

**healthwatch**  
Walsall

# Enter and View Report

## Touchwood Pharmacy

Village Centre  
Announced Visit  
15th March 2023



Engaging  
Communities  
Solutions

## What is Enter and View

Part of Healthwatch Walsall remit is to carry out Enter and View visits. Healthwatch Walsall Authorised Representatives carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Walsall Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Walsall Safeguarding Policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding Team will also be informed.

## Contents:

	Page
1. Provider details	4
2. Acknowledgments	4
3. Disclaimer	4
4. Authorised Representatives	4
5. Who we share the report with	4
6. Healthwatch Walsall details	4
7. Healthwatch principles	5
8. Purpose of the visit	6
9. What we did	6
10. Findings:	
a) Environment	7
b) Essential services	7
c) Access	8
d) Safe, dignified and quality services	8
e) Information	9
f) Choice	10
g) Being listened to	10
h) Being involved	10
11. Recommendations	12
12. Questions	13
13. Provider feedback	13

## Provider details

Name and Address of Service: Touchwood Pharmacy, Blakenall Village Centre, 79, Thames Road, Walsall WS3 1LZ

Manager: Raj Parekh

Service type: Pharmacy that provides prescription delivery, prescription medication, off the shelf medication, emergency contraception, advice, blood pressure checks and healthy lifestyle support.

Client type: Residents mainly within the WS3 region approximately ½ mile radius around the Pharmacy.

## Acknowledgments

Healthwatch Walsall would like to thank the Registered Pharmacy Manager: Raj Parekh customers and patients for their co-operation during our visit.

## Disclaimer

Please note that this report is related to findings and observations made during our visits made on 15<sup>th</sup> March 2023. The report does not claim to represent the views of all service users, only those who contributed during the visit.

## Authorised Representatives

Loretta Higgins  
Tom Collins

## Who we share the report with

This report and its findings will be shared with the provider, Local Authority Quality Team (depending on the visit), Black Country ICB, Care Quality Commission (CQC) and Healthwatch England, Primary Care Network (PCN) if GP report. The report will also be published on the Healthwatch Walsall website.

## Healthwatch Walsall Contact Details

Address: 79 Thames Road, Walsall WS3 1LZ

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

Free phone: 0800 470 1660

Social media: Facebook - <https://www.facebook.com/HealthwatchWSL>

Instagram - <https://www.instagram.com/healthwatchwsl/>

Twitter - <https://twitter.com/HWWalsall>

## Healthwatch Principles

Healthwatch Walsall's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patient's reaching crisis.
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family.
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care.
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

## Purpose of the visit

An announced visit was undertaken at Touchwood Pharmacy to observe the customer experience and environment.



## What we did

Authorised Representatives observed Touchwood Pharmacy to find out about the customer experience of receiving prescriptions, medication, advice and support they get from the Pharmacy staff, including how they are treated.

## Findings:

### Environment

#### External

Touchwood Pharmacy is located on the ground floor inside Blakenall Village Centre.

The exterior of Blakenall Village Centre is well maintained with ample patient and customer parking, including disabled bays, and dropped curbs for easy access. The exterior of the Pharmacy is easily accessible with double automatic doors to the front, a single door can be located through a corridor to the right of the main entrance of the Pharmacy. This corridor leads down to a GP surgery. The door situated within this corridor makes entrance to the Pharmacy quicker for patients arriving directly from Blakenall Family Practice GP surgery. The outside of the Pharmacy has a seating area within the building.

#### Internal

The main doors to Blakenall Village Centre lead into an open space, from here you can locate the reception area of the building, which has a main reception desk with staff and signposting for other organisations within the centre.

Inside the Pharmacy you will find a small area, offering a wide variety of goods for customers to purchase, including household goods, toiletries and off the shelf medication. Towards the back of the Pharmacy, you will find a reception desk where customers are greeted by staff. There is a small seating area for customers to wait for their prescriptions and a consultation room is available for customers who wish to talk privately. There were no obvious safety hazards.

### Essential Services

Customers and patients advised Authorised Representatives they receive the right medication and that their medication is received on time. One patient advised us they did not receive their medication on time once, but they did not need support from the Pharmacy as the medication was not urgent.

Staff told Authorised Representatives there are other services available to patients and customers, including blood pressure checks, BMI calculations and healthy lifestyle support, quit smoking information or medication, and emergency contraception.

### *Patients and customers said*

*“I always receive my medication on time and if it isn’t ready, they go and get my prescription from the GP or call them for me”*

*“I collect my family members medication from here and I have never had a problem”*

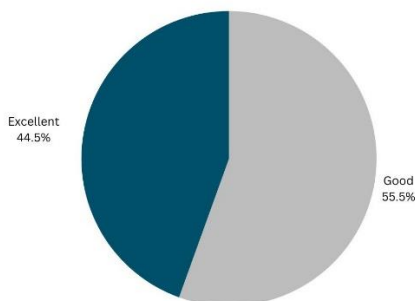
### **Access**

Staff advised Authorised Representatives there are several other services they can signpost into if the patient needs further support, these services are listed in a referral book which the staff can refer to if needed.

Staff advised Authorised Representatives that if a patient’s prescription is not ready, the staff can call down to the GP surgery (next to the Pharmacy) and enquire about the waiting time, if the wait time is too long for the patient, the Pharmacy team are happy to call the patient and let them know when the medication is ready.

Customers and patients told the Authorised Representatives that the staff are always happy to help when there are communication issues between the patient and the GP surgery regarding medication and prescriptions.

### **Safe, dignified and quality services**



**55.5 % of customers rated this Pharmacy as good and 44.5 % of customers rated this Pharmacy as excellent**

100% of the customers and patients said that Authorised Representatives spoke to said they are treated with dignity and respect, that the staff are polite and courteous and that their privacy and confidentiality is respected. With 55.5 % of customers rating the Pharmacy as good and 44.5 % rating the Pharmacy as Excellent. When asked, customers all said the Pharmacy is a clean and safe environment.

Authorised Representatives observed staff being friendly, helpful, and professional, offering plenty of advice and information to the customers and patients.



Staff advised Authorised Representatives they can receive anti - social behaviour, but this is usually due to the patient not being able to get an appointment at their GP surgery which is located in the same building or due to the GP surgery 'sending the patients' to the Pharmacy to ask about information on prescriptions or medication. Staff told Authorised Representatives the Pharmacy team keep the situation calm and try to sort out the issue for the patient, usually the Pharmacy staff can liaise with the GP to help the patient, sometimes medication can be issued after a phone call to the GP surgery. If medication cannot be issued, when appropriate, certain medication can be provided by the Pharmacy.

Staff told Authorised Representatives the usual wait time for customers and patients is usually no more than 10 - 15 minutes.

Authorised Representatives observed very minimal queueing times for customers and when the Pharmacy was busy an additional member of staff came out to support the reception area. Staff also advised Authorised Representatives that to minimise queue times for their customers staff will have two people working on big orders and if there is a big queue one will label and one will dispense.

Staff told Authorised Representatives they respect the privacy and confidentiality of the customers by offering private consultation rooms should the customer wish to use one.

Staff informed Authorised Representatives there is plenty of training available to upskill the team, one team member trained to be ACT - Accredited Checking Technician. Staff are trained to do flu jabs, blood pressure and health checks. Staff also said there is new training coming up which will enable them to give travel advice to patients and travel injections.

## Information

Authorised Representatives observed leaflets and posters advertising services within the Pharmacy. A Pharmacy staff member also said the team look for signs of checks patients may need, for example - patients medication types and age. These patients will receive their medication and a staff member will clip a card to the medication bag with information offering flu jabs and healthy lifestyle support.

## Choice

Customers and patients are provided with well stocked shelves and a wide range of off the shelf medication to choose from, along with advice and information from the Pharmacy staff so they can make informed choices about their purchases.

## Being listened to

When asked by Authorised Representatives customers and patients said they would speak with a member of staff if they had a concern, and they feel their concern would be listened to and acted upon.

## Being involved

Staff advised Authorised Representatives the Pharmacy likes to promote self-care for customers and patients, they do this by providing information in the form of leaflets, posters and verbal communication. The staff can offer blood pressure checks, if someone's blood pressure is high, a healthy lifestyle check can also be offered with additional support around food and diet.

## Recommendations

Healthwatch Walsall would make the following recommendations.

- To display the General Pharmaceutical Council Poster.
- To keep up with good working practice.

## Questions

No questions for the provider.

## Provider feedback

Touchwood Pharmacy did not provide feedback on this report at this time.

## How to contact us

Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

Telephone: 0800 470 1660

Our office address: Healthwatch Walsall

Blakenall Village Centre

79 Thames Road

Blakenall

Walsall

WS3 1LZ