



**Report on
Healthwatch Lambeth
pharmacy visits
January to March 2015**

What is Healthwatch Lambeth?

Healthwatch Lambeth is an organisation that helps people speak up about their health and care.

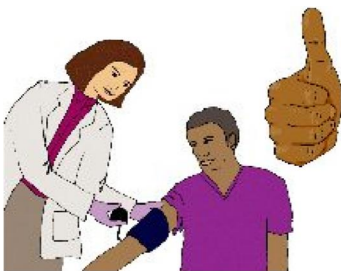


We make sure that people who plan, run and check services:

listen to people

think about what people say

use this information to make services better.



Our visits to pharmacies

Between January and March 2015 we visited 6 Healthy Living Pharmacies in Lambeth.

We arranged with the pharmacies when to visit them.

We agreed not to tell people which pharmacies we visited.



There were 2 pharmacies from each of the 3 health areas in Lambeth (North, middle and South).

Why did we visit the pharmacists?

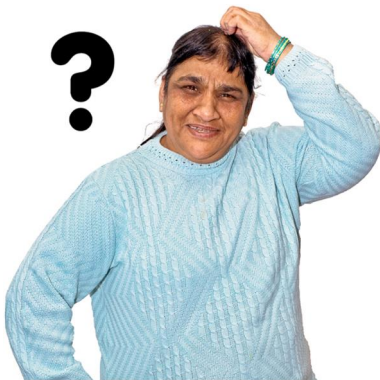


Healthwatch Lambeth thinks it is very important to check people can use services.

It is also important to check how good pharmacies are at helping people to be healthy.

Lots of people use community pharmacies.

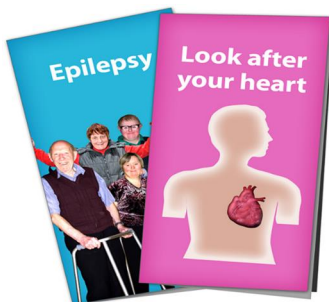
We wanted to find out:



Do people with a learning disability get a good service from pharmacies?

People with a learning disability often don't get as good healthcare as other people.

We visited Healthy Living Pharmacies.



Do these pharmacies give health and wellbeing advice that people with a learning disability can understand?

How good is the information and advice about health issues people may have (like diabetes, epilepsy and strokes)?



How kind are the people who serve us in the pharmacies?



We wanted to see what is good and works well.



We want all the Healthy Living Pharmacies in Lambeth to learn from what we found out.



We want people with a learning disability to be confident to use the pharmacies.



We think this could cut down on people going to the GP or hospital when they don't really need to.



How we did the visits

The team used a checklist to find out:

how easy is it to get in and around the pharmacy

how the staff treat us

do we understand the information.



At the pharmacies, we spoke to 6 pharmacists, 3 healthy living champions and at least 14 other members of staff.

We did not talk to other customers.

We had 13 Enter and View Visitors.



Each team had at least one person who had a learning disability (expert by experience) and a support worker.

Everyone did a training programme especially made for these visits.

What we found out:



Outside

4 were wheelchair accessible.
2 had at least one step.

Inside

2 were cluttered - hard for a wheelchair to get round. Only 1 had space for a mobility scooter.



Each pharmacy had a special pharmacy counter. Some of these were a bit high for people in wheelchairs.

Each pharmacy had a consulting room. These had different things in them. They were where you have health checks.

How staff treated us

In each pharmacy, the pharmacist introduced their staff teams.



They were all welcoming, smiling and polite. They treated us with respect.

Were they good at answering our questions?
All had good eye contact.

Most staff spoke to the people with a learning disability. They had good listening skills.

But sometimes people talked too fast.

Sometimes the person with a learning disability was not given enough time to respond.



Sometimes the pharmacist did not check the person had understood what was said.

Information we were given

We mainly asked for healthy living advice.



This is the information we got (the number of pharmacies providing the advice is shown in brackets):

Role of Healthy Living Pharmacies (2)

How to arrange a health check (3)

How to arrange a flu jab (1)

Height and weight tests (4)

Blood pressure test (3)

Healthy eating advice (1)

Alcohol advice (2)

Exercise tips (1)

Recommendation to visit/call the visitor's GP (3)

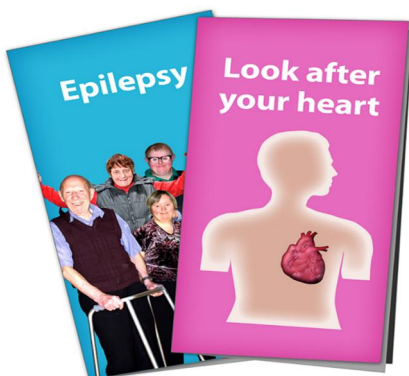
Encouraged visitor to use their local pharmacy so the pharmacist can get to know the person (1)

The difference between indigestion tablets (1)

Gluten-free prescription information (1)

Optician care home visit service (1)

Other information leaflets (1)



Were we given good information?



Generally we said yes. It was clear and easy to understand.

There were no easy read materials. Some leaflets were OK (health check booklet) but some were too difficult to read.

Some visitors told the pharmacists that there are easy read health leaflets available to download. The pharmacists were very interested.

Our main thoughts:



“This is what a pharmacy should be like.”

We liked the pharmacies we visited. We would be happy to return to each one for advice and support.

“The visit has made me feel happier to ask staff questions about my health.”

“I really enjoyed the visit and chatting to the staff. They were really friendly and answered all my questions.”

We enjoyed doing the visits and 10 of 11 experts by experience want to do more visits.

“The visit was educating and interesting.”

The pharmacists told us the visits were a good idea.





What will happen now?

We hope to:

Do more visits to pharmacies

Develop training for pharmacy staff



Things to improve

Recommendation 1

All pharmacy staff should do learning disability awareness training.



Recommendation 2

All pharmacies should have some easy read materials available and ideally, on display.



Recommendation 3

Pharmacies should make links with day centres and other community places nearby. They need to help people understand what a pharmacy does and encourage everyone to use their services.



Recommendation 4

Pharmacies should think about how to improve the physical accessibility of their building.

Recommendation 5

Pharmacies should have clear information about health check charges for people who have to pay.





Difficult words we use in the report

Pharmacy

This is also called a chemist shop. You go there to get your medicines and tablets. You can also get health advice.



Healthy Living Pharmacy

These are pharmacies who have had some special training to tell people how to stay healthy. They may have Healthy Living Champions who are staff or volunteers who have done the special training.



Enter and View visits

Healthwatch can go into health and care services and talk to people using them. These visits check how good the service is.



Enter and View Visitor

This is a person who has been trained and is allowed to do an Enter and View visit to public adult health or care services which are paid for by public money.



Expert by experience

Someone who knows a lot about something because of their life experience, not from reading books or doing exams.

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