

**HBS Pharmacy  
Barbara Castle Way Health Centre  
Enter and View Report**



**Visit: 25<sup>th</sup> February 2019**

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# 1 Introduction

## 1.1 Details of visit

Details of visit: Pharmacy	
Service Address	Barbara Castle Way Health Centre Simmons Court, Blackburn, BB2 1AX
Service Provider	HBS Pharmacy
Date and Time	25.02.2019. 10.30am-11.30am
Person in Charge at the time of visit	Asif Ahmed
Authorised Representatives	Chloe Dobson Aicha Khan

## 1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank Asif Ahmed and the staff at the pharmacy who supported this visit. We would also like to thank the public, especially those who responded to our questionnaire.

## 1.3 Disclaimer

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

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



## 2 What is Enter and View?

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The Health and Social Care Act (2012) allows Healthwatch Blackburn with Darwen authorised representatives to observe service delivery and talk to service users, their families/carers and staff on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

### 2.1 Purpose of the visit

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

### 2.2 HBS Pharmacy Enter & View Visit

Healthwatch BwD enter and view representatives conducted an announced Enter and View visit, to HBS Pharmacy in Barbara Castle Way Health Centre, Blackburn on 25<sup>th</sup> February 2019, to engage directly with customers to gather their views about this service. An observation of the service together with feedback to a questionnaire from eight customers formed the basis of this report.

#### Summary:

All feedback about the service and staff at this HBS Pharmacy was positive and when asked, “How happy are you with your local pharmacy service on a scale 1 to 5?” (1=extremely happy, 2= happy, 3=neither happy or unhappy, 4= unhappy, 5=extremely unhappy), **9 out of 10 respondents said they were ‘extremely happy’ and one person was ‘happy’.**

**Website:** HBS have a comprehensive generic website that is not specific to the Barbara Castle Way Health Centre store. The website is easy to navigate around and provides a lot of information about a variety of services HBS offers as well as general health advice around a number of conditions. HBS list their services which include Pharmacy First, under which there is a list of minor ailments which their pharmacy can give advice and treatment for.

### Observation: Environment

Opening hours are 7am-10pm on Mondays-Saturdays and 9am-7pm on Sundays.

This HBS Pharmacy is located within Barbara Castle Way Health Centre which has its own car parking facilities and is also located in the town centre so close to public transport.

The pharmacy was well organised, clean and is accessible for wheelchairs and prams as it is all on one level and is very spacious.

There was a one-piece seating area shaped in a cross. This seating was quite low and didn't have backs or arm-rests. It may be difficult for some people to use this seating.

The products sold were in order and easy to reach. The pharmacy uses the colours for HBS which match the website.

There are two leaflet stands near the consultation room with a variety of information about Health and local services along with posters displayed throughout the pharmacy.

There was a TV for people in the pharmacy to watch whilst they wait.

HBS Pharmacy had a corner called 'Healthy Living Zone' which was a table and board with a lot of information about different symptoms and conditions. This is a very good idea; people can access information in one place whilst waiting. However, most of information was quite 'wordy' which may make it difficult for some to access. Some of the material for people to take was in very small font which again may be challenging for some. There was no information on the board targeting children and young people.



### Health Campaigns

HBS had several health campaign posters displayed including: Help us help you, Stroke awareness, Bowel Cancer, Quit Smoking and Travel Clinic for Vaccinations. These posters were displayed appropriately across the store but particularly around the counter. More information about health and local services was also available for the public in the Healthy Living Zone and the Information stands.

### Customer Care

In the store, we saw that HBS Pharmacy in Barbara Castle Way conducted a patient satisfaction survey in January 2019 with a sample of 125 patients. 94% rated their service very good overall. When asked what could be improved, over 70% of their customers have never been given advice about leading a healthier lifestyle. This led to the HBS team to give themselves an action to invest more into training staff and listening to customers concerns.


We observed a friendly and professional approach by staff talking to customers and each other. The staff worked quickly, and customers did not need to wait long (5 minutes or less). If customers were looking around and had not been attended to, they were asked if they needed any help. One customer described the pharmacy having a 'nice atmosphere'.


### Customer Feedback & Responses

When asked, **7 out of the 10 respondents said that this was their main pharmacy with 9 out the 10 respondents saying they use this pharmacy for 'convenience'**. One customer said 'I use this pharmacy because of the other services within the Health Centre' with other customers saying that their GP is located in Health Centre.

When asked if there was anything that could be improved, all respondents said there were no areas of improvement with some commenting 'everything is great' and 'I like it'. One customer said that the advice service provided 'was helpful and meant I didn't need to book a doctor's appointment'. The feedback about the service and staff at HBS pharmacy was very good and when asked, "How happy are you with your local pharmacy service on a scale 1 to 5? (1=extremely happy, 2= happy, 3=neither happy or unhappy, 4= unhappy, 5=extremely unhappy), **9 out of 10 said they were 'extremely happy' and 1 said 'happy'**."

## 2.3 Healthwatch Blackburn with Darwen's recommendations are:

 **Recommendation 1:** To be more accessible for a wider audience, the Healthy Living Zone could use more visuals on the board and leaflets for customers to take away. This will make it more inclusive for those who do not have English as their first language, people with disabilities, and children.

 **Recommendation 2:** For those with mobility issues it would be preferable to have some seating available which caters to those requirements. For example, a back to the chair for support and arm rests and a higher seat to make getting in and out of the chair easier.

## 2.4 Service Provider Response

Will seek to improve on health promotion including the health zone by providing more interactive materials and props.

Our impression of the representatives was good, but the visit was a bit short, which being longer would have provided more opportunities. It was also felt that there could have been more engagement with the pharmacy staff albeit it being a public Healthwatch.

Recommendation 1: Will be seeking to improve the materials and audience aimed on the health promotion zone.

Recommendation 2: We will re-discuss layout of the pharmacy and seek to possibly create more space for seating including higher chairs with arm rests.

Healthwatch Blackburn with Darwen would like to thank Asif Amend for the valuable feedback given and take on board the comments made.

## 2.5 Distribution List

This report will be distributed to the following:

 Blackburn with Darwen Borough Council Public Health

 NHS England

 Healthwatch England

 CCG Blackburn with Darwen

## 2.6 Contact Details



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

Address: Healthwatch Blackburn with Darwen, Room 28,  
Bangor Street Community Centre, Norwich Street, Blackburn, BB1 6NZ

Telephone: 01254 292686

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

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