

Virtual Voices

Pharmacy Feedback

April 2022

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Introduction

Healthwatch Warrington runs an initiative known as 'Virtual Voices' which enables local residents to have their voice heard and win vouchers for use at local businesses.

Each month 'Virtual Voices' ask its members and the Warrington public for their views on various subjects. In May 2022 we wanted to establish the Warrington resident's experiences with Pharmacies.

Methodology

The survey was sent to our 'Virtual Voices' mailing list of over **300** members, as well as being widely shared across our social media platforms and by Warrington Borough Councils social media.

Acknowledgements

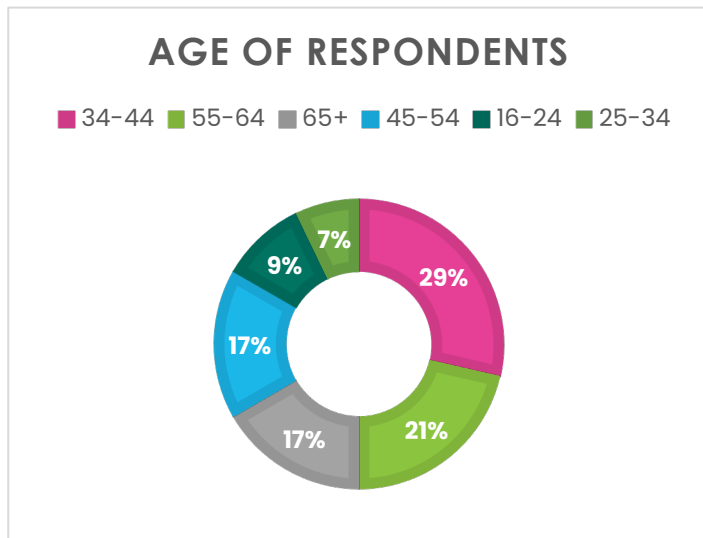
Healthwatch Warrington would like to thank all members of our 'Virtual Voices' and members of the public who took part.

Disclaimer

Please note that this report relates to findings of the results from our 'Virtual Voices' survey and is not representative of all Warrington residents.

Findings

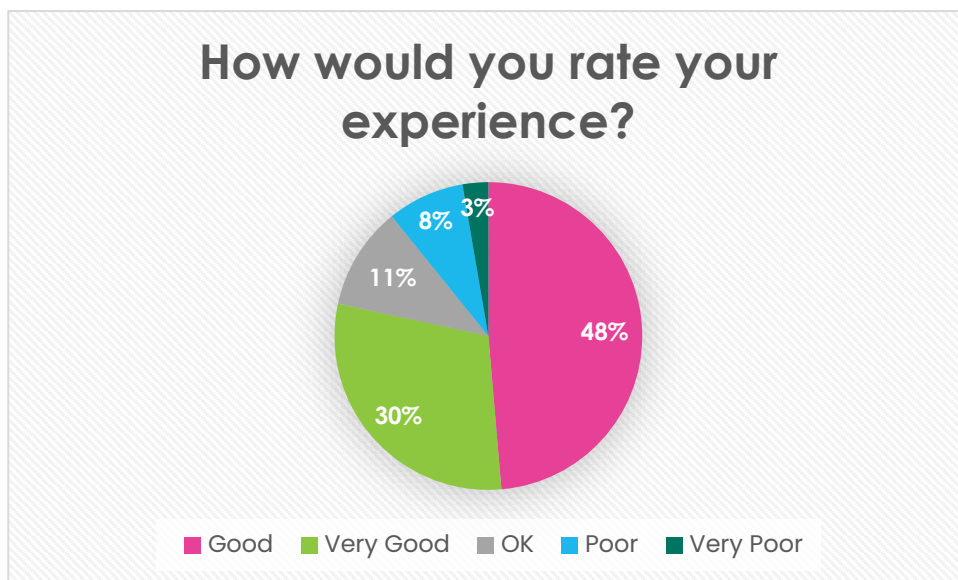
Age range of respondents



Have you visited your local Pharmacy?



How would you rate your experience?



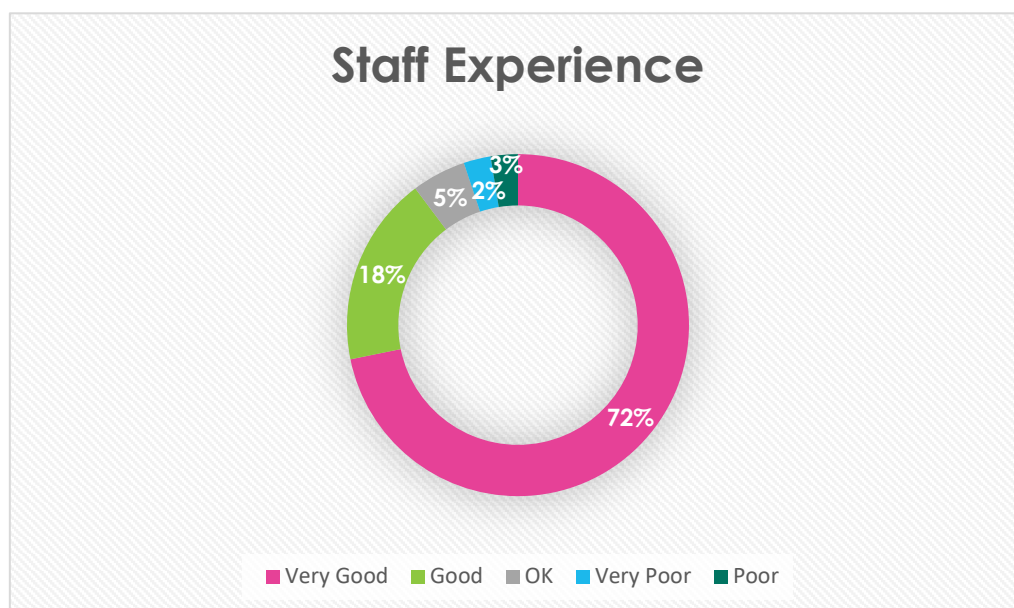
Overall the response was positive, with many happy with their experience.

Common themes are:

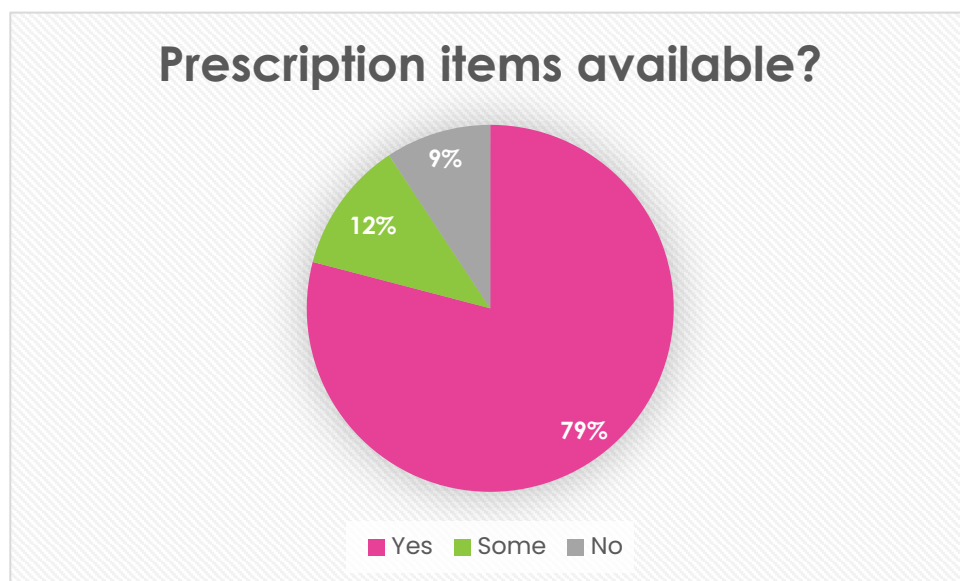
- Friendly knowledgeable staff.
- Long wait times.
- Slow service.

Patients that used a surgery with an SMS System found it beneficial and stated it reduced wasted waiting time with less trips to the Pharmacy.

How would you rate your experience with staff at the Pharmacy?



Were you able to receive your prescription/products that you required?



Appendices

Appendix 1: Comments from Poll

Please elaborate on your experience of using your local Pharmacy

Waiting times are very long even though we book online.

Waiting times can be very long.

I collect prescriptions for my wife ,they are good at Well Pharmacy on Manchester Road.

Pre- order my prescriptions and collect in Latchford - always good service , staff are very efficient.

Did not wait long ,staff were friendly.

I went to collect my prescription the day after the doctors sent it over , it still wasn't ready to be collected.

Professional and helpful.

The Pharmacy I use is Chapleford, they are always polite and have my medication ready.

Pleasant knowledgeable staff. Very helpful - explained any problems in an easy-to-understand way.

They have only been open for short periods of time, due to a lack of pharmacist availability.

Efficient and helpful staff.

I was unable to collect my prescription as their card machine wasn't working and I had no cash.

I had to wait for them to put the prescription together which took about 15 mins for 1 item and the queue was big already to get to the desk.

My Local Village Pharmacy (Boots) have taken great care of my family's medical requirements and health and wellbeing.

Excellent.

Friendly and reliable service.

The service is very slow no matter how many customers are in the Chemist. My prescription is never ready, and often the prescription was received days before and the Pharmacy has none of the medication in stock and they have not ordered any.

Friendly and knowledgeable staff, clean safe environment, and convenient location.

Didn't have to wait long ,prescription was ready when I got there because I'd waited to receive a text confirming it.

Friendly and reliable service.

Both myself and my partner get our prescriptions from our local Well Chemist. They are abysmal! They don't always have stock in, send you a text to say it's ready...when it's not, lie to customers and are always keeping you waiting!

Long queues and items not ready.

Very helpful. Good advice. Recommended alternatives where appropriate. Excellent prescription service. Unfortunately, one recent bad experience.

Pleasant staff, easy transaction.

Efficient. Keep me informed when prescription is ready via SMS.

Sometimes there are really long wait times when you order online but overall, I am happy.

It was around 5.30pm and the shop closed at 6.00pm. The shop is disorganised, and I received the phone call to collect my medication. They couldn't find my medication despite telling me to collect it. The shop assistant kept saying "shall we lock the door" throughout the whole time. At the end they locked the door at 5.45pm with customers inside because the pharmacist wanted to go home early. I was trying not to panic as I have anxiety being in a confined space. They eventually found my medication, but they had used my middle name rather than my surname. Then tried to convince me my middle name was my surname.

Had to queue for quite a while to get in.

Staff were friendly but the 'spine' system is useless. I don't know if it's the GP or the Chemist, but I can't get a one-off prescription as it automatically gets sent to an online Chemist. Meaning a full week wait for pain killers.

I use Well Pharmacy at Bath Street Health and Wellbeing Centre. My prescriptions are always fulfilled and correct. The staff always have time for consultations and advice,

and I use the service for prescriptions, deliveries, and jabs e.g., flu. I can't fault the team; they are excellent and are always brilliantly supportive.

Went to collect a repeat prescription.

Helpful and knowledgeable staff.

Do you have any other comments?

The staff in the Pharmacy at Green Bank are always lovely , so friendly.

Sometimes have to order them very far in advance.

The staff in Latchford Pharmacy are very good really ,polite and helpful.

I do not have a regular prescription ;this was a one-off but very happy with the service.

If GP receptionists could be as helpful as Pharmacy staff, life would be much easier.

The staff are nice but struggling under pressure.

No.

No.

Staff were nice.

Staff are usually polite but not always 'customer focused'.

There have been odd times when I've been given the wrong item, or an item has been ordered but not turned up. But in general, good service is provided.

I have never needed to query/complain. The staff tend to remain a long time. A delivery service can be arranged if required.

Use the Pharmacy @ Stretton Medical Centre (in-house dispensing practice.)Always excellent timely service. Very pleasant staff.

I get a text when my prescription is available. All my prescriptions are sent to my nominated Pharmacy. This is a helpful tool!

The service has really gone poor.

Our Pharmacies are very helpful. They deliver to my home within 48 hours of making a prescription request and liaise with my GP when necessary. Very good service indeed!

I've just changed Chemist in the hope of a better service!

The local Pharmacy is very understaffed resulting in long delays for prescriptions unless you order a few weeks in advance (which I do). It needs additional support.

The one bad experience was when I witnessed a male member of staff who was most uncooperative and unhelpful with a lady who requested privacy.

No.

Staff at Latchford are very good.

I felt embarrassed that I had to explain my name to people when it was their mistake especially when there was a still a long queue.

As above the online service seems to overrule everything else. Poor implementation.

The staff are always helpful, and very friendly. I've used this Pharmacy for many, many years and they've always been fantastic.

I have used several Pharmacies for my repeat prescription over the years. Thomas Brown Pharmacy on London Rd ,Stockton Heath has provided the best service. Reliable, efficient, friendly, and courteous.



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