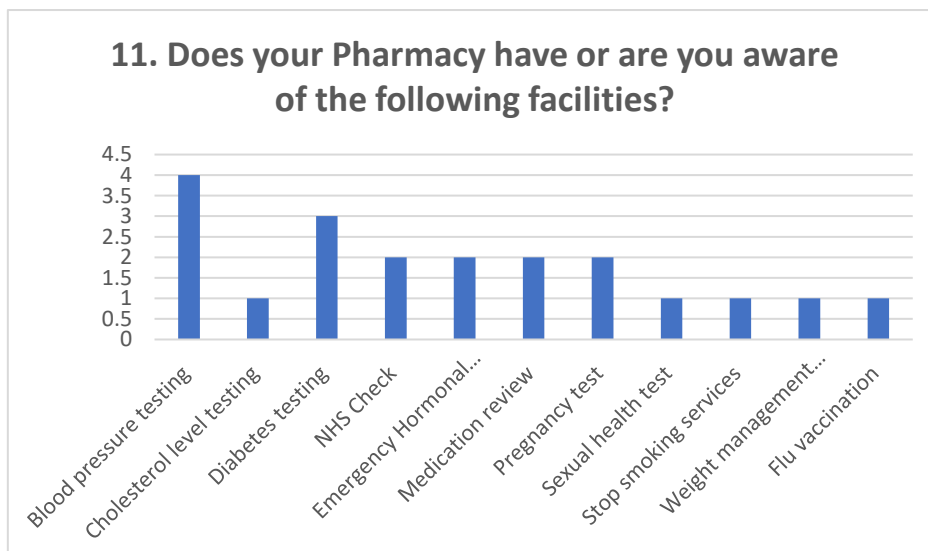
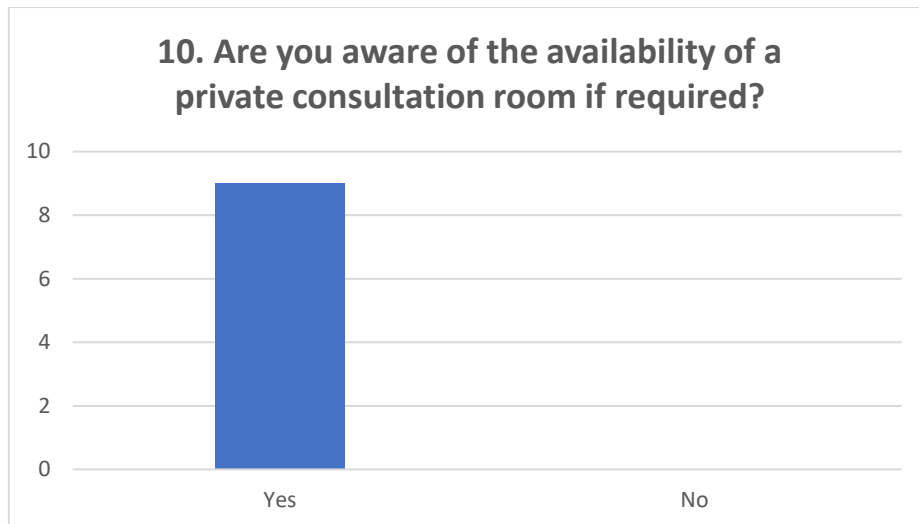


8. Would you consider using your local Pharmacy as the first port of call for minor illnesses rather than other NHS services?



9. Has your Gp or Pharmacist advised you on the Electronic Prescription Service?





General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“easy to access”

“easily accessible for people of all needs”

“good access”

“easy as its next door to doctors”

“very good”

“it is not very welcoming, staff are very miserable”

“it is easy to access2

“easy access, on street parking”

“everything is ok”

Q13. How could your local Pharmacy be improved?

Comments;

“shorter waiting times”

“counter assistants could be more efficient in serving customers. Spend a lot of time chatting between themselves instead of to customers”

“be quicker at putting prescriptions together”

“not having to go back if you have not got all medication”

“more welcoming environment, pleasant staff who are happy and approachable”

Q14. Is there anything else you want to tell us about your local Pharmacy?

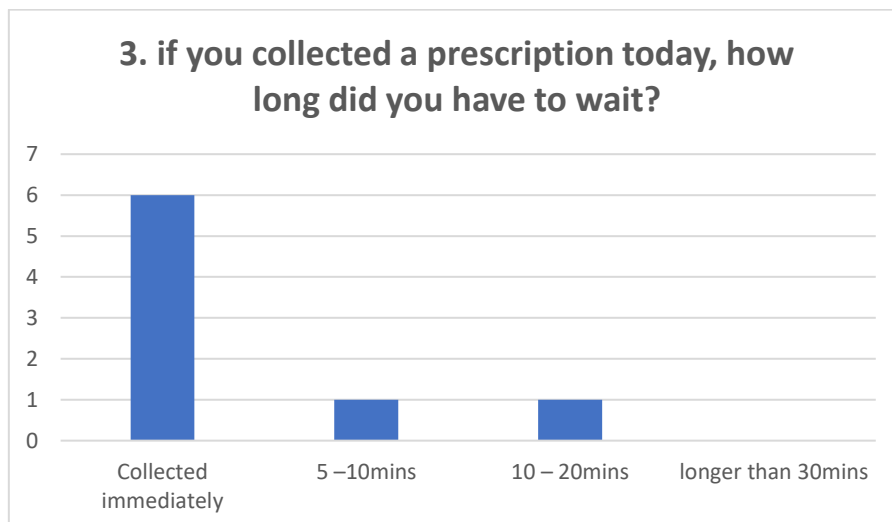
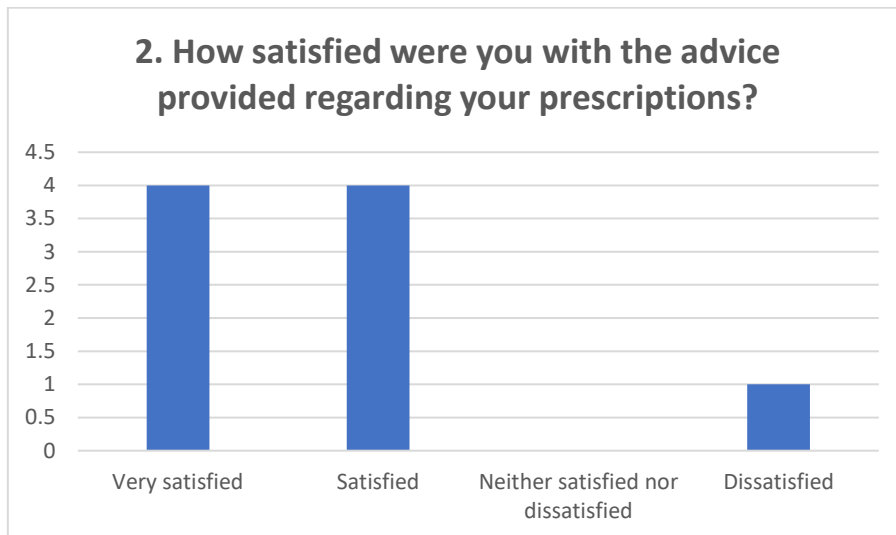
Comments;

“When usual pharmacist is present, staff usually more efficient with regards to serving customers”

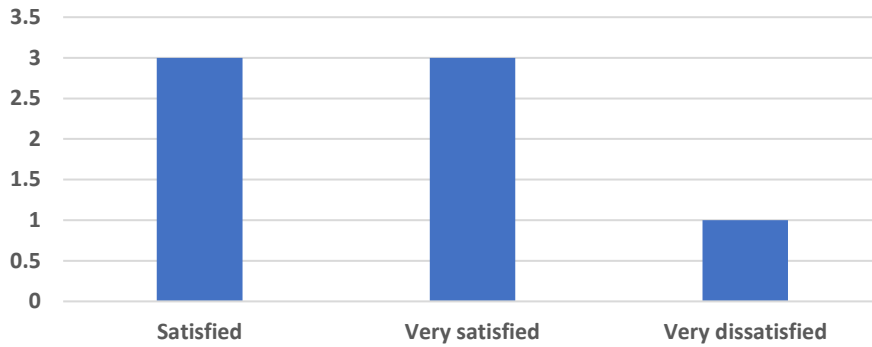
“can be very slow even when empty”

“friendly and helpful and signpost if not able to deal with issue”

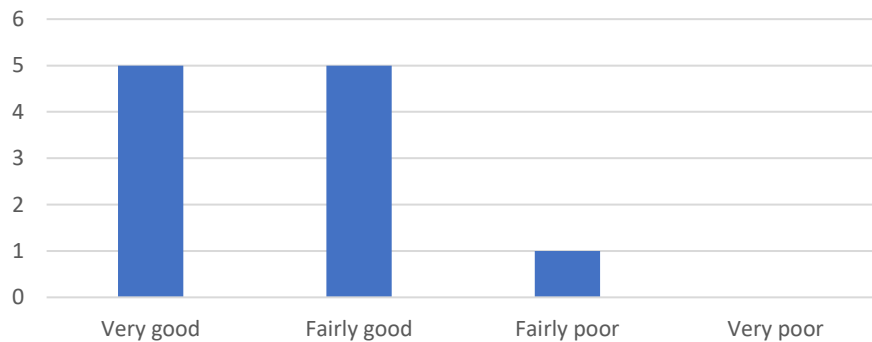
Lloyds Pharmacy – Park Road



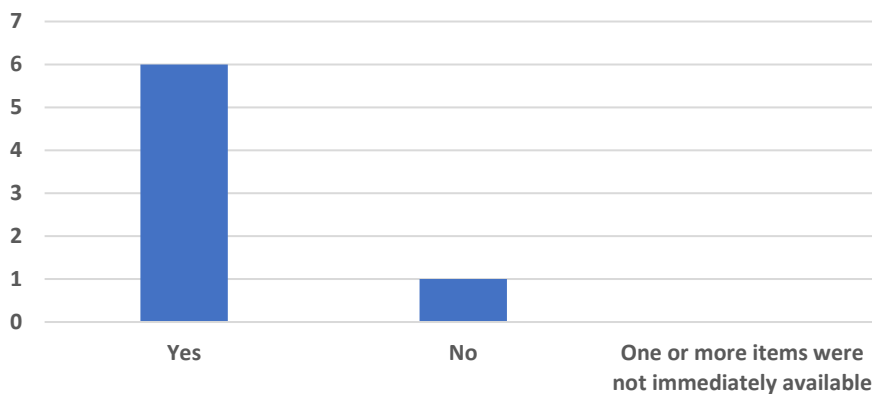
4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?

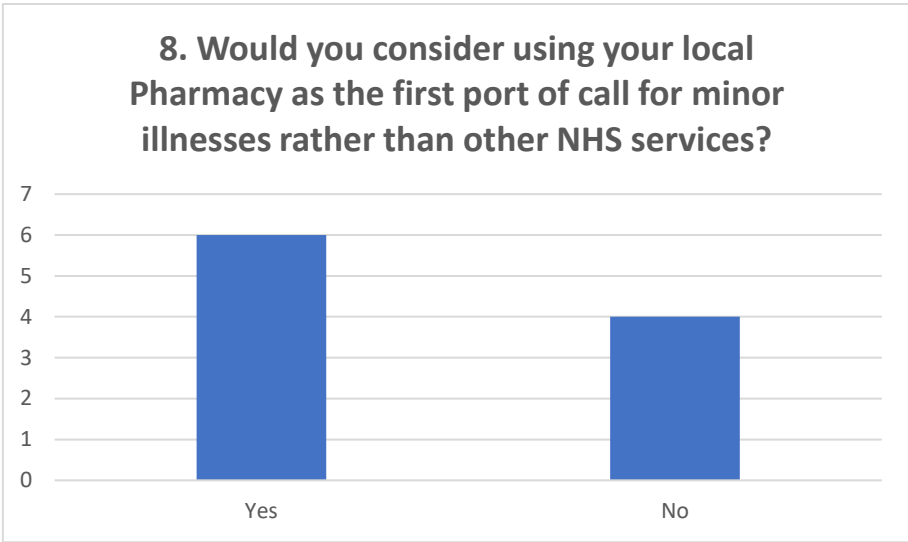
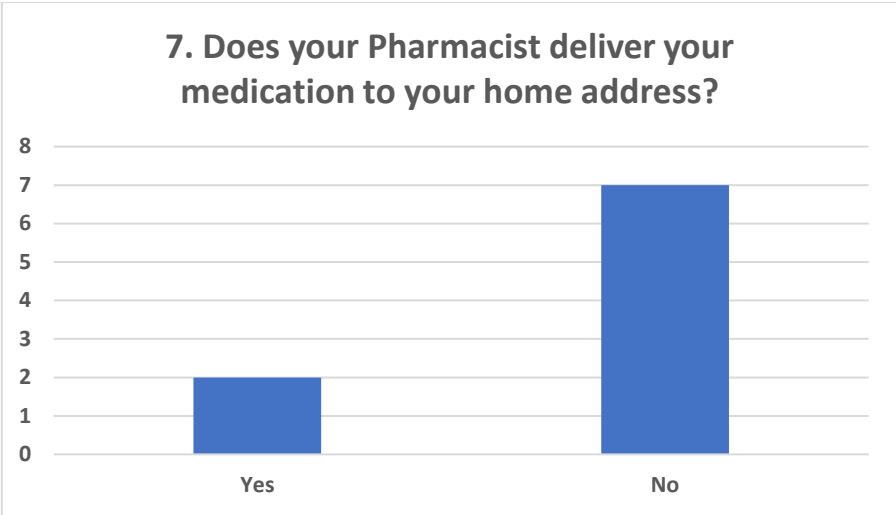


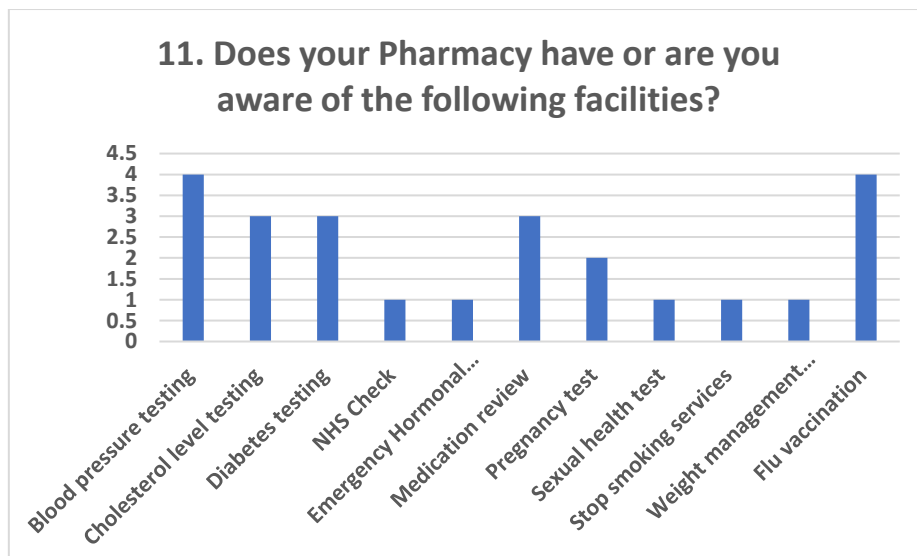
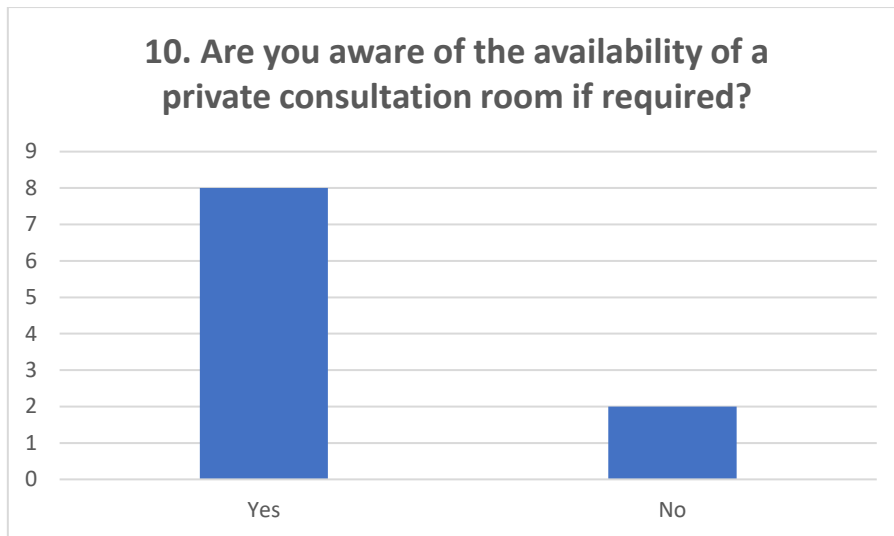
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and other staff who work there?



6. Where all the items on the prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“good, it is in town with car park close by. They offer medication delivery if not able to collect”

“good”

“good”

“alright!”

“access is ok, getting served is the problem”

“very good”

“good”

“good”

“good access, parking over the road”

“it is well located”

Q13. How could your local Pharmacy be improved?

Comments;

“sometimes the time to collect prescriptions is longer than 10 mins”

“nicer people”

“there doesn't seem to be much communication between staff. They put the prescription into surgery. If you go in with a copy of prescription & tick which items you need next time & put an X against those not required, they are disregarded, and all the items are ordered. They started charging for delivery a few months ago. Having ran out of medication I contacted them and found medication in shop. It had not been delivered for 2 months even though I had paid £60 a year for the service. Expecting delivery in august and see what happens.”

“longer opening times”

“very happy with the service”

“have a separate entrance for those who are coming for certain treatment”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

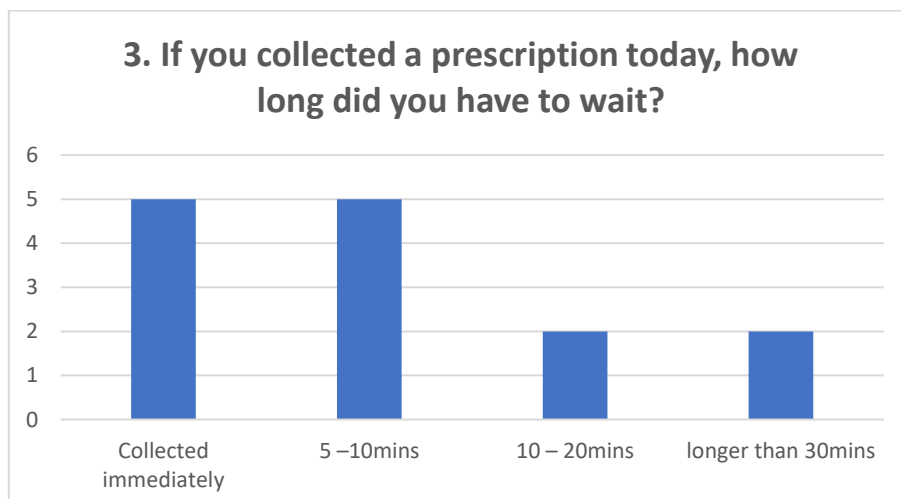
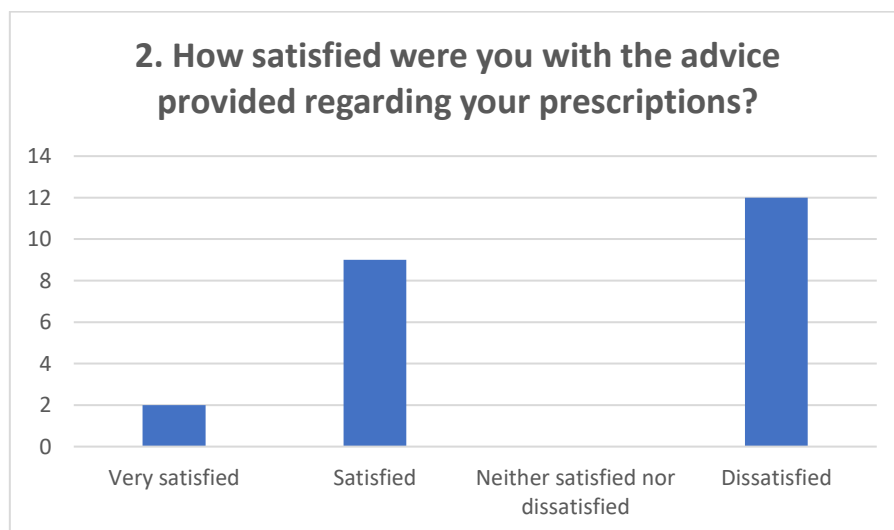
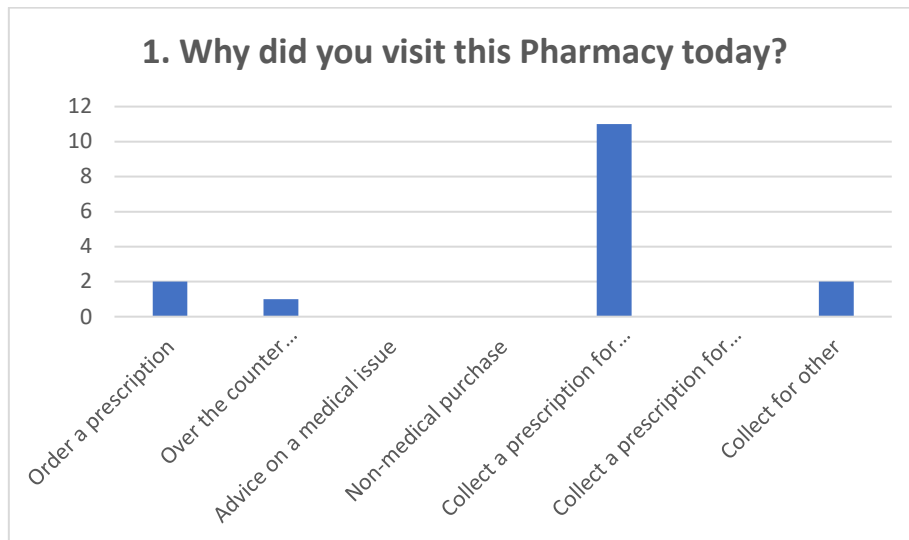
“I'm very happy with the service, staff are very friendly”

“the time waiting for someone to attend to you and eventually collect your prescription is alarming. There is no hands on approach like other chemists. I have since moved to another chemist who gave exceptional service, approached and served within of entering shop”

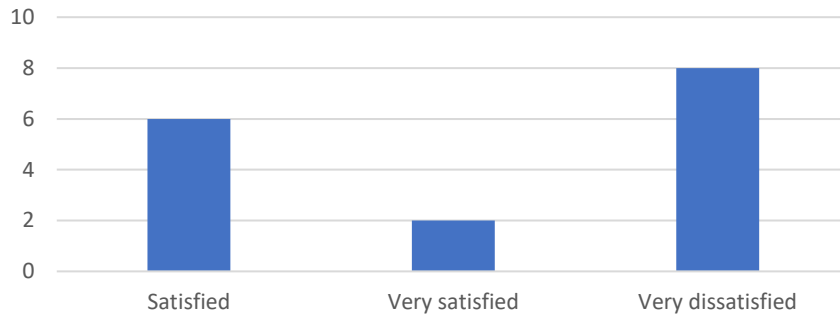
“friendly informed staff, pharmacist always available”

“the Lloyds staff are hardworking and friendly but are often faced with angry and abusive customers, this should be addressed”

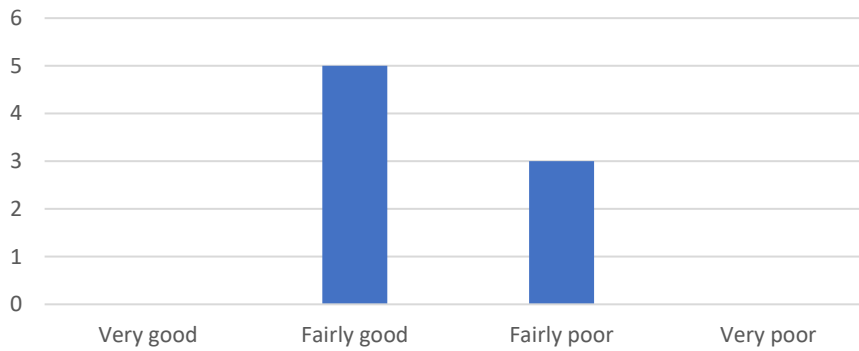
Lloyds Pharmacy – Wiltshire Way



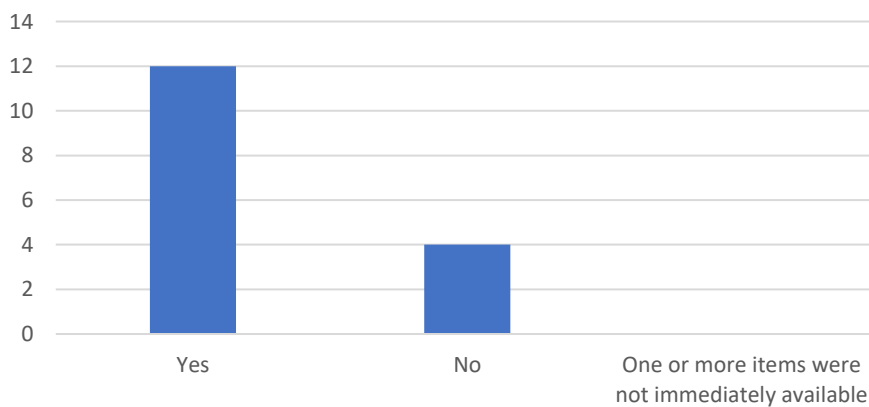
4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?

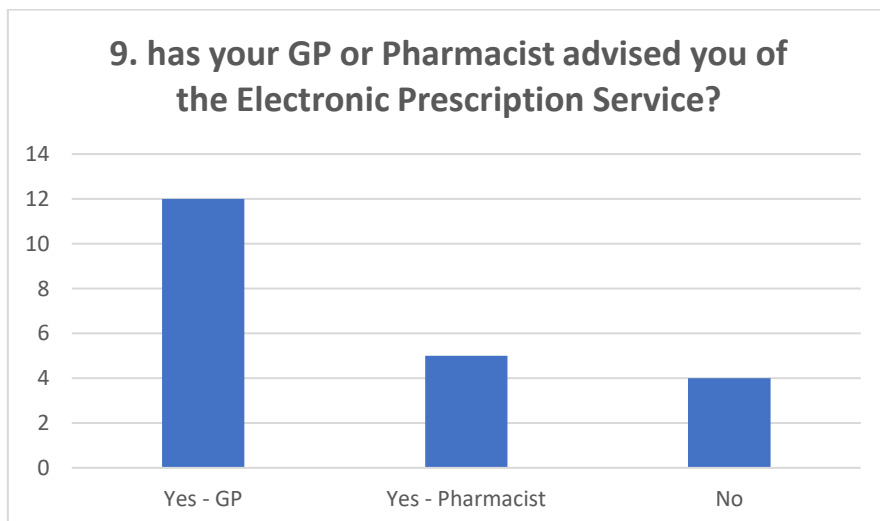
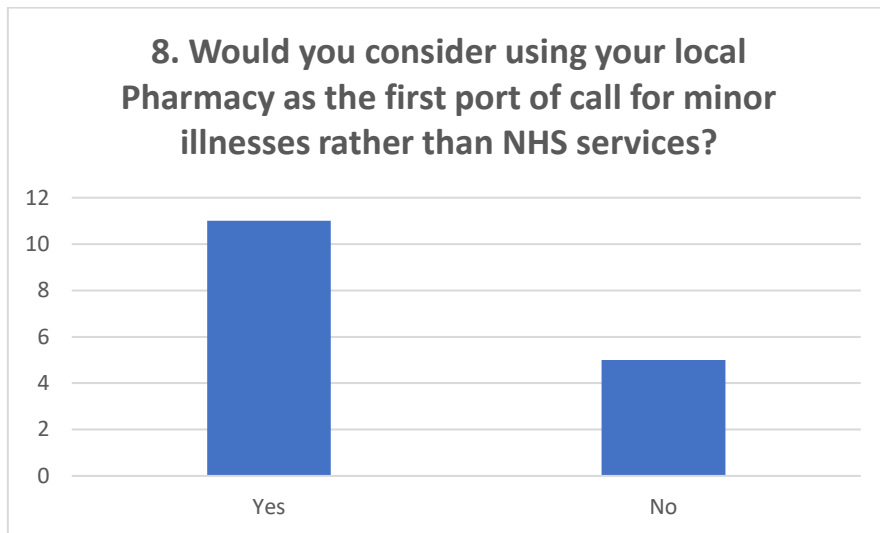
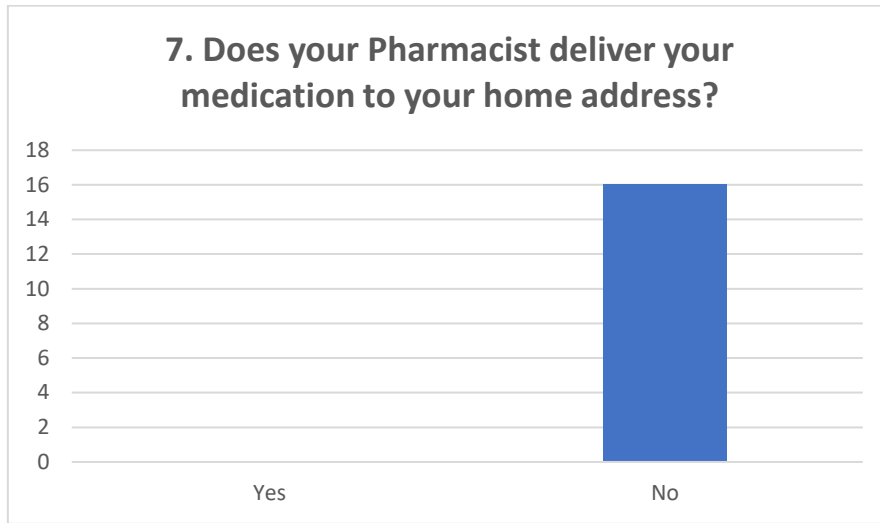


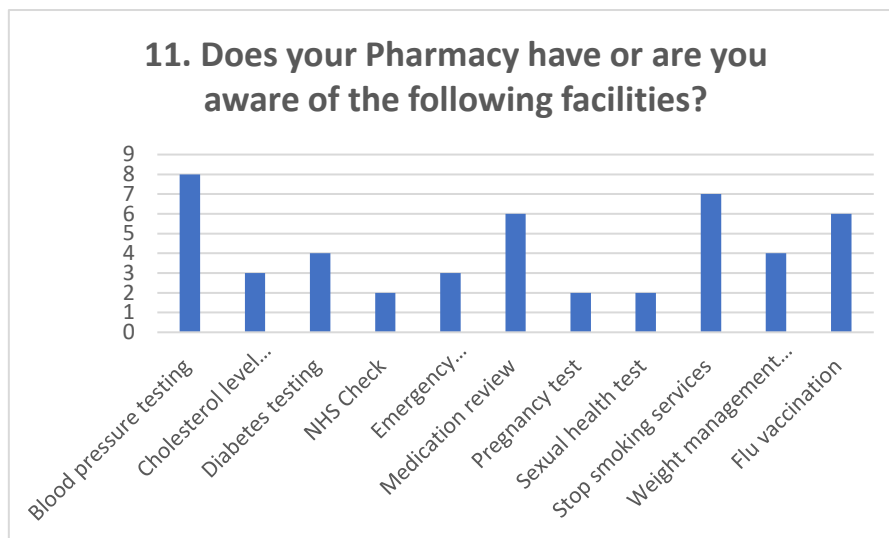
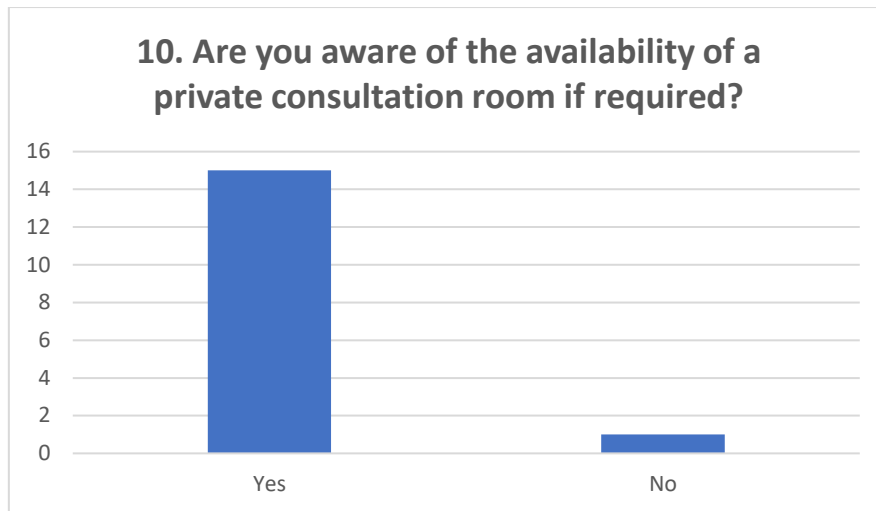
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and other staff who work there?



6. Where all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“good”, “its easy access”

“sometimes quite busy, otherwise ok” “ok”

“if you require advice you can talk to the Pharmacists, but it takes her or him away from dispensing”

“no problems”

“easy access, no concerns”

“disabled access good, opening hours good”

“general easy access”

“access is good, but pharmacy is small, can only accommodate approx. 6 adults whilst waiting”

“very good”

“good access, local to where we live”

“access is fine”

“there is a car park but often it`s full”

“easily accessible”

Q13 How could your local pharmacy be improved?

Comments;

“waiting time for prescriptions, I once waited 40 mins”

“bigger premises and one or more staff needed”

“I find that often when I go for a prescription there has been a hold up, Technical glitch and I need to come back the staff in the pharmacy tend to blame surgery”

“there is certainly room for improvement, not in a position to advise on how to improve the service”

“larger premises and thus the availability to stock and offer extra services”, “no problems” “sometimes a long wait”

“It could improve by actually acknowledging people when they come into the shop even if they are busy as I've stopped using this pharmacy as first time I used it I waited quite some time before anybody appeared from the back room, same second time and the final time we were totally ignored whilst they chatted out back for about 5mins, I walked out and shall never return”

“When I ring to see if prescription is there and can they put it up for me I still have to wait up to 40 mins when I get there as they haven't done it. Staff are not as efficient as others in town”

“faster service”

“A staff member should man the counter at all time often wait 10 minutes before any staff will ask how they can help. I've witnessed people walk out as to many people waiting, putting medicines back on the shelf. The staff are over worked and often snap at customers, quite rude and don't explain actions needed by customers to obtain their prescriptions.”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

“just moved to area, service seems good”

“staff usually polite and friendly but inefficient system”

“although today I was served promptly, but that is rarely the case previously. Quite often the pharmacy is full of customers and staff are nowhere to be seen, they are very slow to make up prescriptions, usually feel their systems and procedures are not working efficiently”

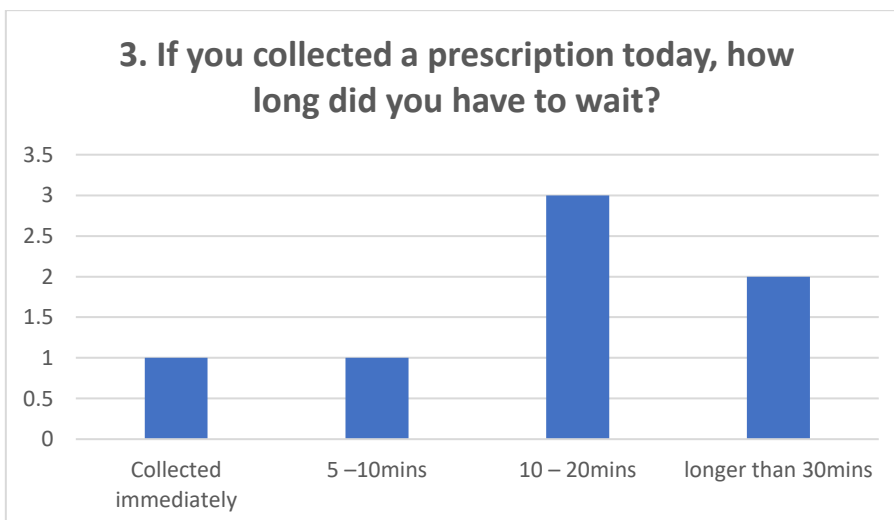
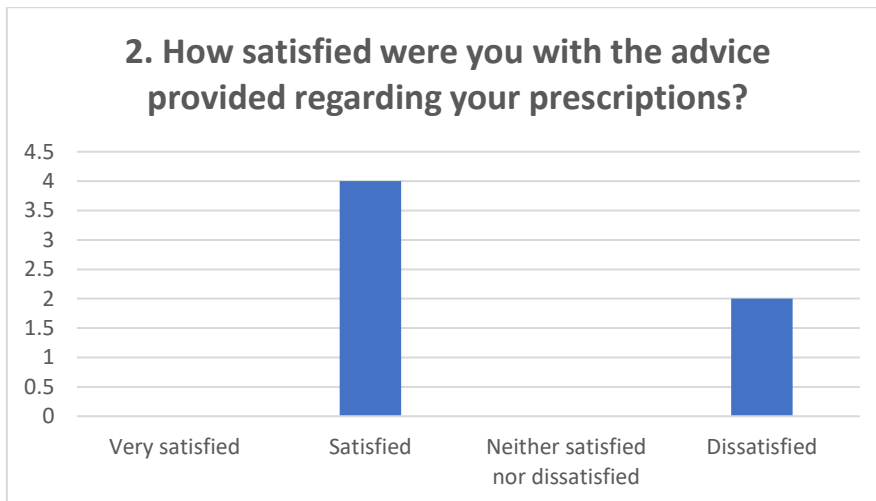
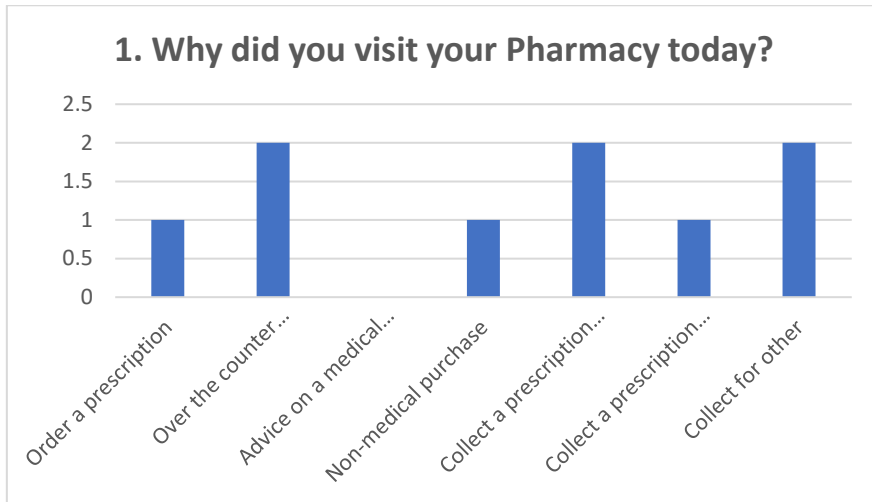
“waiting times could be improved, average waiting time of EPS is 15mins but have waited more than 30mins. Staff are wonderful, polite”

“worst pharmacy in the town for service”

“too small, too many people waiting, everyone knows what you are talking about”

“I've often received generic medicine in my prescriptions, which are not as good as branded makes i.e. Cheap Migraine tables taste vile making them difficult it takes when I already feeling sick. All done for cheapness. It would be good policy to contact the customers/patient when a prescription cannot be supplied e.g. because of medical review instead of leaving people without medication and unable to get a doctor's appointment before their turn up on the day their prescription is due expecting no problems and staff are not helpful.”

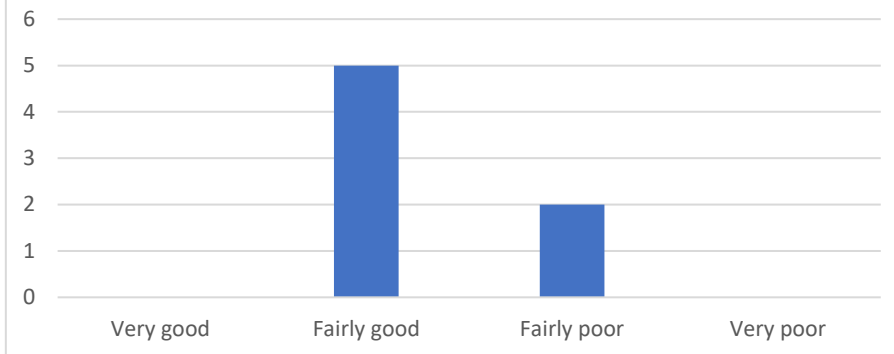
Lloyds Pharmacy – Winterbottom Avenue



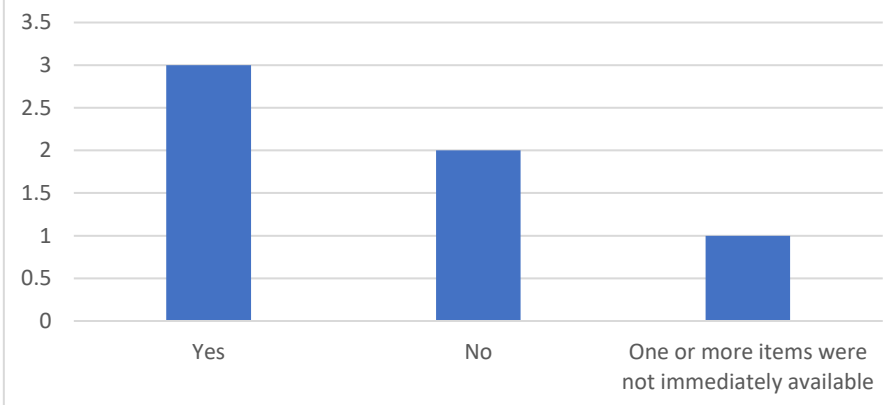
4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?

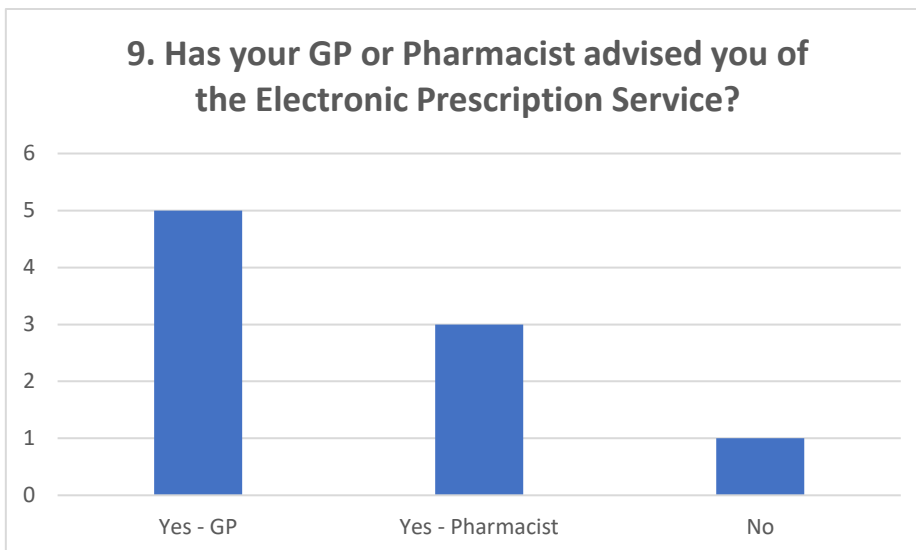
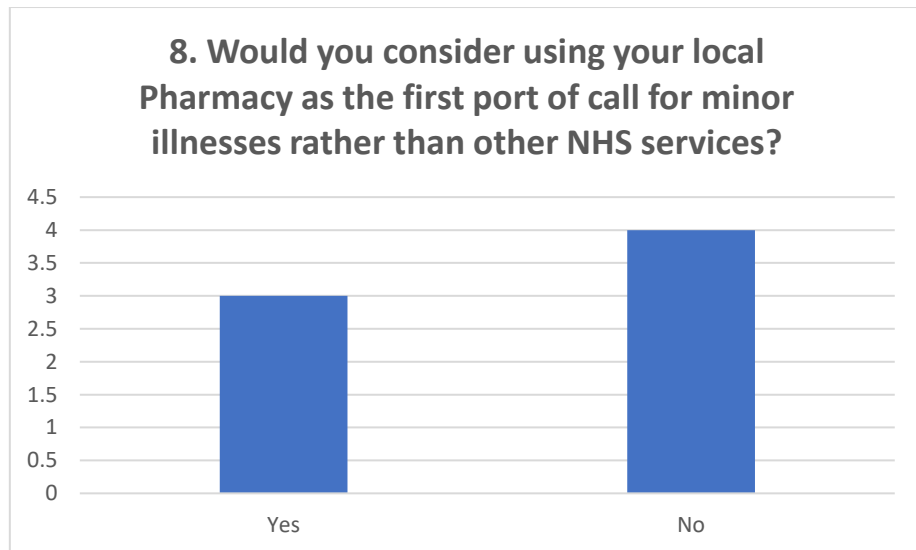
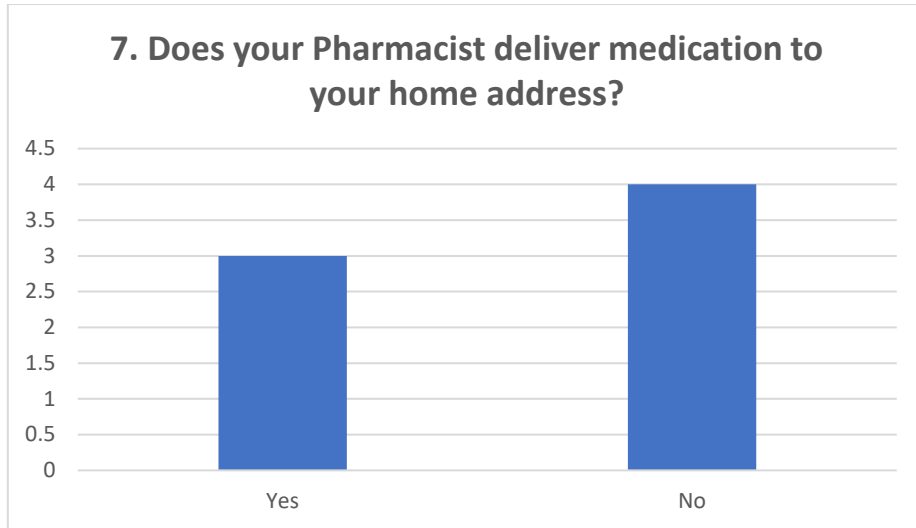


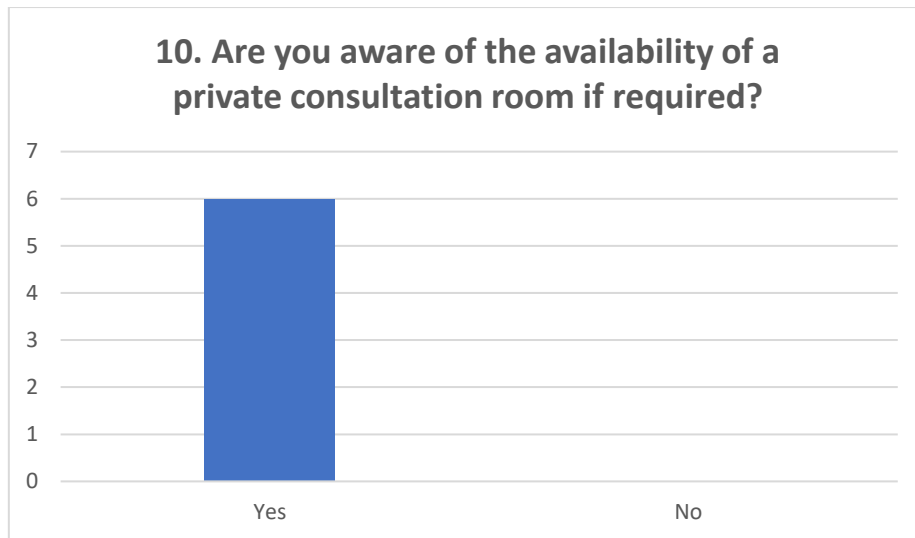
5. Including any other previous visits to the Pharmacy, how would you rate the Pharmacist and other staff who work there?



6. Where all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“fine”

“very easy”

“good”

“it is slightly out of the way”

“steps at front”

“good access”

“ok”

Q13. How could your local Pharmacy be improved?

Comments;

“more staff”

“The pharmacy could have quicker service”
“be quicker in completing prescriptions”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

“don` t think chemist should be allowed to give out methadone, should be done in a special building”

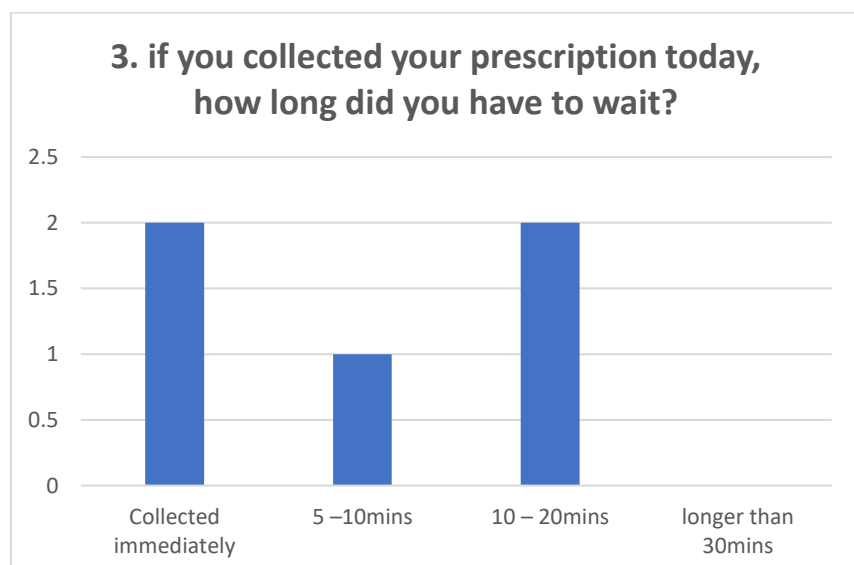
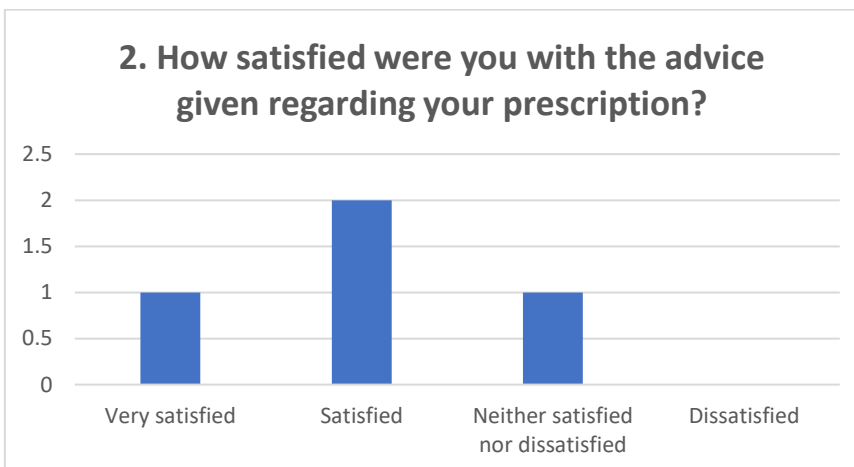
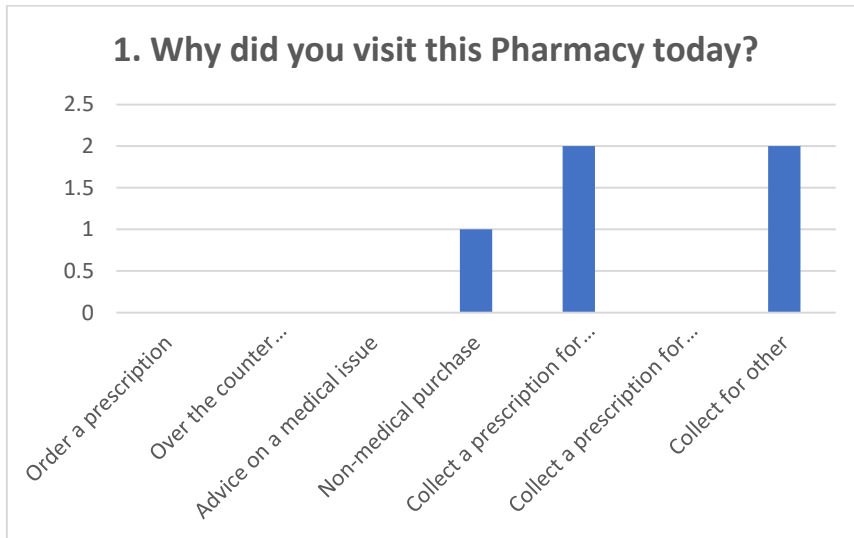
“a good service overall”

“the staff are friendly, it`s always having to wait that`s the problem”

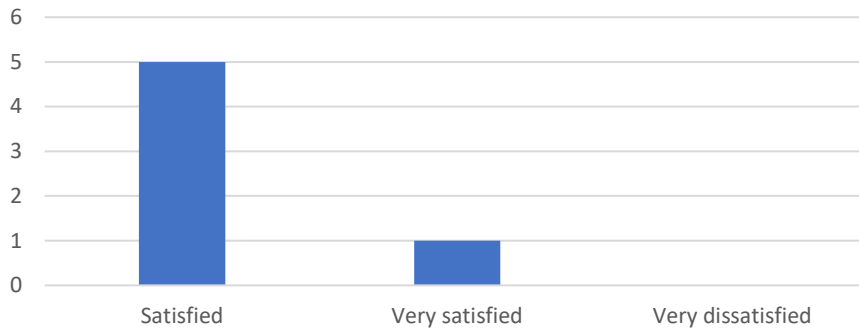
“can be frustrating as the organisation of it seems pretty lax”



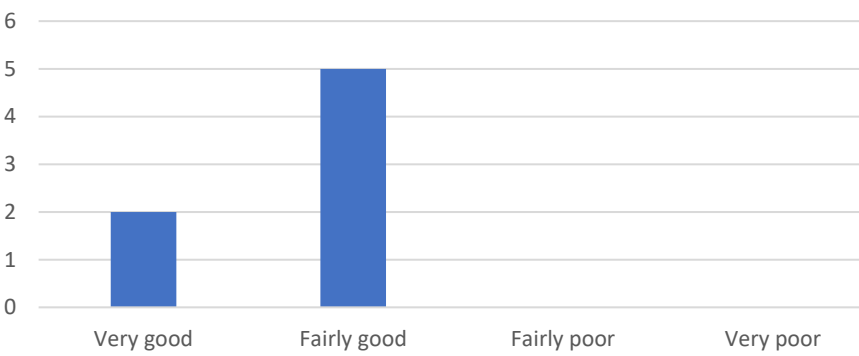
Lloyds Pharmacy – Wynyard Road



4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?

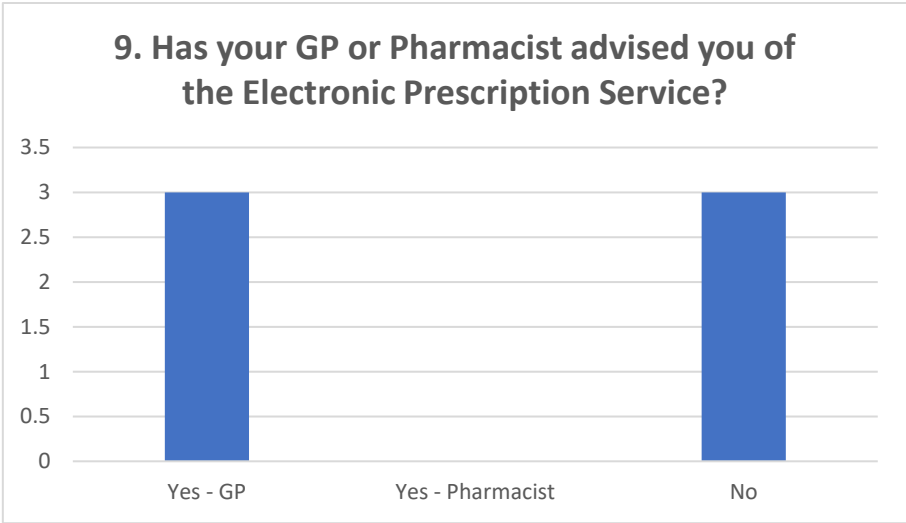
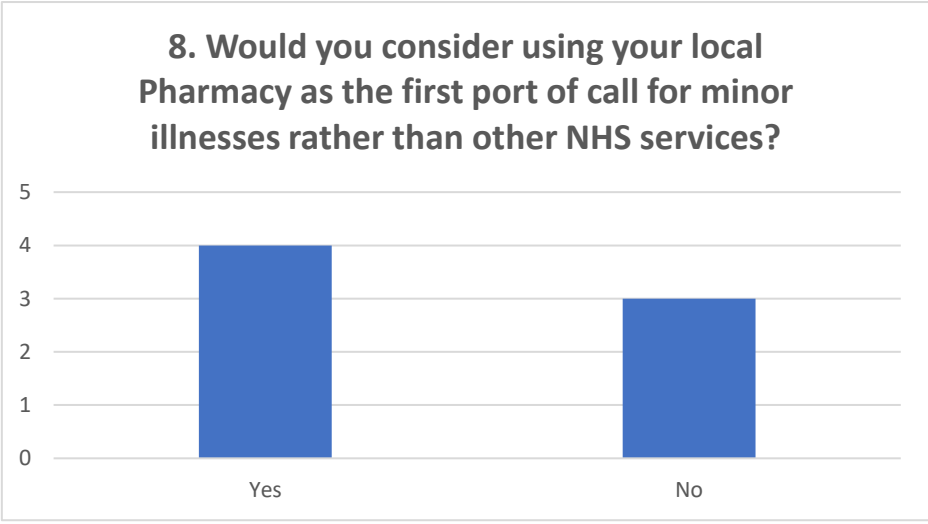
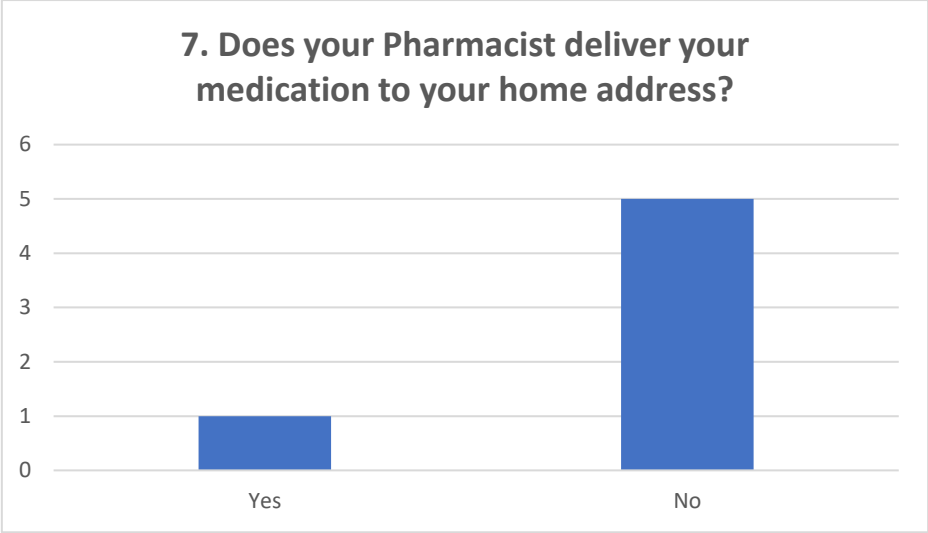


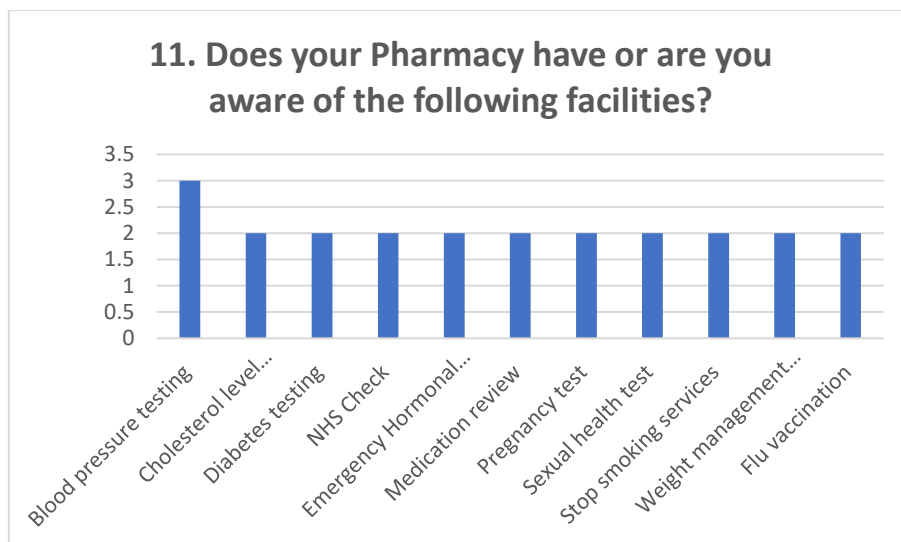
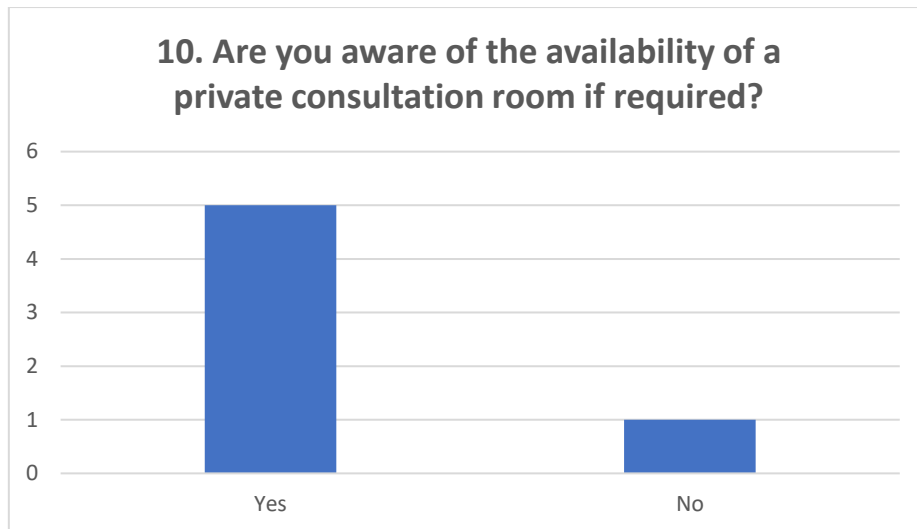
5. Including any previous visits to the Pharmacy, how would you rate the pharmacist



6. Where all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“parking can be a problem, people on methadone are served. Before people waiting for prescriptions”

“good service”

“very good, just around the corner”

“disabled ramp going from street to front door but no ease of access as no electronic doors”

“acceptable”

Q13. How could your local Pharmacy be improved?

Comments;

“serve people on a first come first serve basis”

“a few more staff”

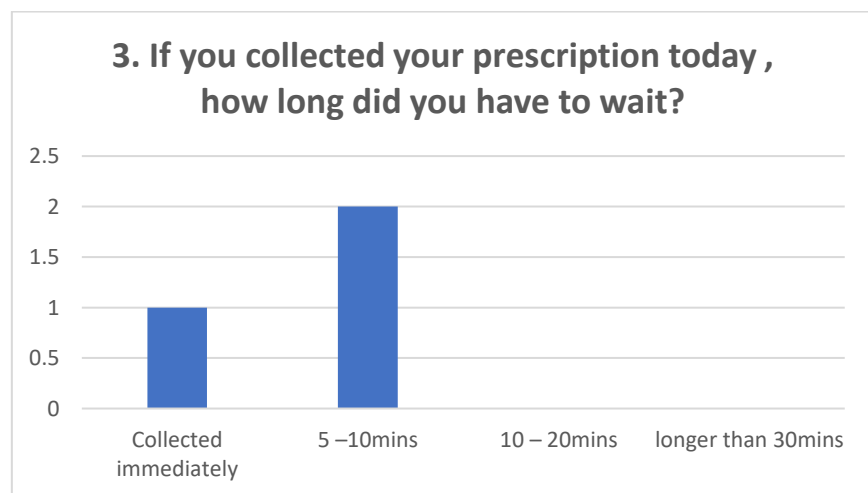
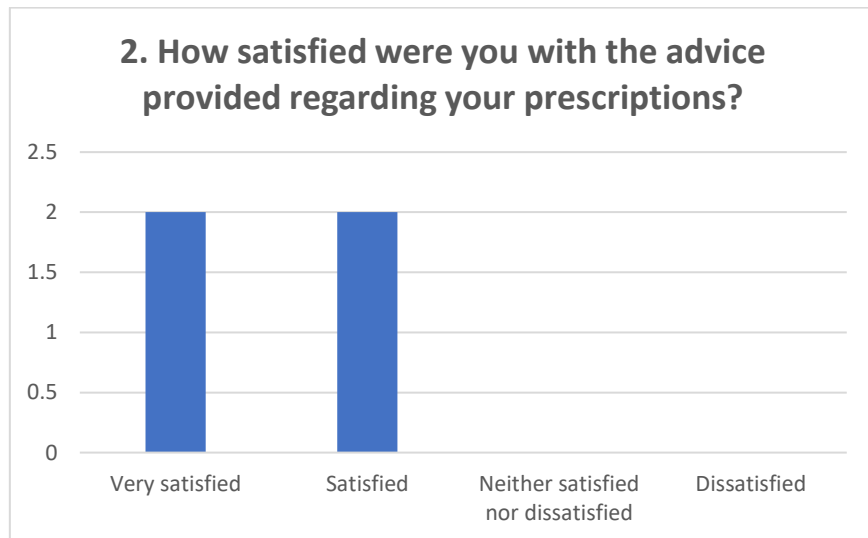
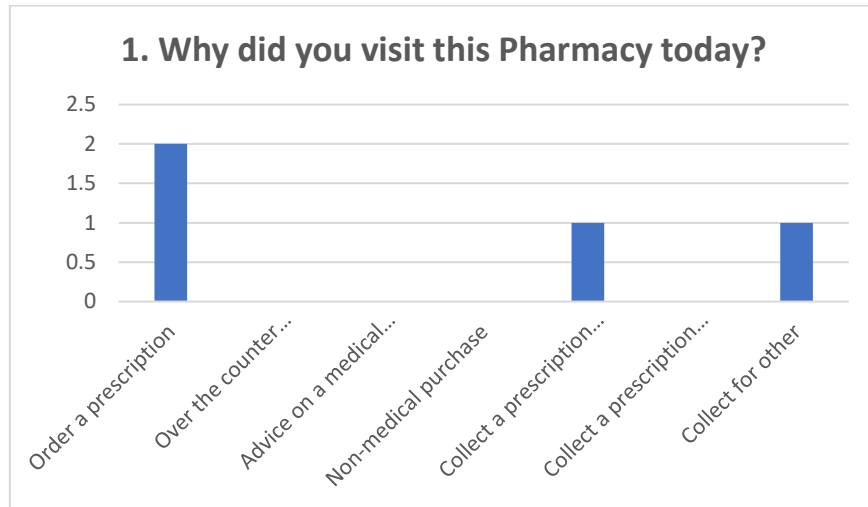
“electronic doors should be installed, pharmacy assistants/dispensers could listen to what the customer requires”

“more staff on shift”

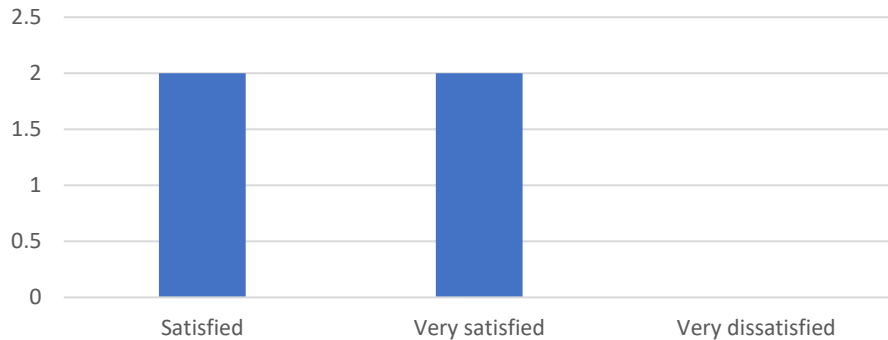
“bigger building”



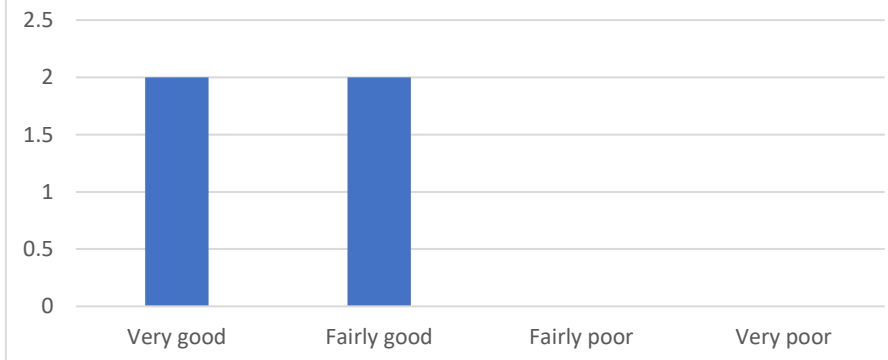
Seaton Carew Pharmacy – Elizabeth way



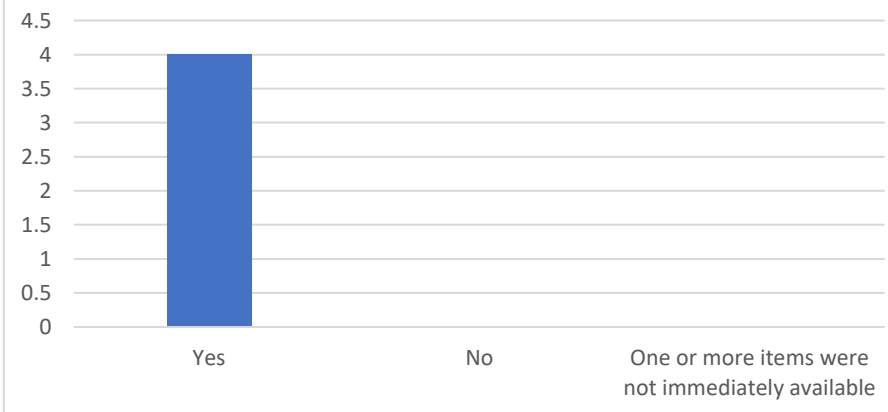
4. How satisfied were you with the time it took to provide your prescriptions and/or any other service you required?

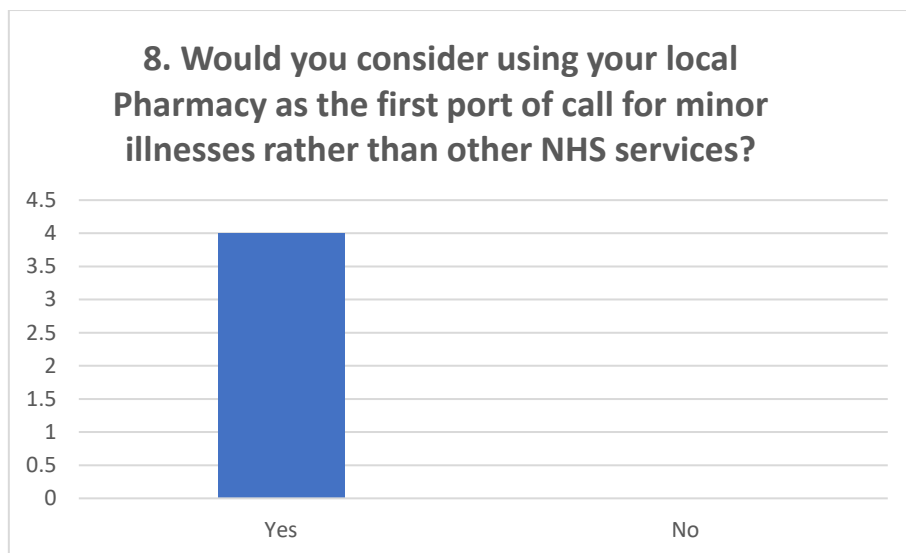
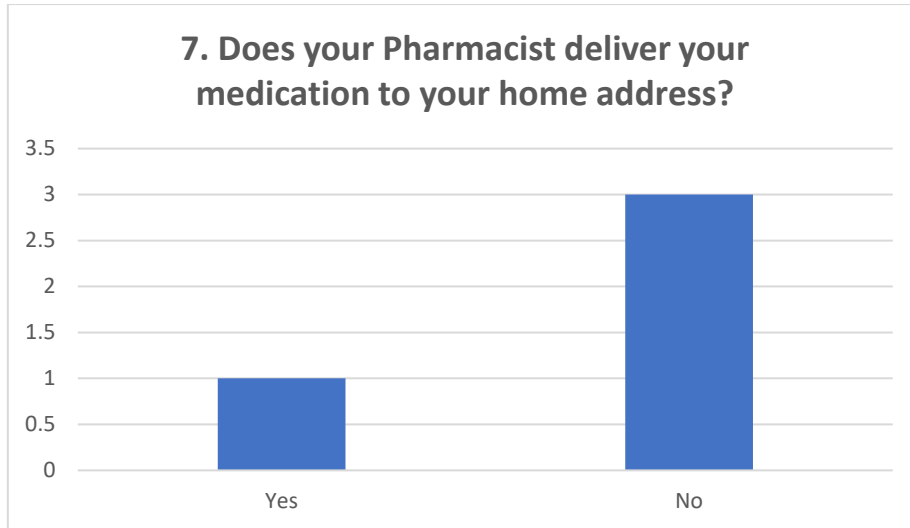


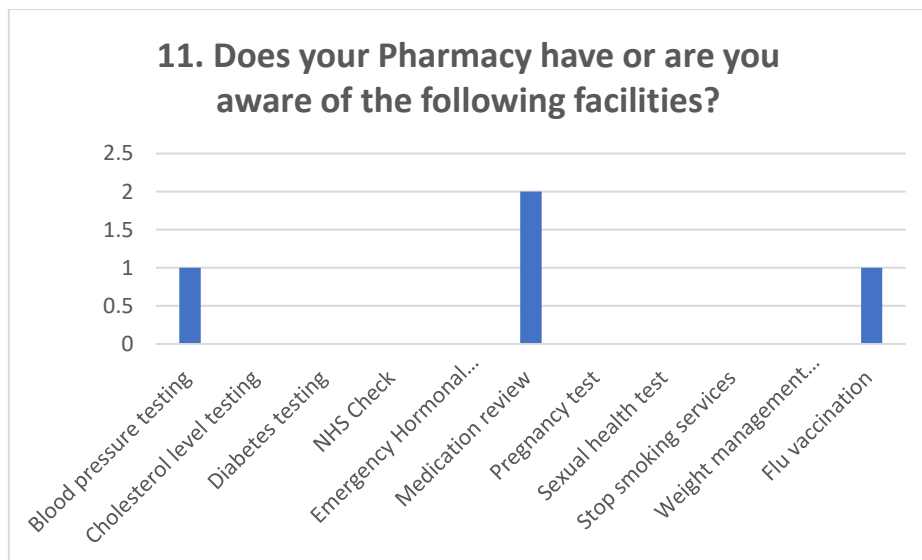
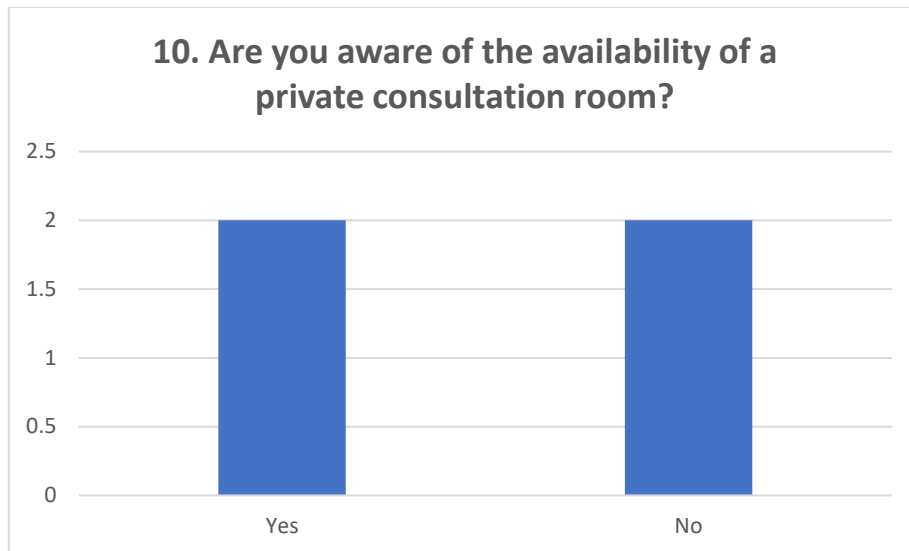
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and other staff who work there?



6. Where all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“good”

“it was easy to get to and I didn’t have to wait long”

“not easily accessible for disabled as does not have electronic doors”

“very good”

Q13. How could your local Pharmacy be improved?

Comments;

“easy access installed for disabled customers, shop layout not very convenient for those with mobility problems and disabled”

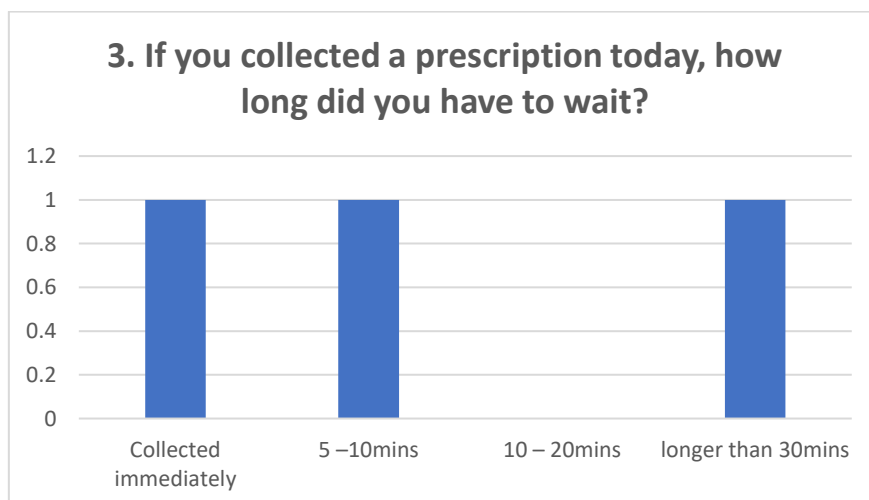
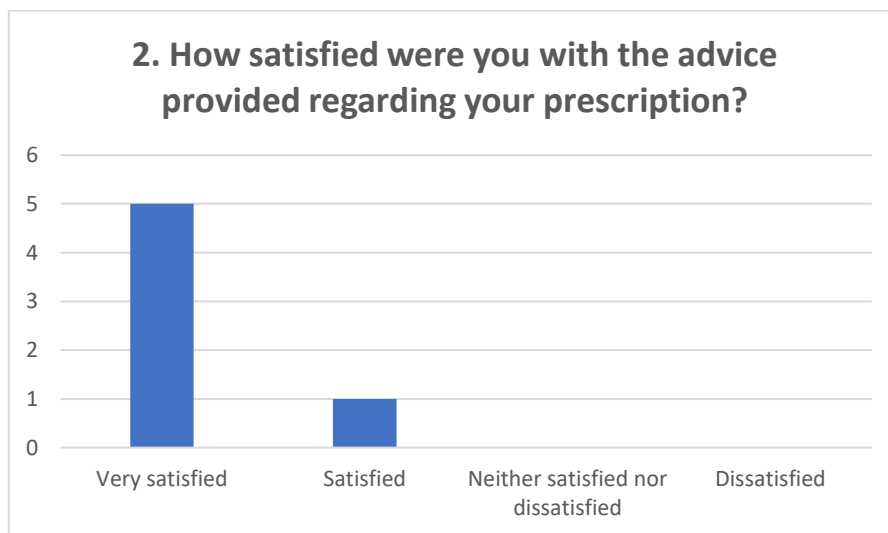
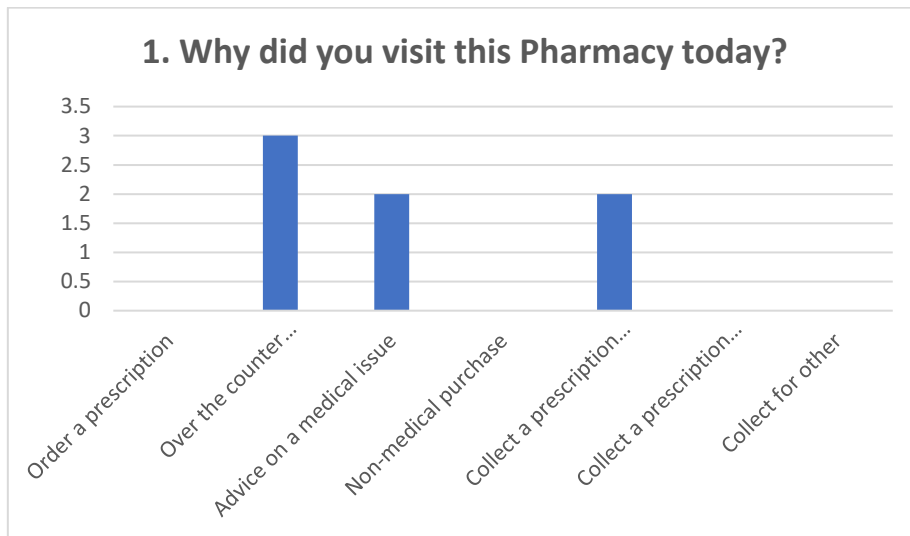
Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

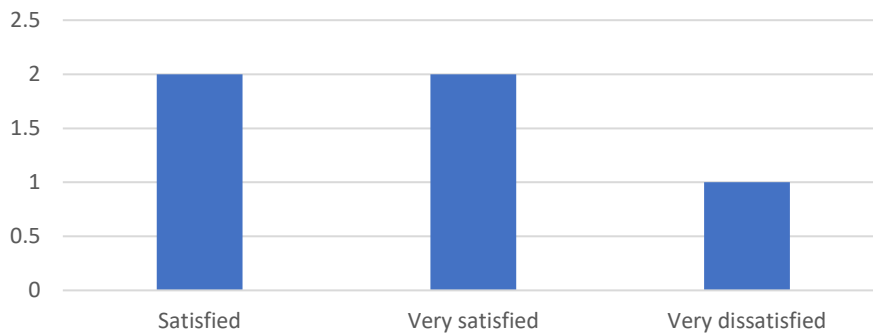
“shop staff could be more aware of extra medications that have been prescribed at different times for customers & look check more thoroughly for it to avoid unnecessary visits to the pharmacy. I visited pharmacy to collect a NOMAD tray for a service user. I asked the lady who served me if there were any extra medications for service user as I was under the impression she should have had a medication in its original packaging. Assistant said she looked but there wasn't anything. I took NOMAD to service user and checked it against >AR chart and there was a medicine absent. I rang the pharmacy to enquire about a missing medication & they said it could not be put in the NOMAD & should be in original packaging. I heard someone shout in the background that they had found it. I had to go straight back to pharmacy to collect the medication to take to and then take to the service user



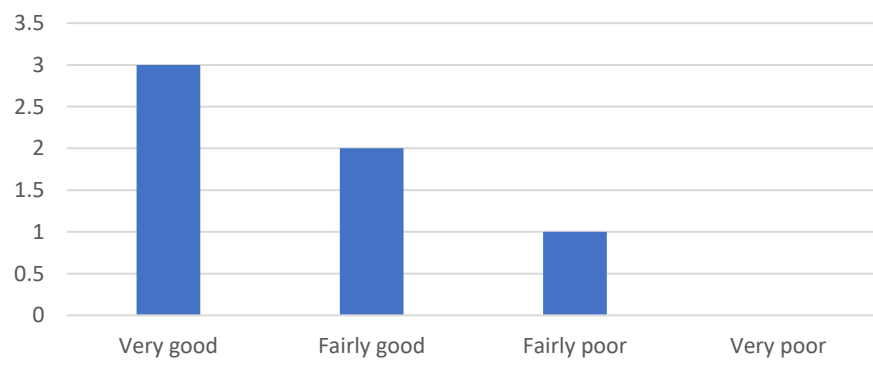
Tesco Pharmacy – Belle Vue



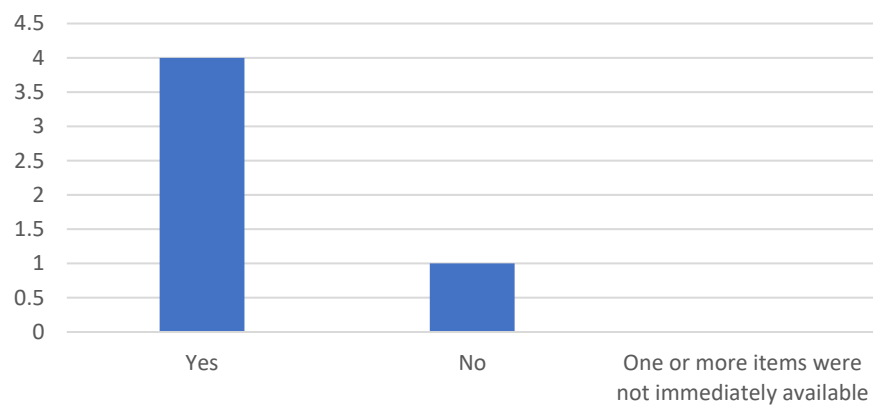
4. How satisfied were you with the time it took to provide your prescription and/or any other service required?

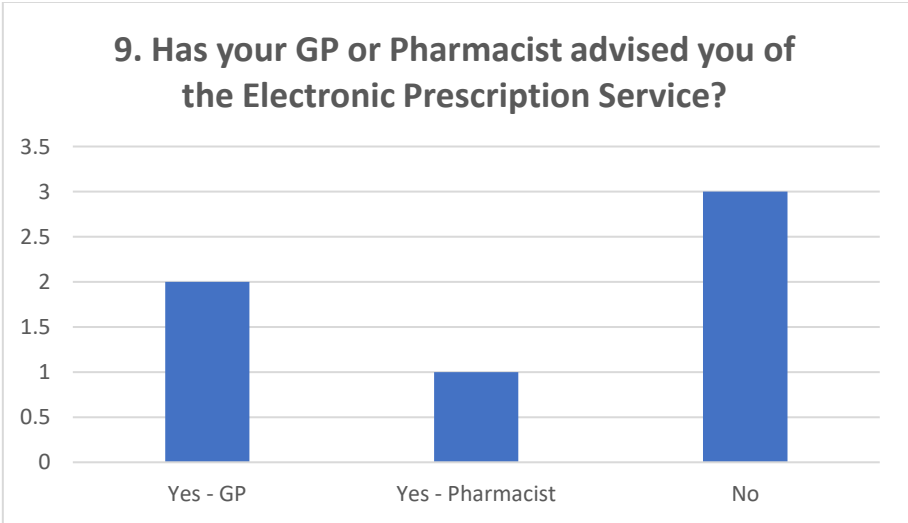
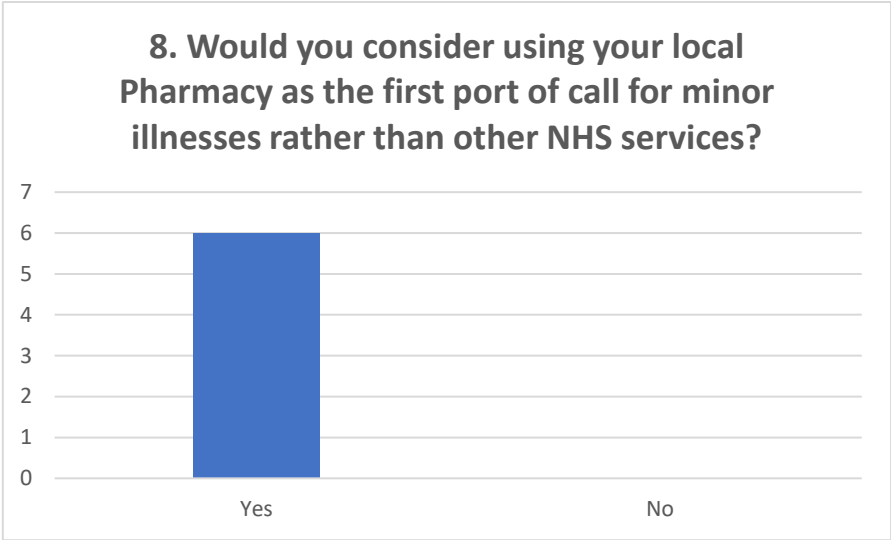


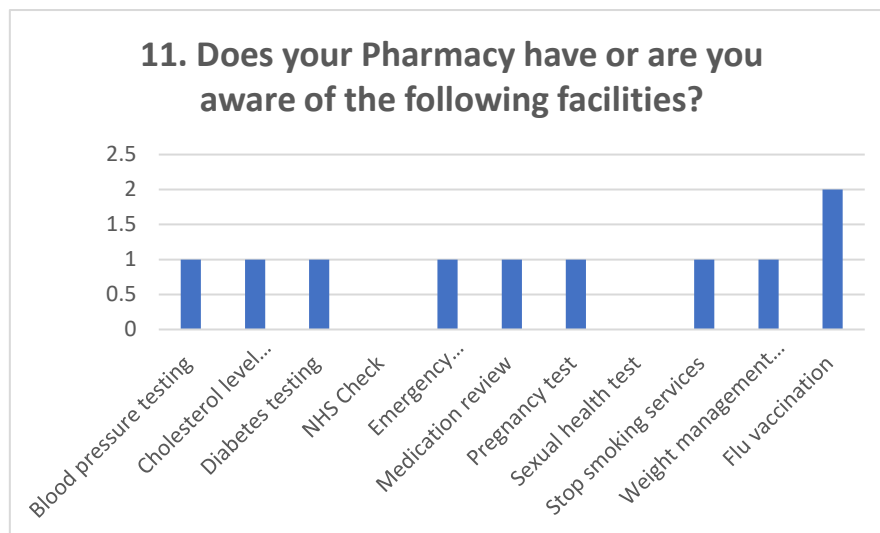
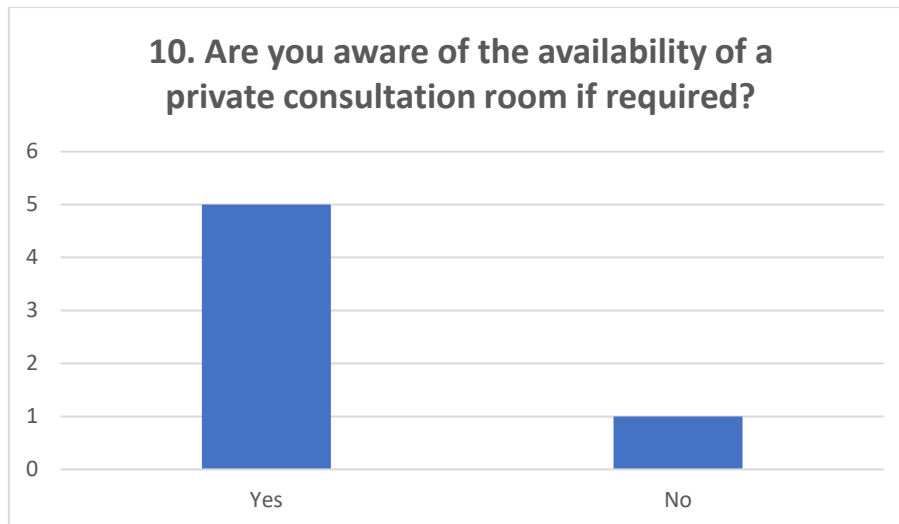
5. Including any other previous visits to the Pharmacy, how would you rate the Pharmacist and other staff who work there?



6. Where all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“good”

“located in store, easy for all uses”

“it is fine”

“very good and convenient”

“ok”

Q13. How could your local Pharmacy be improved?

Comments;

“waiting area could be provided”

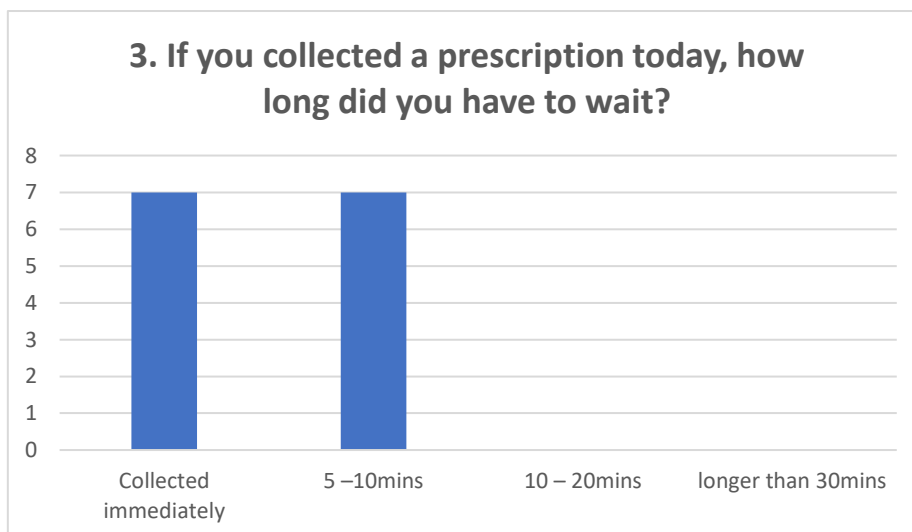
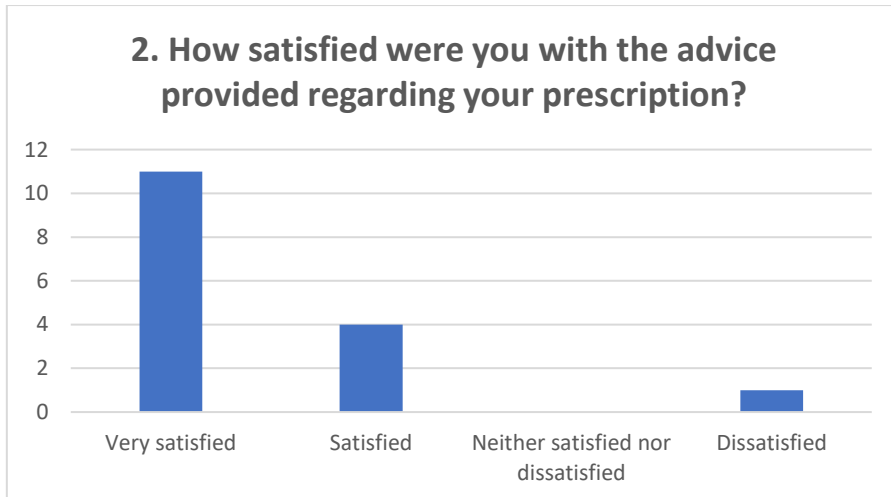
“more staff on very busy days”

“could be a little more private, maybe a queue barrier would help because of the location within a supermarket its subject to passing shoppers”

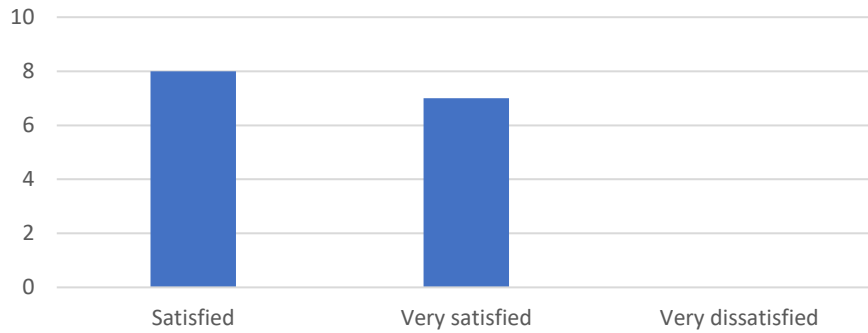
“it seems under pressure so more staff. They seem to have difficulty finding stuff. Not big enough. Need waiting chairs. They are always pleasant and want to be helpful but fall short due to excessive workload”



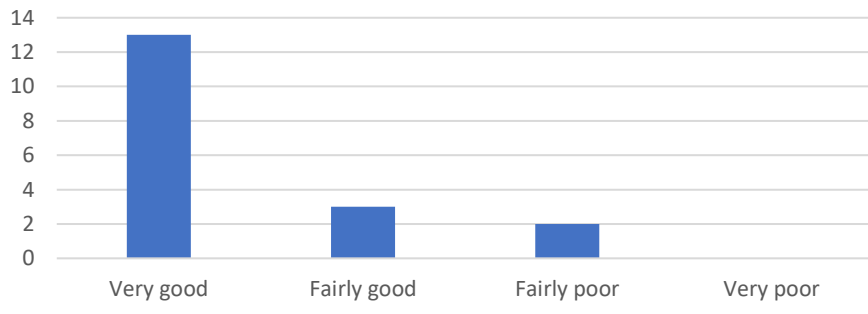
Victoria Pharmacy – Victoria Health Centre



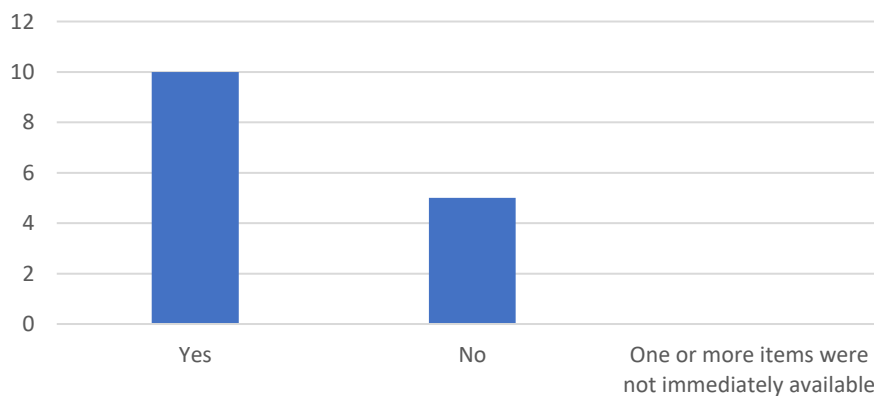
4. How satisfied were you with the time it took to provide your prescription and or any other service you required?



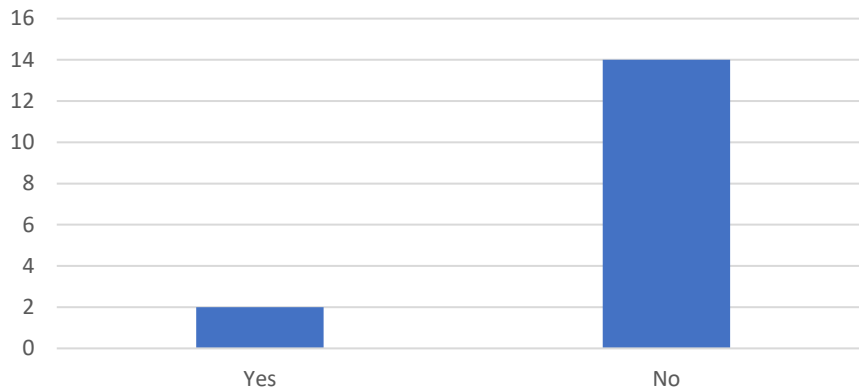
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and any other staff who work there?



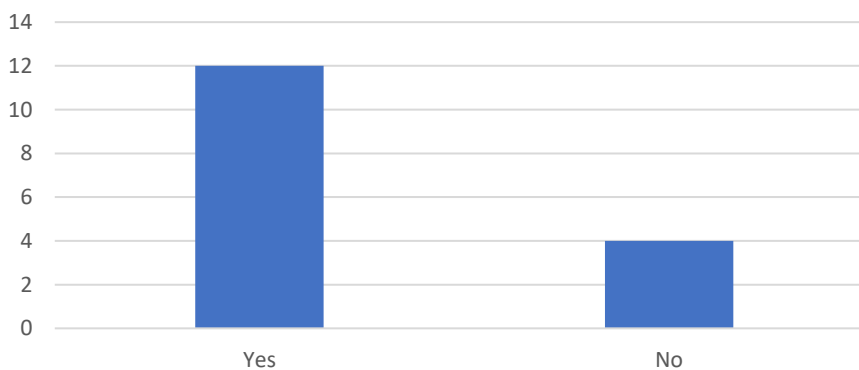
6. Where all the items on your prescription immediatly available?



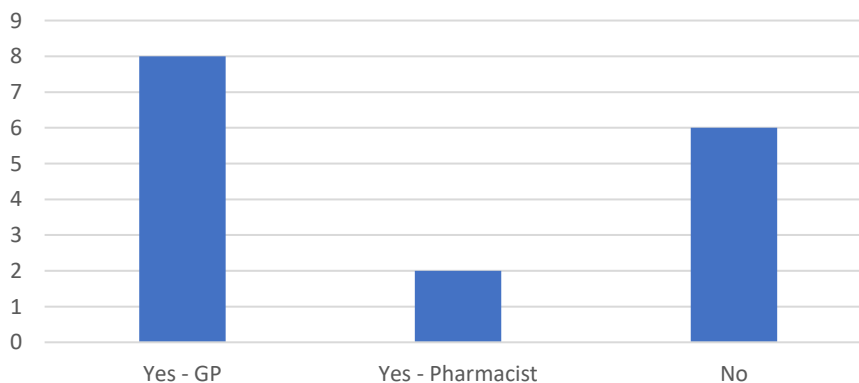
7. Does your Pharmacist deliver your medicine to your home address?

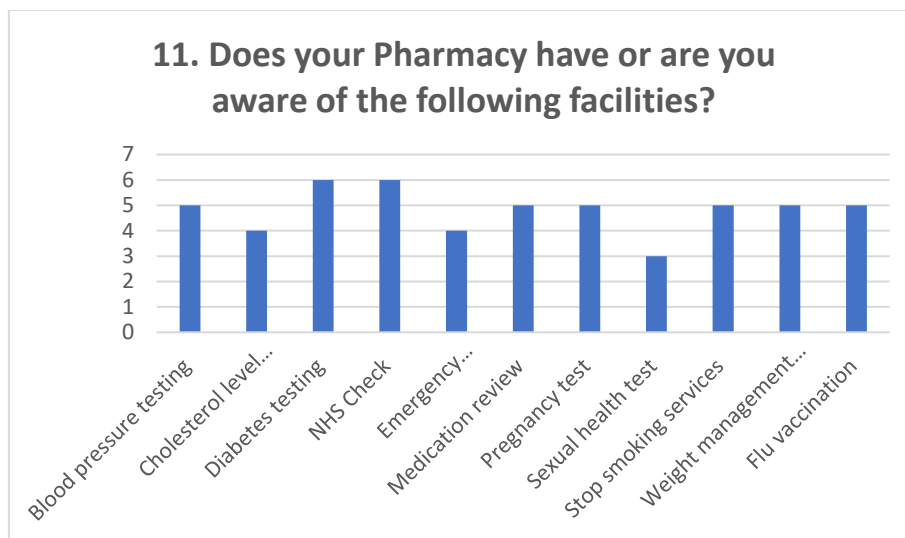
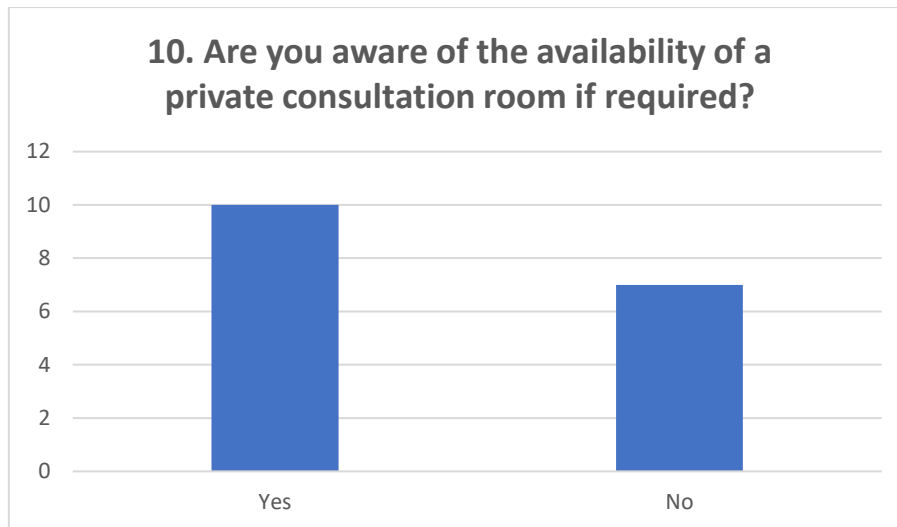


8. Would you consider using your local Pharmacy as the first port of call for minor illnesses rather than other NHS services?



9. Has your GP or Pharmacist advised you of the Electronic Prescription Service?





General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“ok”, “ok”, “very good access”

“very good, however it is not open on a Saturday”

“very good”, it’s very convenient and accessible”

“very good, straight from the doctor’s door”

“the good disabled access with electronic doors & no steps into premises.

You have to pay to park which is no good if you are only nipping in to pick up a prescription”

“very good, fast and friendly”

“very good”, “very good, never had any problems”

“accessible for all”, “easy to get there”

“I think it is very important because it is very local and the times are very good”, “very easy to get to, available parking”

Q13. How could your local Pharmacy be improved?

Comments;

“friendlier staff”

“the staff are excellent and try very hard. The only improvement could be Saturday opening”

“quite satisfied”

“further training of staff in dealing with queries, staff can be quite brash if they are challenged, especially if they are proven to be wrong”

“they do a good job already”

“show what they have to offer because I don’t know any”

“more staff”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

“having used several pharmacies, Victoria pharmacy is excellent. Philip the pharmacist is fabulous. His attitude is, and approach are second to none, he is knowledgeable, approachable and very client focused. My “go to” for any illness and medication advice due to his accessibility and patience”

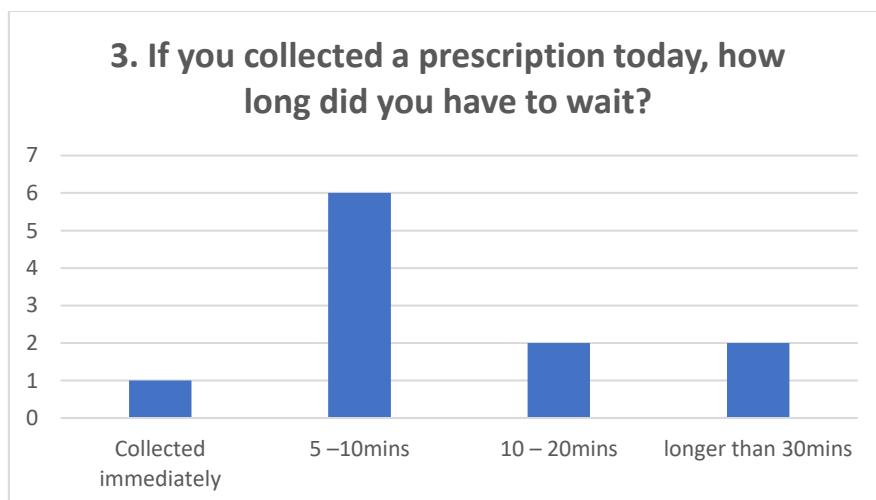
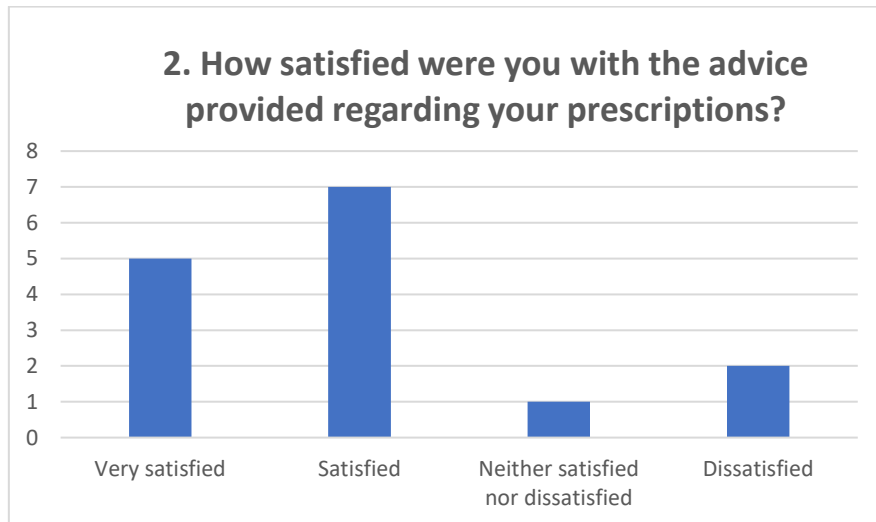
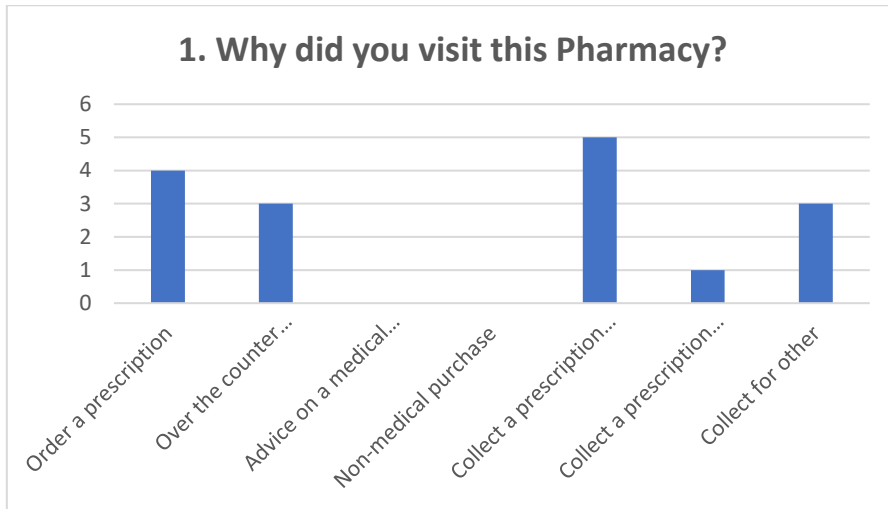
“very helpful and considerate”

“due to location of pharmacy it can be very busy at times which can upset some customers as staff attitudes are not very helpful in delaying people’s anxieties. There are 2 telephone numbers on dispensing labels. One is for the pharmacy and one is for Whitfield pharmacy. Very careful as does not state which is which.

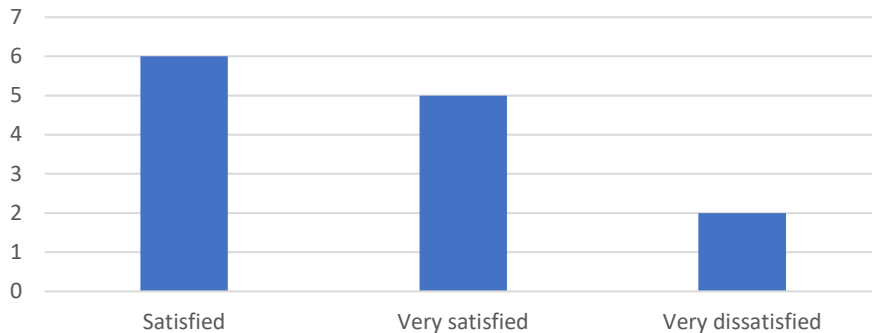
“the chemist himself is an excellent person”

“always friendly and reliable”

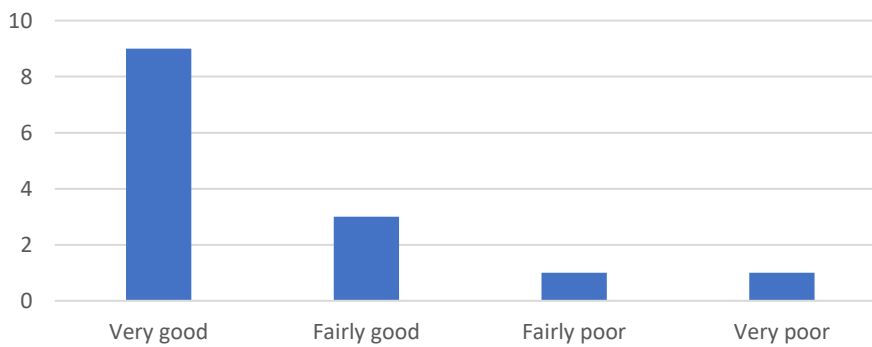
Well Pharmacy – Catcote Road



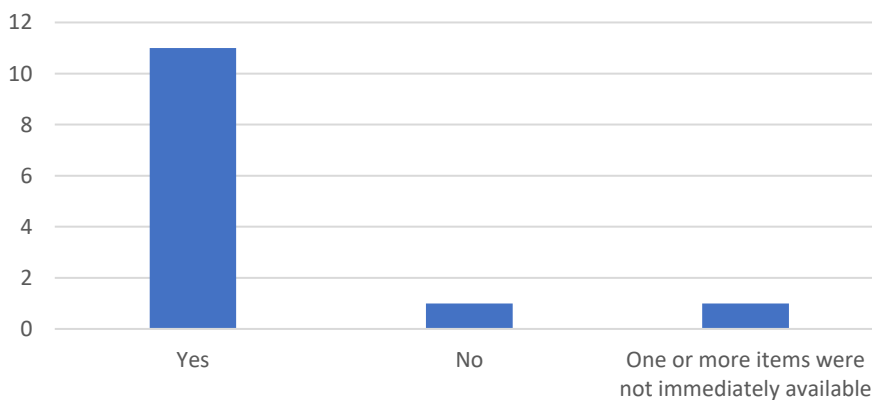
4. Including any previous visits to the Pharmacy, how would you rate the pharmacist and other staff who work there?

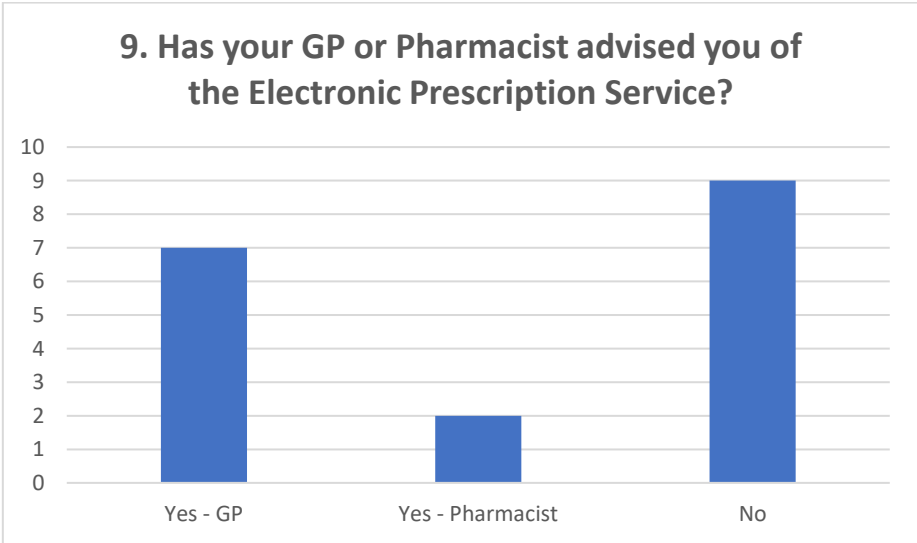
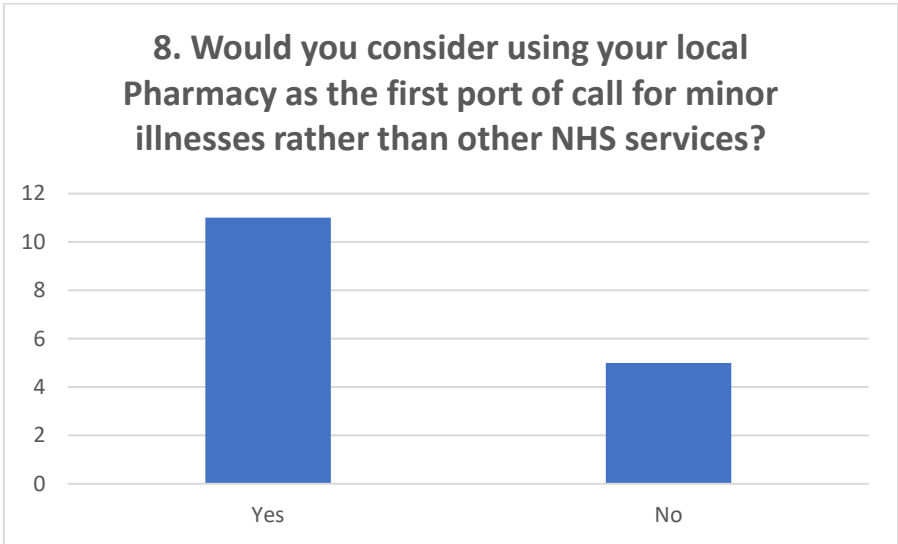
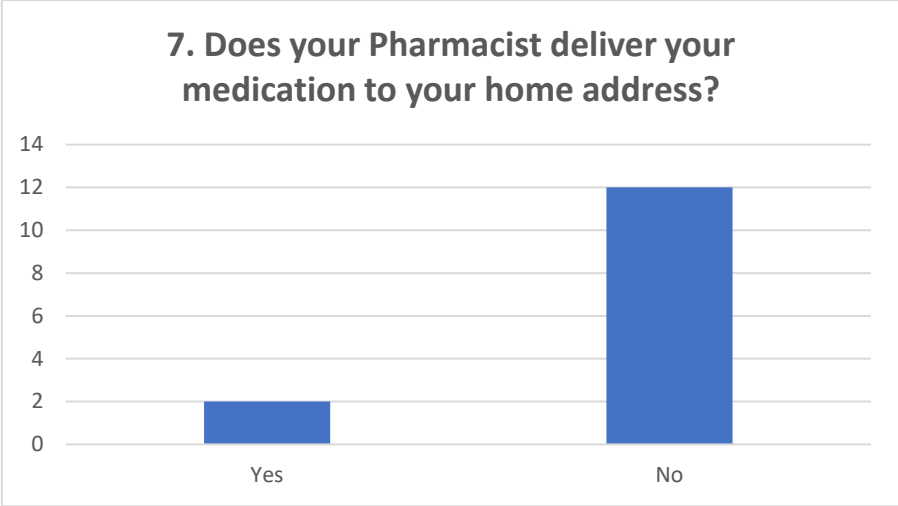


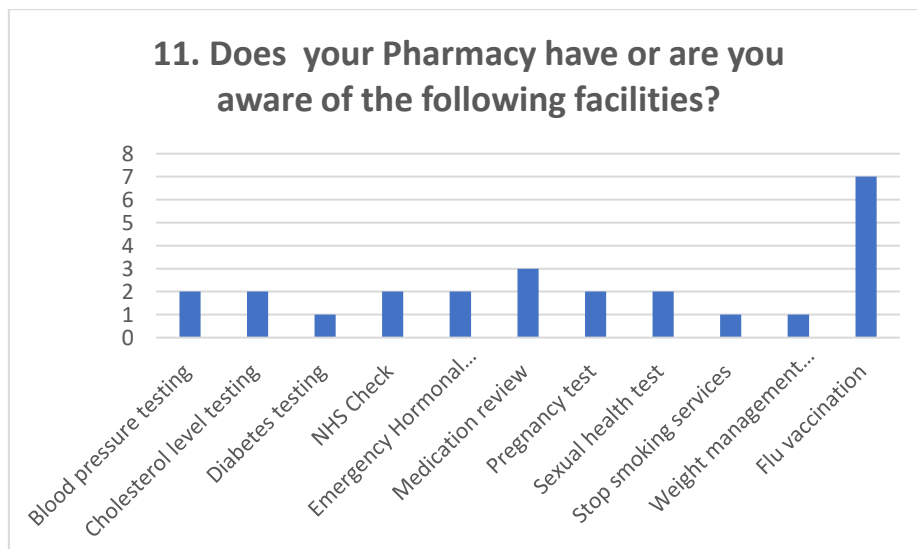
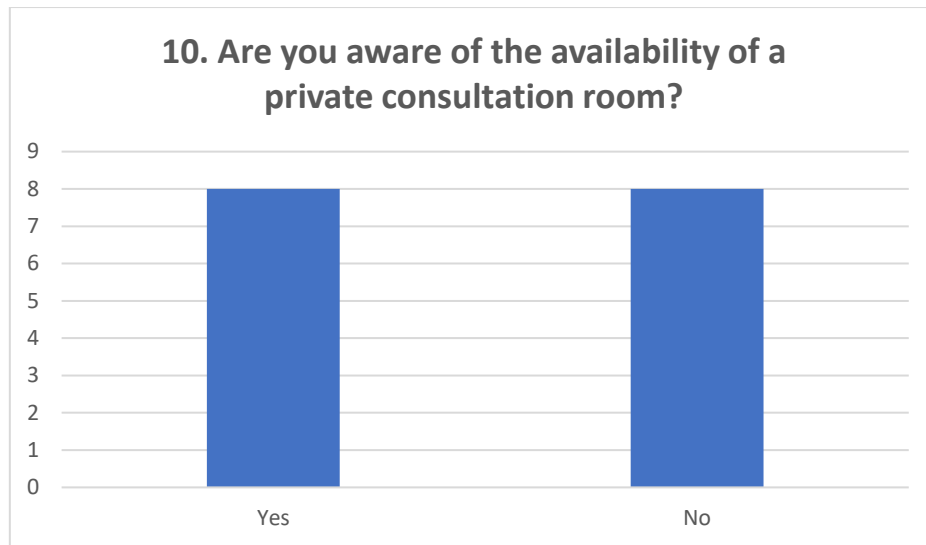
5. Including any other previous visits to the Pharmacy, how would you rate the Pharmacist and other people who work there?



6. Where all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“very good”, “great”, “go anytime, great”

“ok”

“good”

“sometimes it is hard to get access to because the area is very busy. On the other hand, it has wheelchair access, so people are able to access the building”

“good access for all”

“hard access as lots of clutter”

“good”

“good, large carpark at the shops, also on a bus route”

Q13. How could your local Pharmacy be improved?

Comments;

“I am not aware if the Well pharmacy does provide the following facilities mentioned above unfortunately”

“The staff need to focus on the customers more as every time I go in they stand around talking and wait ages to get served”

“more organisation, everything seems to be all over the place”

“less waiting time”

“open longer hours so I can pick up medication after work”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

“I find the pharmacist and his assistants very helpful and polite as I know if I have a problem I can always go and see them for their advice, especially the pharmacist”

“good service and useful for residents”

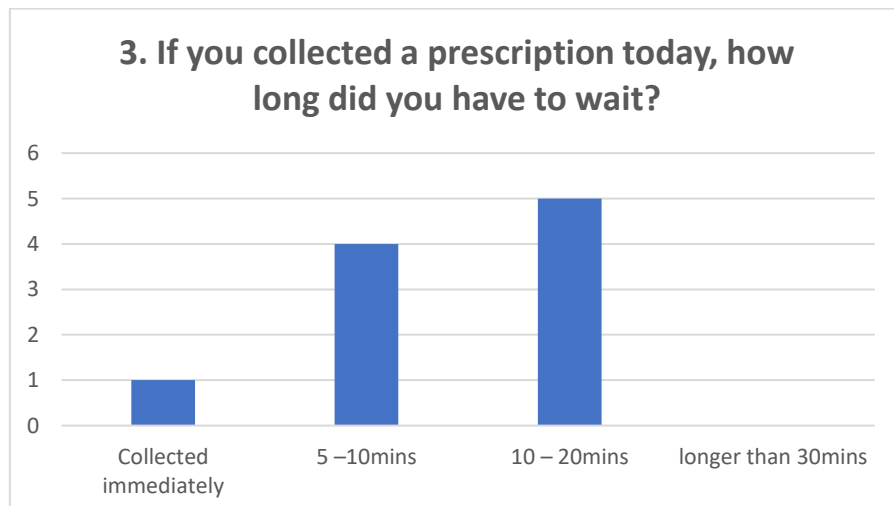
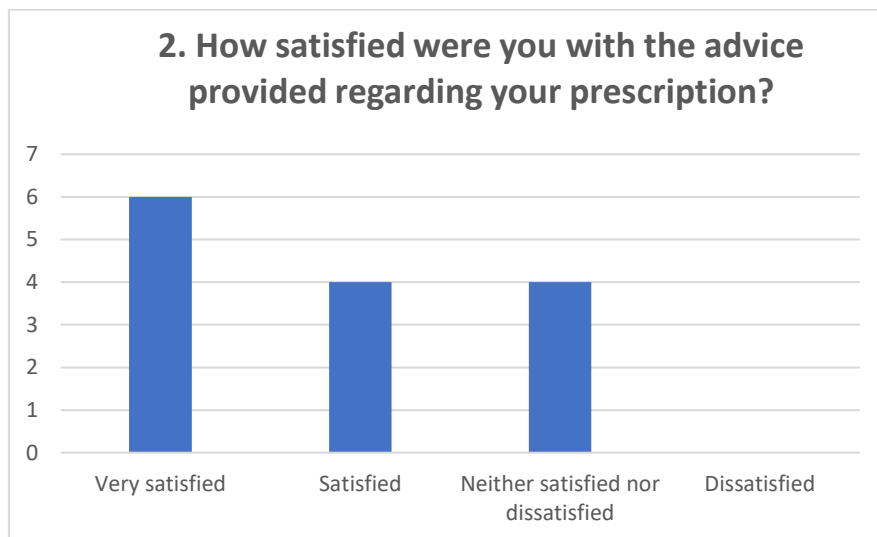
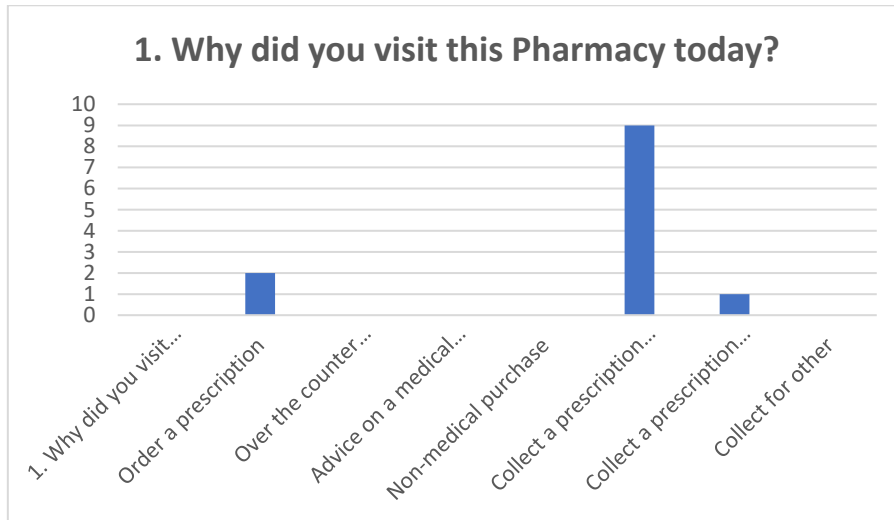
“staff are friendly but disorganised”

“staff very helpful and pleasant to talk to”

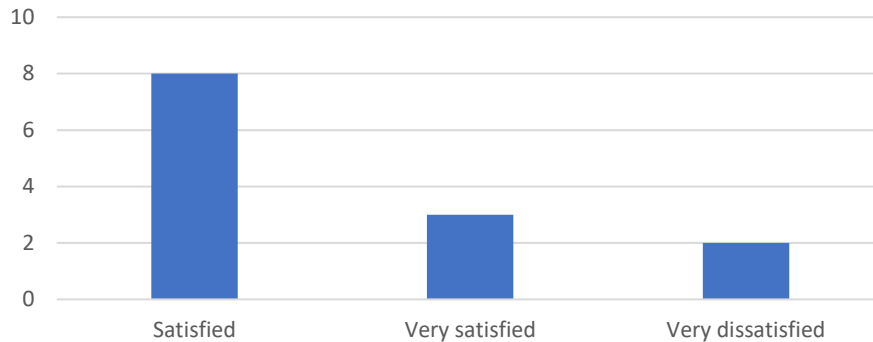
“take too long”



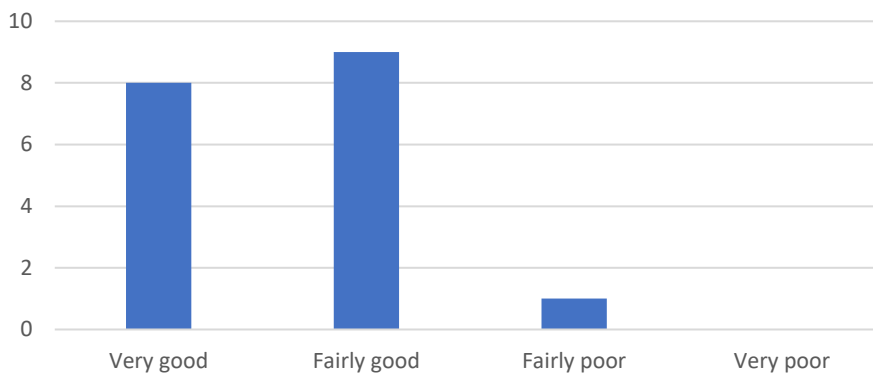
Well Pharmacy – York Road



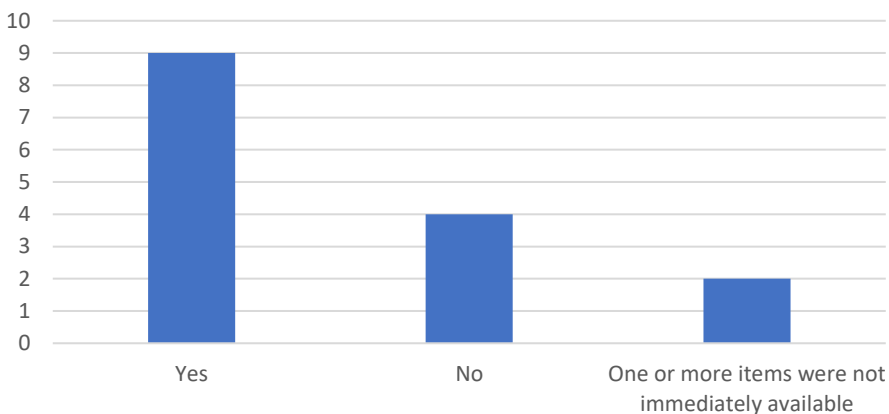
4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?



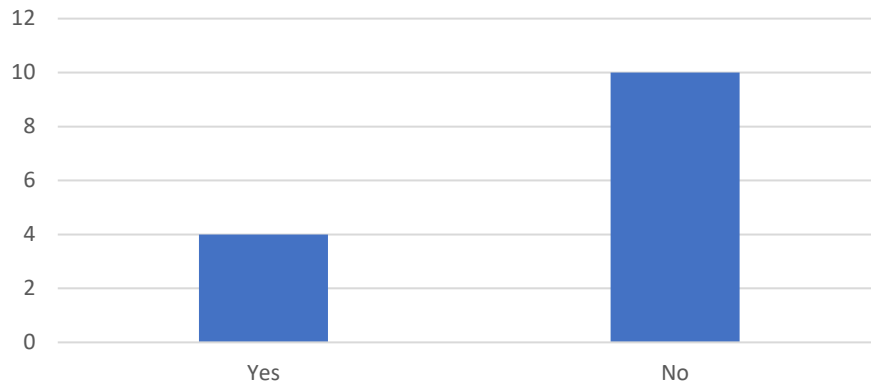
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and other staff who work there?



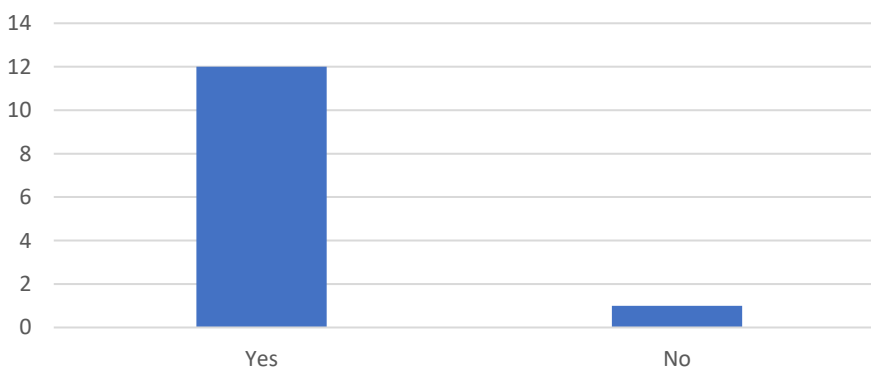
6. Were all the items on your prescription immediately available?



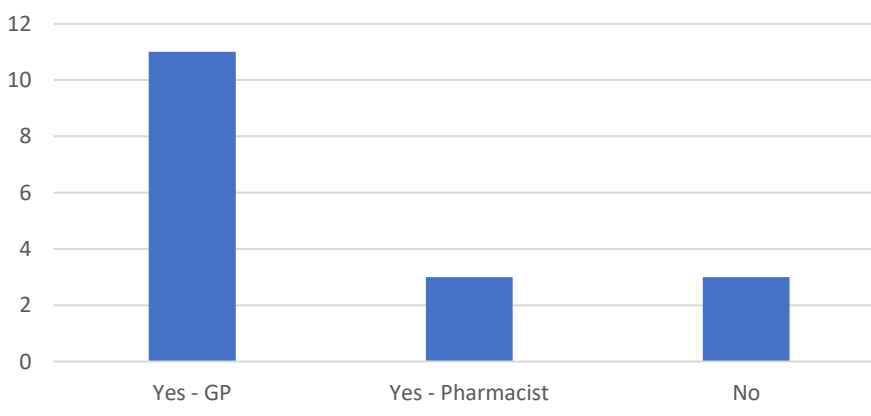
7. Does your Pharmacist deliver your medication to your home address?

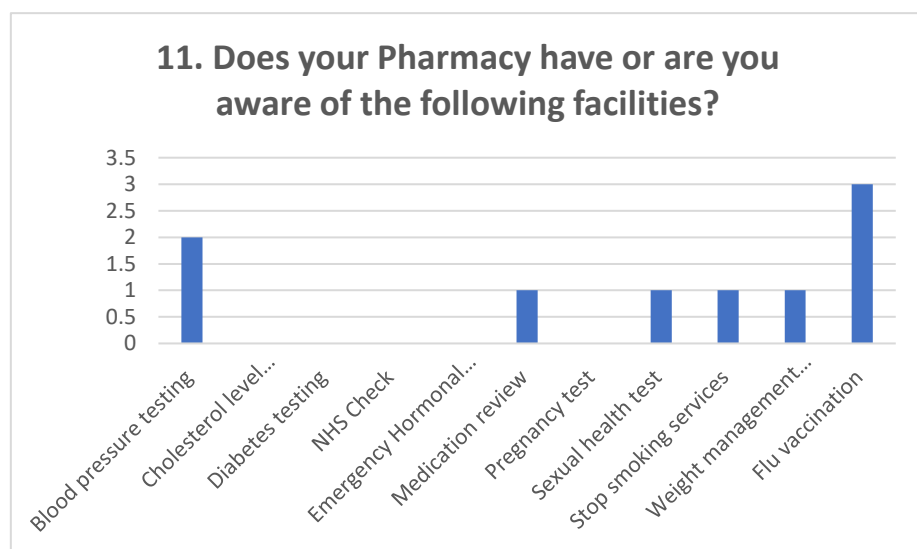
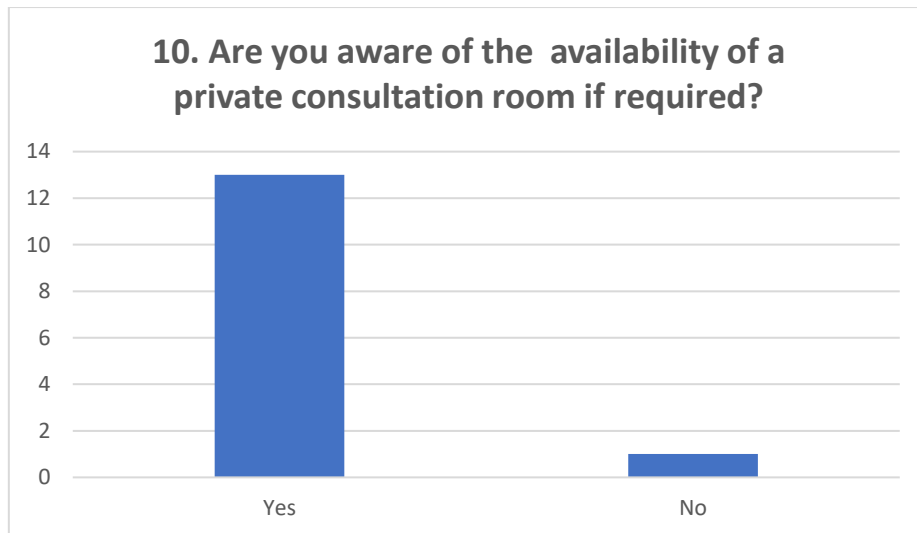


8. Would you consider using your local Pharmacy as the first port of call for minor illnesses rather than other NHS services?



9. Has your GP or Pharmacist advised you of the Electronic Prescription Service?





General Access

Q12. What do you think of access to your local Pharmacy?

Comments; “Easy”, “Good”, “ok”, “Excellent”, “good”,

“Very accessible for me”

“very good access”

“no problems”

“on main road, on most bus routes, but I`m using my car and would need to pay for parking unless using blue badge”

“good”

“very accessible”

Q13. How could your local Pharmacy be improved?

Comments;

“There seems to be a lack of computer knowledge at times, e.g. Dates of next repeat prescription needed”

“Good service”

“reduce waiting times when collecting prescription’s”

“couldn’t, it is excellent”

“larger stock of `everyday drugs/medication`”

“satisfied with present standard”

“be quicker”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments; “Prescription items not being provided and the dispute about who is at fault, doctors or the pharmacy”

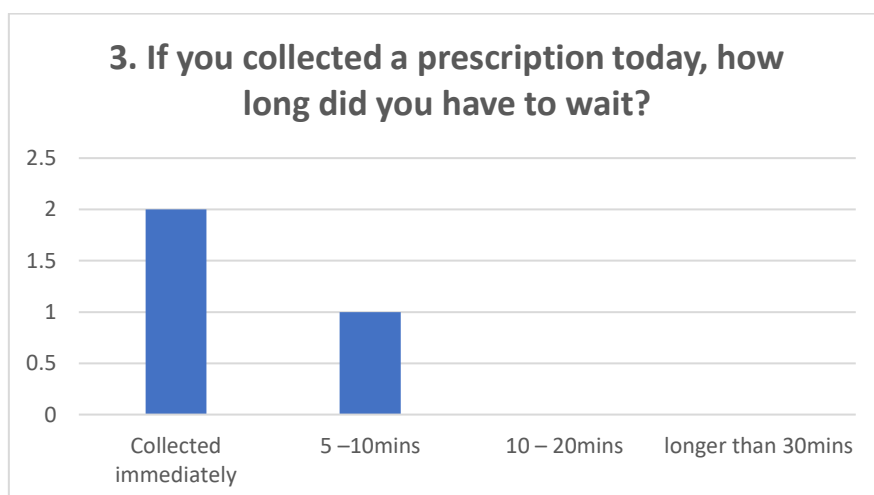
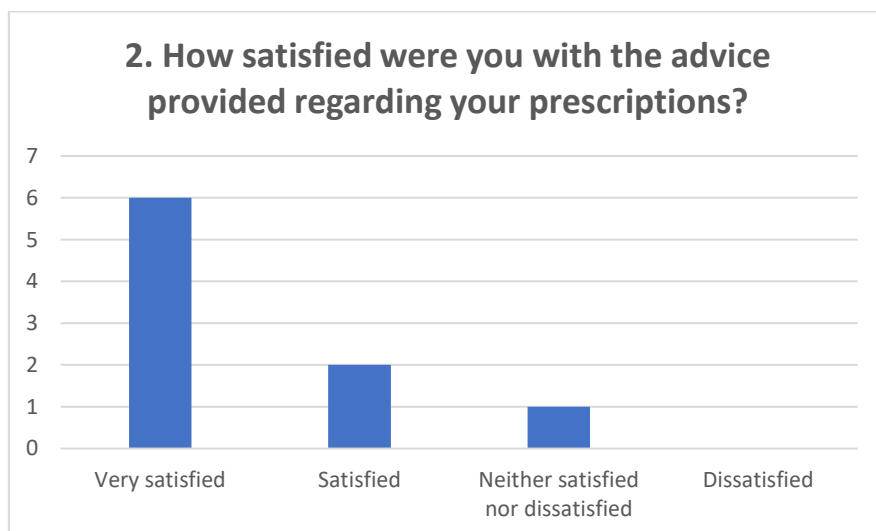
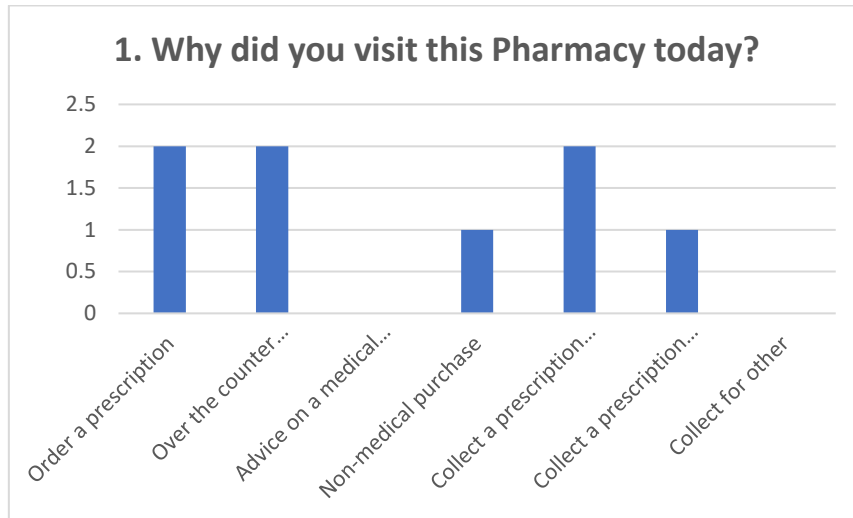
“sometimes dates of pick up and some mistakes from doctor re; repeat which happened in July”

“always had excellent service here. All the staff are brilliant and go out of their way to make things very easy”

“all staff are friendly and helpful”



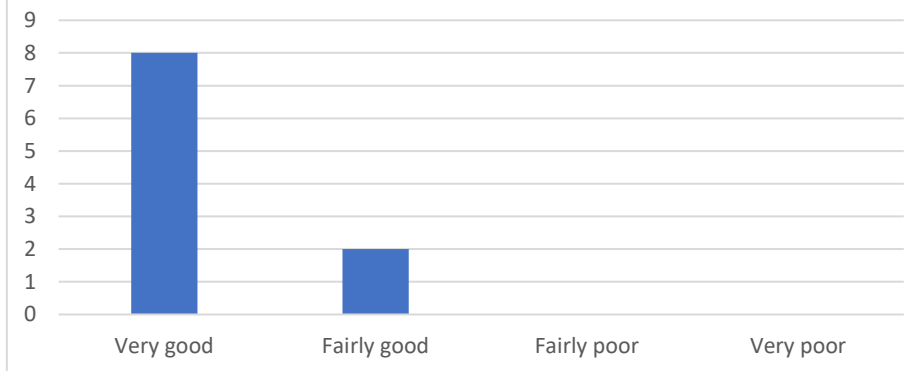
West View Pharmacy



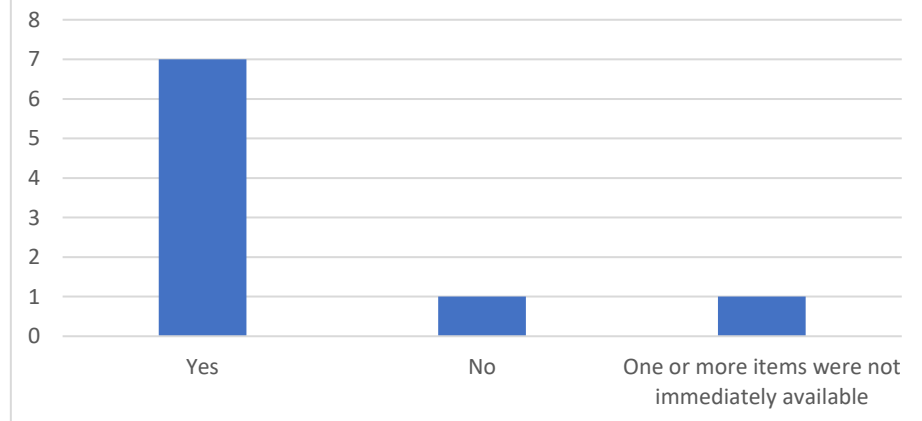
4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?

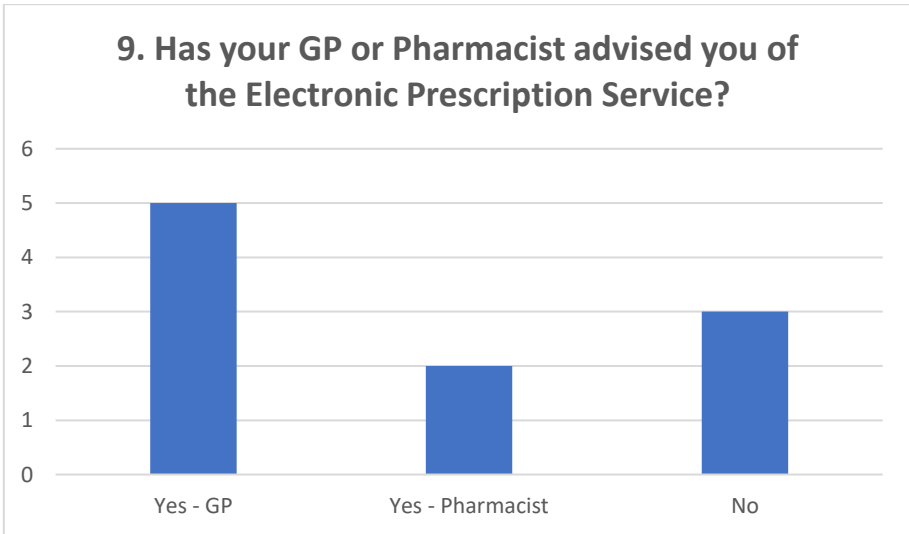
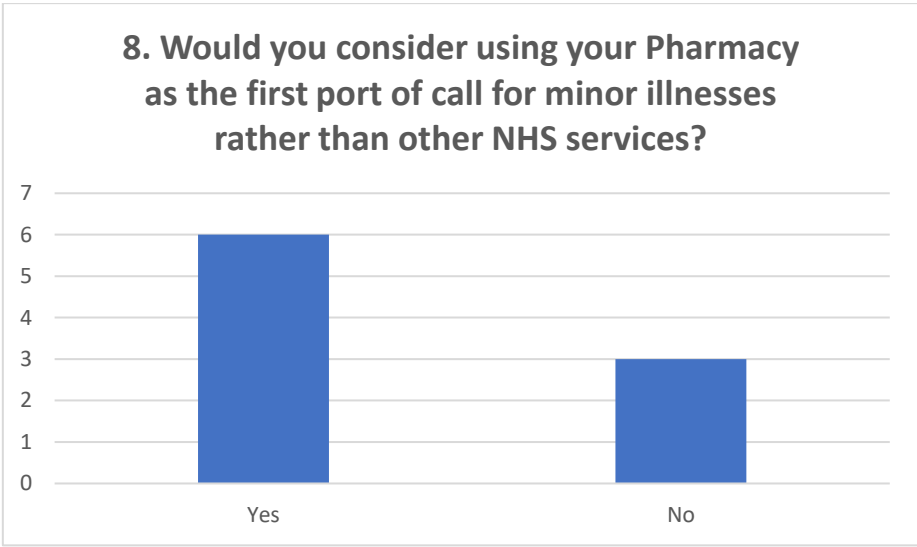
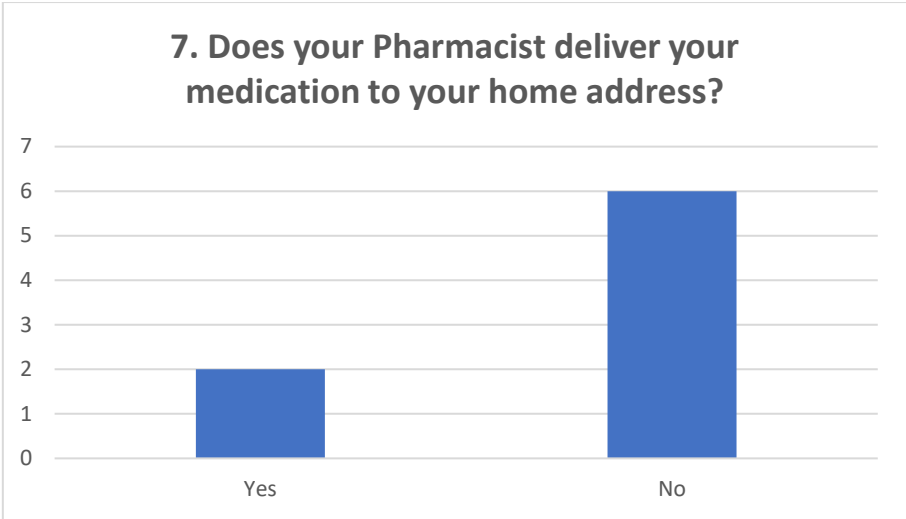


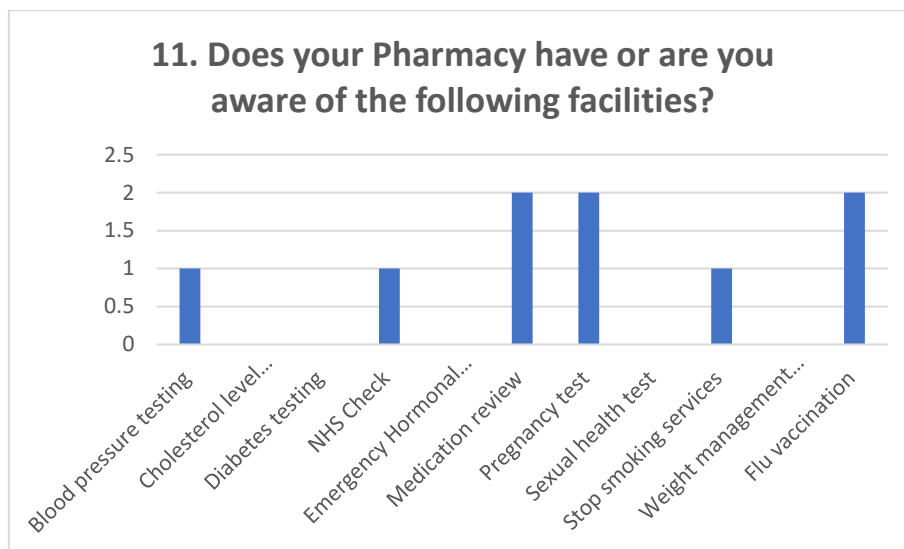
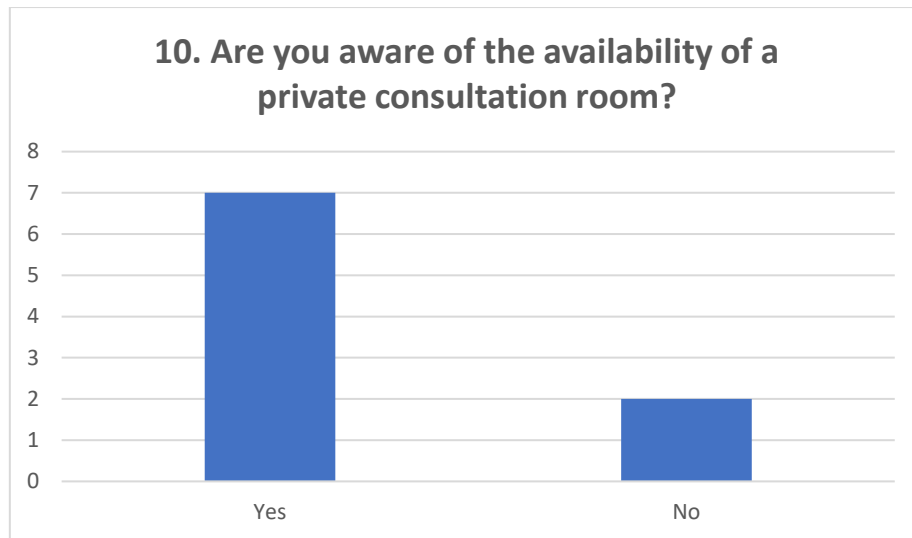
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and any other staff who work there?



6. Were all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“parking is sometimes a problem”

“fairly good”

“easy to get to”

“it`s acceptable”

“excellent, free parking”

“it`s good and easy to get to”

“easy access”

“very good, loads of parking”

Q13. How could your local Pharmacy be improved?

Comments;

“more counter staff”

“can` t fault them thy are excellent”

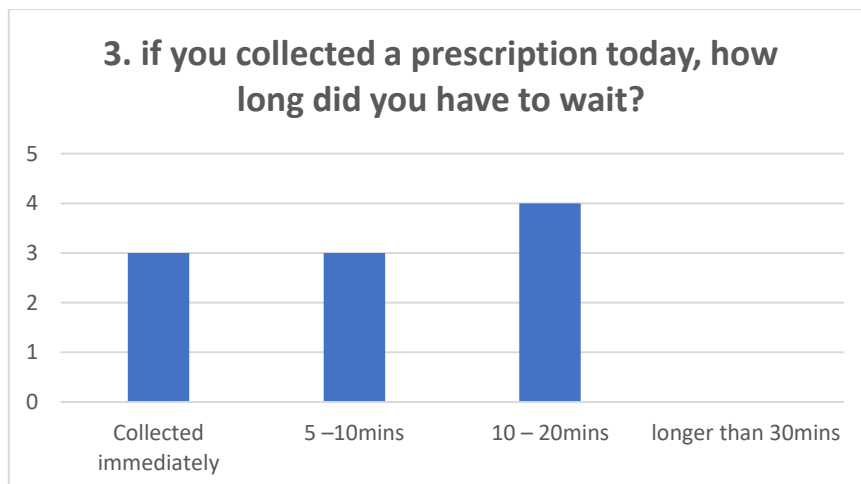
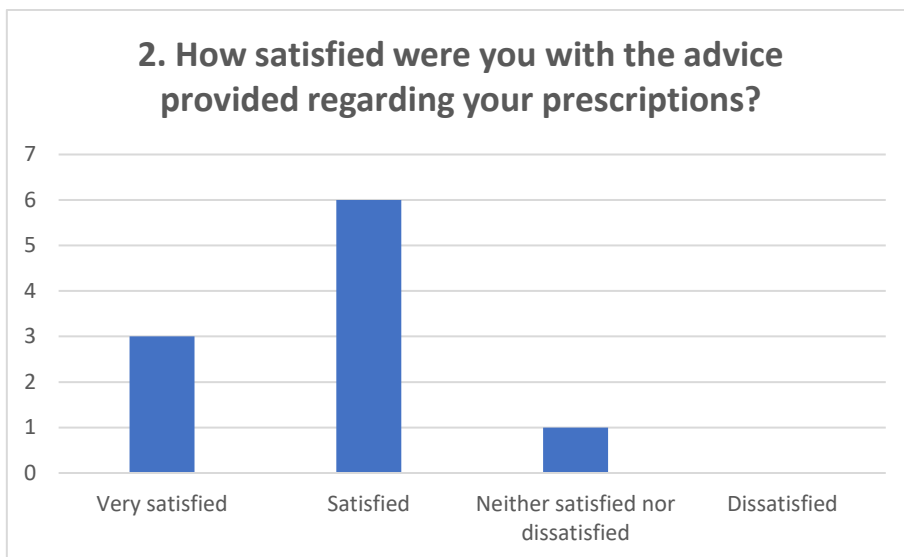
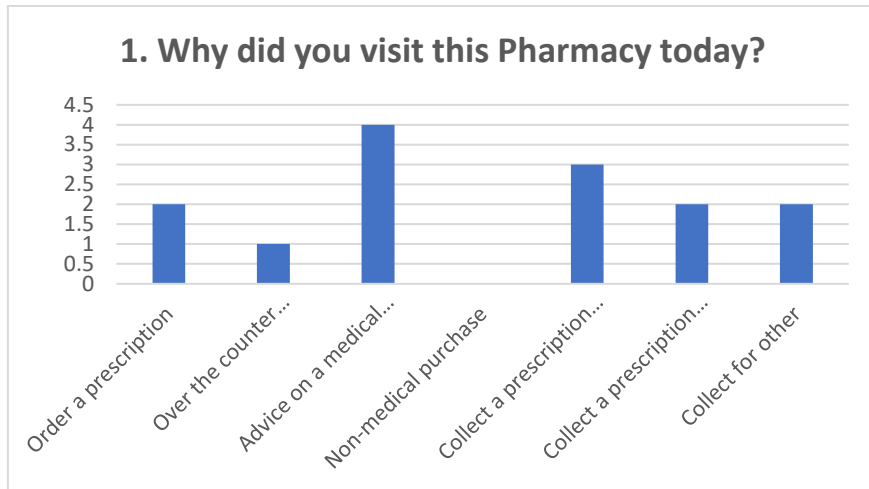
Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

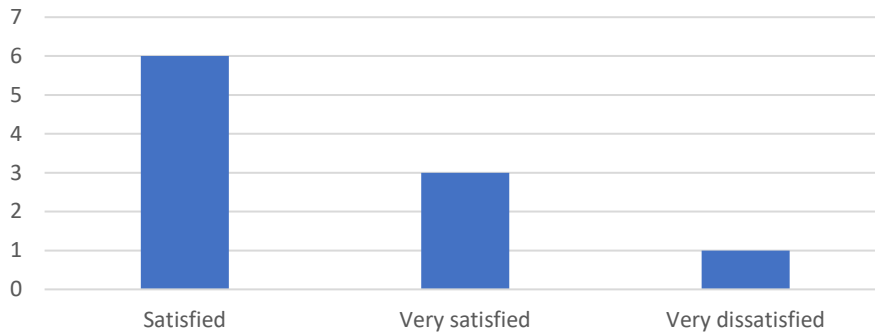
“they are the best in town”



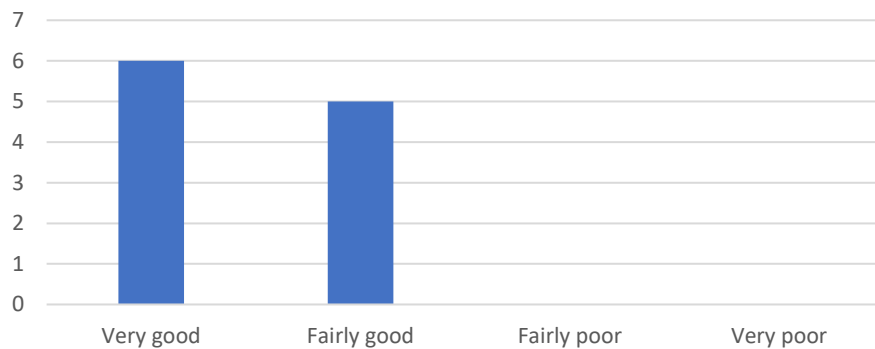
Unknown Pharmacy



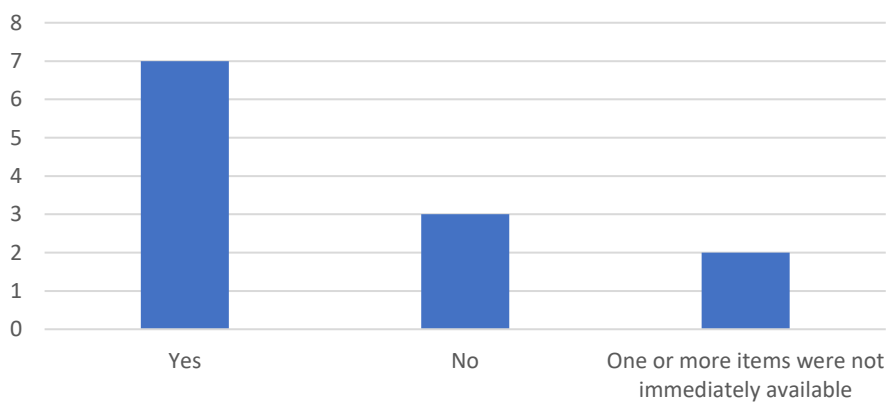
4. How satisfied were you with the time it took to provide your prescription and/or any other service you required?

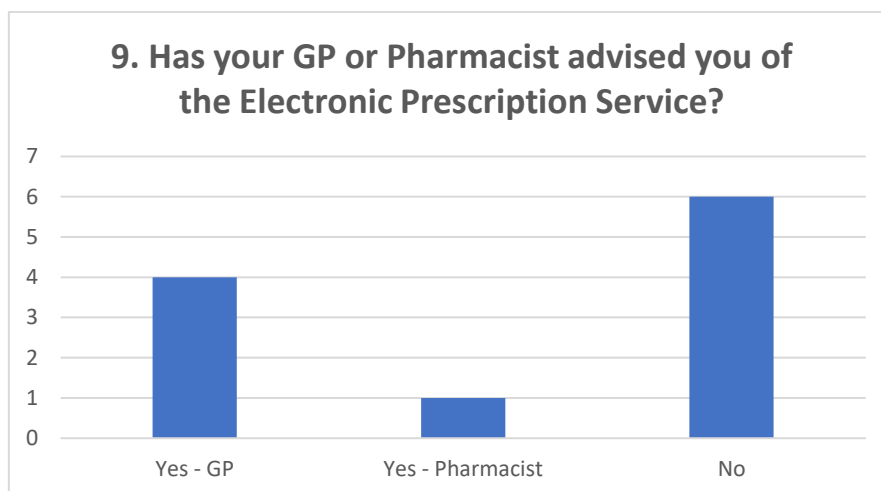
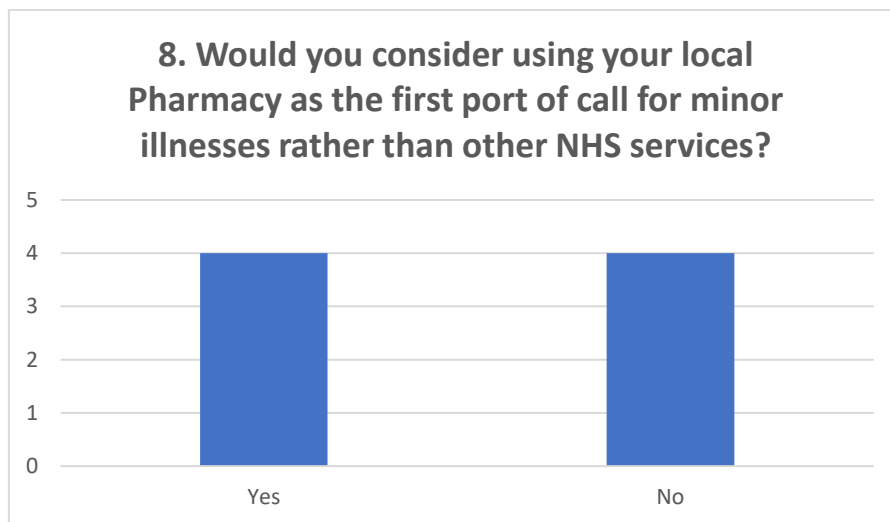
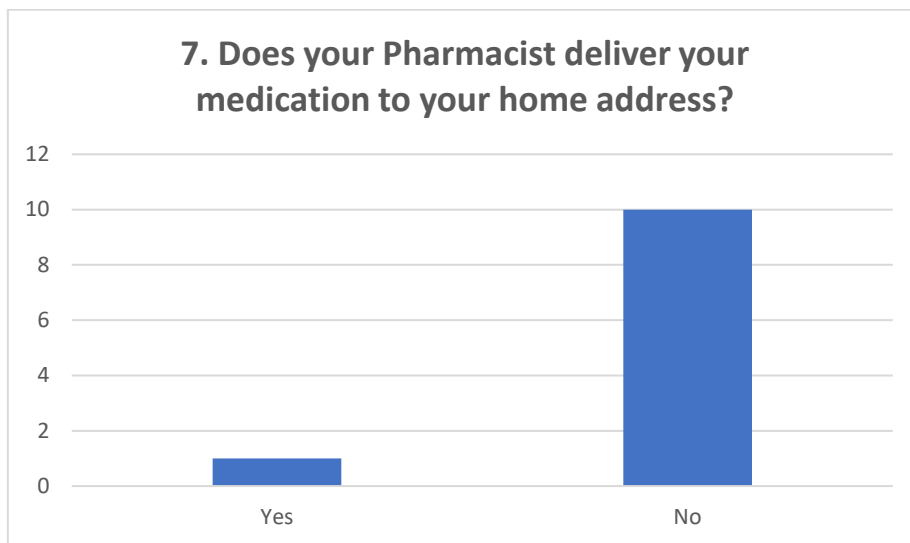


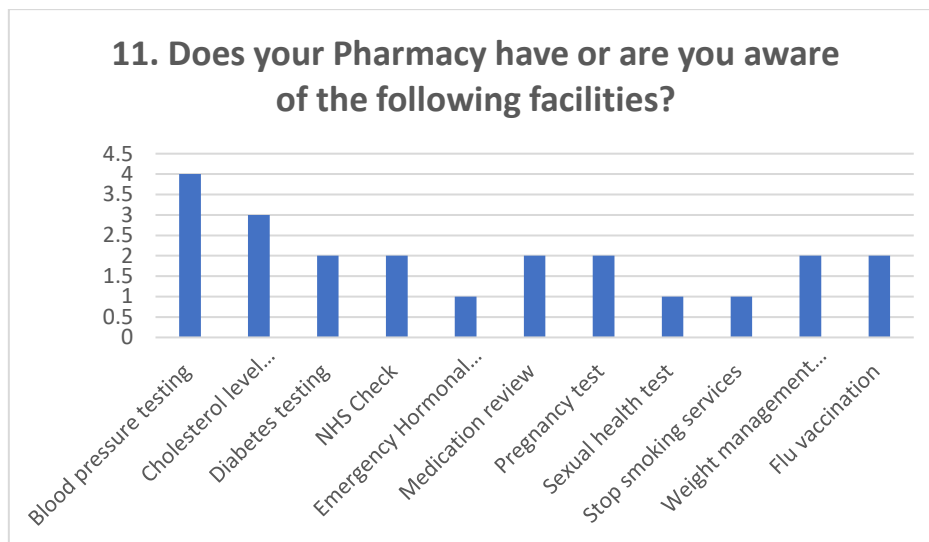
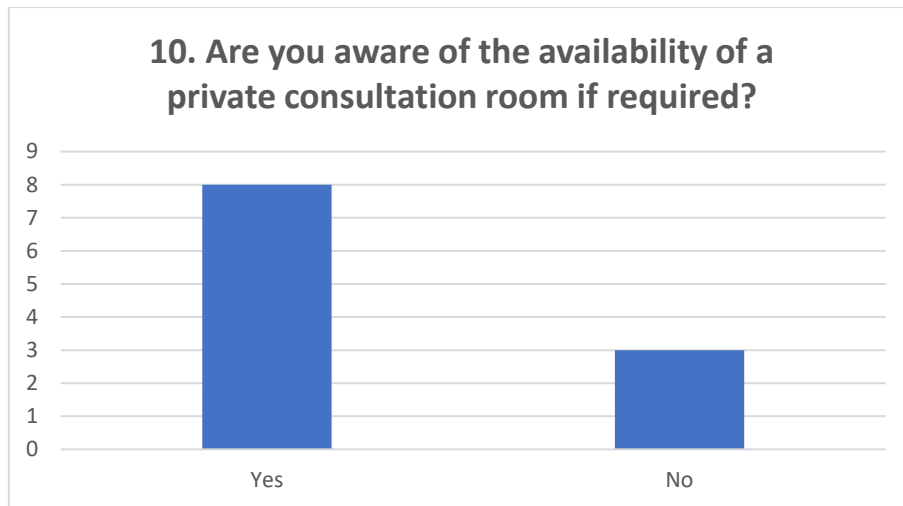
5. Including any previous visits to the Pharmacy, how would you rate the Pharmacist and other staff who work there?



6. Where all the items on your prescription immediately available?







General Access

Q12. What do you think of access to your local Pharmacy?

Comments;

“ok”

“very good”

“near doctor’s surgery”

“more staff”

“it was easy”

“give more help on medication and not to tell us to see doctor”

“easy to access”

Q13. How could your local Pharmacy be improved?

Comments;

“make you aware of what it offers and be quicker with prescriptions”

“make people aware of what they really can offer because most of the time you go with a problem and they refer you back to your GP”

“more staff to ensure prompt service”

“less busy, less snotty people”

“make the staff friendlier”

Q14. Is there anything else you want to tell us about your local Pharmacy?

Comments;

“very slow service, no one at counter sometimes”

“most of the services are very good and helpful”



Appendix 2

Equality & Diversity Data

