

Lloyds Pharmacy, Hanley

**Date and time of visit**

19<sup>th</sup> September 2019

**Premises Visited**

Lloyds Pharmacy,  
Huntbach Street,  
Stoke-on-Trent,  
ST1 2BU

**Manager: Ms. C. Simcock (off work on day of visit)**

**Authorised Representatives**

George Wallace and Kevin Lovatt

Representatives have undertaken Enter and View Training and are enhanced DBS checked

**Purpose of visit**

Healthwatch Stoke-on-Trent received verbal information regarding a dangerous (life threatening) prescription being issued by Hanley Health Centre which had previously been visited by our Enter and View team. We had been told that the mistake had been spotted by the pharmacy team at Lloyds Pharmacy and the person who supplied the evidence was 'full of praise' for the staff here.

Accordingly, a notification letter was sent to the manager on 4<sup>th</sup> September, informing her we would undertake a visit within the next three months.

**The visit**

The team arrived at the pharmacy at 2pm. Unfortunately, due to a family bereavement Ms Simcock, the Manager was not available. Rather than waste the visit we asked if someone could spare a period of time to explain the reason for our visit. Ms Julie Harvey agreed to give the team time and they were invited to chat with her. It was decided that Ms. Harvey would be the most appropriate person present to undertake this as the on-duty pharmacist had only been there for two days while Ms. Harvey was a long-term member of staff.

Our team explained who Healthwatch were (Julie had not previously heard of the organisation, indicating that the manager had not shared the information contained in the notification letter) and the role we performed. Furthermore, it was stressed that the visit was informal and was planned following information received from a patient who had contacted us.

This was the first visit undertaken to a pharmacy and so we had previously prepared a set of questions to follow (these are attached at the end of this report). The team thought these would give a good sense of the pharmacy's relationship with the local surgery and highlight any problems they might encounter. Having explained that we were not enquiring into a specific incident but rather getting a picture of the service provided the team went through the questions.

Q1 - Julie said that the relationship between the pharmacy staff and Hanley Medical Centre staff (both clinical and administrative) was excellent. Whenever there was a query it was resolved quickly by communicating with the surgery.

Q2 - It was quite rare for the pharmacy not to have or be able to obtain quickly any medicines prescribed by local doctors. Where there was a difficulty (very seldom) the pharmacist in consultation with the prescribing clinician would always be able to obtain a satisfactory alternative.

Q3 - This question was only asked to try and quell the voiced fears felt by some patients. Julie was assured in discussions with the pharmacist and colleagues that this was not a serious concern they had.

Q4 - As the majority of Patient Access prescriptions were through the Surgery, she did not have any information on this but knew a few of the patients used this system from conversations with customers.

Q5 - It was reassuring to be informed by Julie that the consulting room was frequently used by the pharmacist consulting and advising patients.

Q6 - The answer to this question was not so good, as like a lot of pharmacies the quantity of unused medicines returned is quite high.

Q7 - Julie had no specific comments to make but it was agreed that we would arrange to send Healthwatch Stoke postcards and a Healthwatch poster which the pharmacy would happily display.

### **Conclusion**

Our visit concluded at about 2.40 pm. The team were impressed with the reception received and the pleasant and willing way in which they were treated, especially in view of the fact that the pharmacy was operating without the manager being present.

We wish to thank the staff for this and will ensure Healthwatch Stoke-on-Trent information is sent through so that it may be suitably displayed.

**Questions asked as part of pharmacy visit**

ENTER & VIEW VISIT TO

Lloyds Pharmacy, Upper Huntbach Street, Stoke-on-Trent

on 19<sup>th</sup> September 2019

George Wallace and Kevin Lovatt

1. Do you have a good working relationship with Hanley Medical Centre Doctors & Staff?

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2. Do you have many problems with medicines being prescribed by the Medical Centre that are unobtainable?

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3. Are you concerned about medicines provision if and when Brexit happens?

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4. Do many of your prescription customers use Patient Access?

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5. Do many patients use the benefit of the Pharmacist skills and knowledge being available for medical advice thus reducing demand on GP Surgery?

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6. Do you get a lot of returned unused medicines?

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7. Any comments you would like to make towards our report?

