

# healthwatch

Isle of Wight



## Pharmacy Services on the Isle of Wight

January 2016



## Summary

Healthwatch Isle of Wight is the consumer champion for health and social care on the Island. It gathers the views and experiences of local people on the way that health and care services are delivered and uses this information to influence the way that services are set up, designed and delivered.

In 2015 it was decided to look in detail at feedback received on local pharmacy services, and to undertake a survey to generate further feedback.

The pharmacy survey asked for responses based on satisfaction levels in a variety of areas, and also for additional comments. Charts are included on this report on satisfaction levels, indicating a predominantly positive picture. Additional comments were added to the previous items of feedback, to form a combined list of comments received since Healthwatch Isle of Wight was formed in April 2013.

This report lists 196 comments from the public on pharmacy services (Positive, Negative, Mixed and Neutral/Unclear). There are 8 main topics that arise and these include; availability of medications, communications, customer care, ease of access, financial issues, general management, length of waiting times and pharmacy management. Other less frequent topics also arise, including specific services in which there is only one comment and process issues with only 2 comments in total.

The report also gives profiles for responses to the public survey of September - October 2015, and gives detail on some of the current context for the survey.



## Introduction

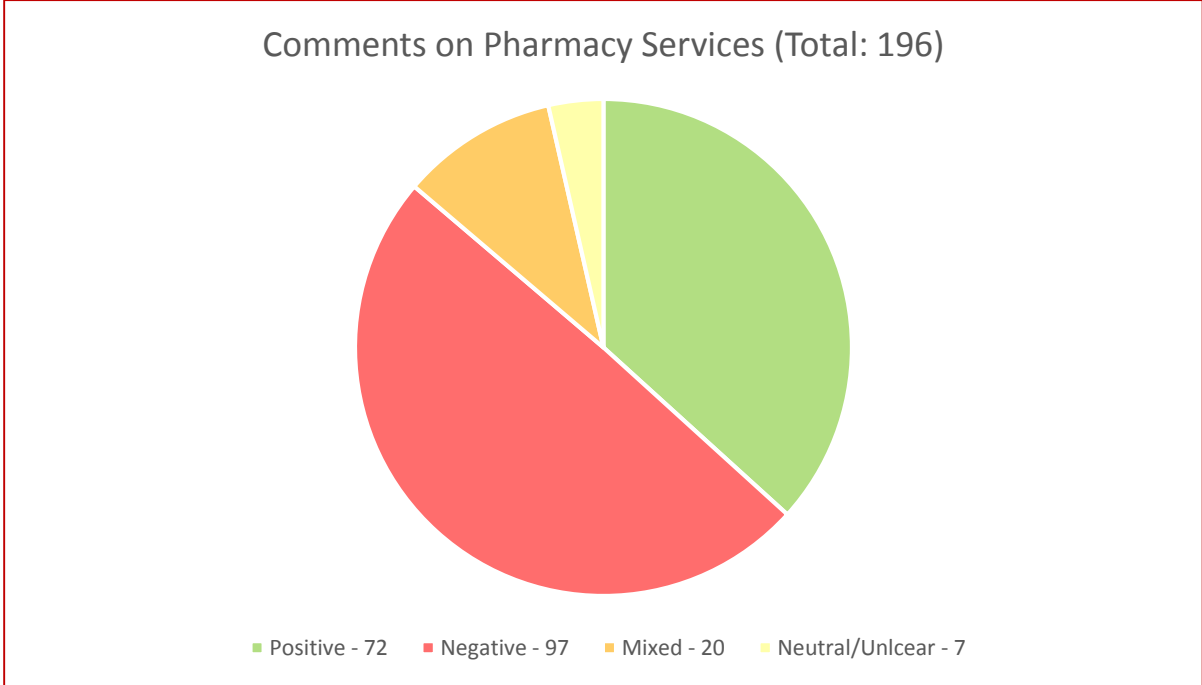
There are two sources for the items of feedback mentioned in this report. The first source is Healthwatch Isle of Wight's ongoing feedback, including contacts via telephone, website, face-to-face enquiries and community engagement. In September 2015, topics were identified from this feedback, and a survey undertaken, based on these topics, concluded the following month. The survey forms a second source of feedback. Feedback is included both on community and hospital pharmacies.

The commentary that follows refers to feedback drawn from both the above sources, between April 2013 and October 2015. The survey gave further opportunity for respondents to rate various aspects of the service, and the charts generated from this are given towards the end of this report. It is to be noted that the charts indicate a predominantly positive picture, providing useful context for the comments, of which the greatest number are negative. This suggests that respondents were more likely to add an additional comment if their experience was a negative rather than a positive one.

The report aims to be a useful snapshot of pharmacy services on the Isle of Wight. Although the response level overall was encouraging, covering nearly all the Island's pharmacies, it should be emphasised that this report does not claim to give a comprehensive assessment of pharmacy performance.



# Commentary



## Positive Comments

The 72 positive comments centred on the following 9 topics (please note some comments referred to more than one topic):

**Customer Care** [27 comments] including remarks on friendliness and helpfulness [16] with observations on the caring approach of staff who in some cases went “that extra mile”. Other comments [6] referred to prompt responses to questions, where necessary by contacting the GP. Others again [5] mentioned being given specific personal advice, with 2 saying this took place in a private room.

**Length of Waiting Time** [13 comments] including duration of wait [4] with times ranging between 5 and 20 minutes. There were general comments [4] about not having an issue with waiting times and others [3] on medication always being ready on the given date, or arriving when required. There was one comment on pharmacy staff doing their best to keep waiting times to a minimum, and one praising the benefits of on-line or over-the-phone ordering.

**Ease of Access** [8 comments] including comments [3] on good accessibility for people with mobility issues, whether by a ramp, minimal number of steps, or assistance from staff. Processes for people with a hearing impairment were mentioned [3] and the convenience of a pharmacy being located alongside a GP practice [2].

**Availability of Medication** [7 comments] potentially referring either to overall availability of a treatment on the market, and to pharmacies having medications in stock when needed. There were general observations [2] about not having an issue with repeat prescriptions and comments [2] about next-day supply if a medication was not in stock initially. 1 remark was about being given good information on when a supply would be provided and 1 comment made reference to alternative brands being supplied if there were an interruption to supply. There was 1 appreciative comment on a pharmacy keeping an unusual medication in stock for one individual.

**Communication** [6 comments] referring to direct contact between customer and pharmacy. There were general comments [2] about the good quality of communication with pharmacy staff. Other remarks [2] referred to the reliability of text messages and [2] to the convenience of telephone communication.

**General Management** [6 comments] refers to the liaison process between G.P. practice and pharmacy from issue of prescription to collection of medication. There were general positive comments [2] about the process, as well as comments [3] on the benefits of electronic communication between G.P. practice and pharmacy. 1 comment spoke of the importance of understanding the system and having realistic expectations.

**Pharmacy Management** [3 comments] refers to the administrative process within the pharmacy itself. 2 comments mentioned efficient handling batch or repeat prescriptions, and 1 spoke of handing in a prescription one day before collection, which was felt to work well.

**Financial Issues** [1 comment] could refer to issues with payment or to claiming financial help. This 1 comment mentioned the usefulness of purchasing a yearly prescription payment card.

**Specific Services** [1 comment] praised the availability of influenza vaccinations at a specific pharmacy.

## Negative Comments

The 97 negative comments centred on the following 8 topics (please note some comments referred to more than one topic):

**Pharmacy Management** [20 comments] refers to the administrative process within the pharmacy itself. 5 comments mentioned medications not being held in stock when needed, whether for commonly-used items, or items used by individuals on a repeat basis. 5 comments related to staff difficulty in locating relevant paperwork or prepared medications, whilst a further 3 remarks related to delays in medication being ready at the anticipated time. There was 1 comment on each of the following: Ordering of Medications, Incorrect written instructions on medication, Preparation of incorrect medication, Problems with transfer from one pharmacy to another and Issues with a system for obtaining prescriptions direct from pharmacies.

**Ease of Access** [19 comments] includes comments [7] on ease of getting to the pharmacy for people with mobility issues, and another 4 mentioning absent or limited seating. (Several respondents reported being advised to do some shopping whilst waiting, at a pharmacy set within a larger retail unit). Other comments [3] refer to the distance of a pharmacy from people's local community, and the need to make return trips. Another 3 mentioned issues with opening hours or telephone contact. 1 comment each was received on the following: Difficulty queuing for individual with a mobility problem, Contact problems for individual with a hearing impairment and Memory issues concerning advance instructions given by pharmacy staff.

**Length of Waiting Time** [18 comments] included 10 general comments about the length of wait for medication to be ready, and 5 mentioning long queues for service. There were also comments about an apparent lack of sufficient staff [2] and about the slow pace of service [1].

**Availability of Medication** [14 comments] referring both to overall availability of a treatment on the market, and to pharmacies having medications in stock when needed. Several comments [4] related to items not being kept in stock. 3 comments referred to the effects on individuals of the cessation of production or local approval of specific medication products. There were 3 general comments on availability, and 2 on insufficient supply provided at any one time. 1 comment related to poor quality of an item supplied, whilst 1 further remark spoke of a different brand of medication being provided.

**General Management** [10 comments] refers to the liaison process between G.P. practice and pharmacy from issue of prescription to collection of medication. Several comments [4] referred to delays in the process, ascribed variously to the G.P. practice or the pharmacy. 3 comments referred in more general terms to lack of co-ordination, and another 2 to changes in administrative systems not being helpful. There was 1 comment relating specifically to inconsistent service from staff within a G.P. practice.

**Communication** [8 comments] referring to direct contact between customer and pharmacy. 3 comments referred to communication barriers encountered by customers with a hearing impairment. 3 comments related to issues with text communications about medication orders. Other comments [2] referred to difficulties in getting to speak to a pharmacist rather than an assistant.

**Customer Care** [6 comments] included comments [2] on the attitude or demeanour of staff, 1 comment on insufficient numbers of staff to offer good customer care, and 1 suggestion that a specific staff member deal with “difficult problems”. 1 comment referred to an incident of poor service experienced by a person with a hearing impairment, and 1 general comment on unhelpfulness of staff at a specific pharmacy.

**Financial Issues** [4 comments] could refer to issues with payment or to claiming financial help. Feedback consisted of queries [2] about the process for claiming financial help, and others [2] about inappropriate charging for medication, one of these about VAT charged for an exempt item.

## **Mixed Comments**

The 20 mixed comments centred on the following 5 topics:

**Availability of Medication** [9 comments] referring either to overall availability of a treatment on the market, and to pharmacies having medications in stock when needed. Some comments [5] referred to isolated occasions of interrupted or incomplete supply in an otherwise positive picture, other remarks [4] related to changes to medications available, and the temporary effects of this within an overall positive context.

**General Management** [5 comments] refers to the liaison process between G.P. practice and pharmacy from issue of prescription to collection of medication. Most comments [4] related to frequent delays, though staff tried hard to help; the 1 remaining comment referred to a poor service at a previous pharmacy contrasting with an improved outlook at one used currently.

**Ease of Access** [3 comments] including 1 contrasting the positives of co-location with a GP practice with restrictions to opening hours, 1 contrasting the amount of space available in two local pharmacies, and 1 other comment about a pharmacy being accessible now, but likely to cause issues should mobility decline with age.

**Communication** [2 comments] referring to direct contact between customer and pharmacy. 1 observation contrasted levels of help available for people with a hearing impairment between two local pharmacies. 1 other comment contrasted the general level of service with a specific problem with receipt of a text notification about medication being ready.

**Length of Waiting Time** [1 comment] referring to the presence of a queue, but the helpfulness of staff in having items ready for collection.

## **Neutral or Unclear Comments**

The 7 neutral or unclear comments centred on the following 3 topics:

**Financial Issues** [3 comments], each of which was a query about prescription costs.

**Length of Waiting Time** [2 comments], 1 person commenting they found this “acceptable”, 1 other commenting on “understandable” delays due to long queues during the tourist season.

**Process** [2 comments] being queries about confidentiality about e-mail communication, and about level of refrigeration for medication transport.



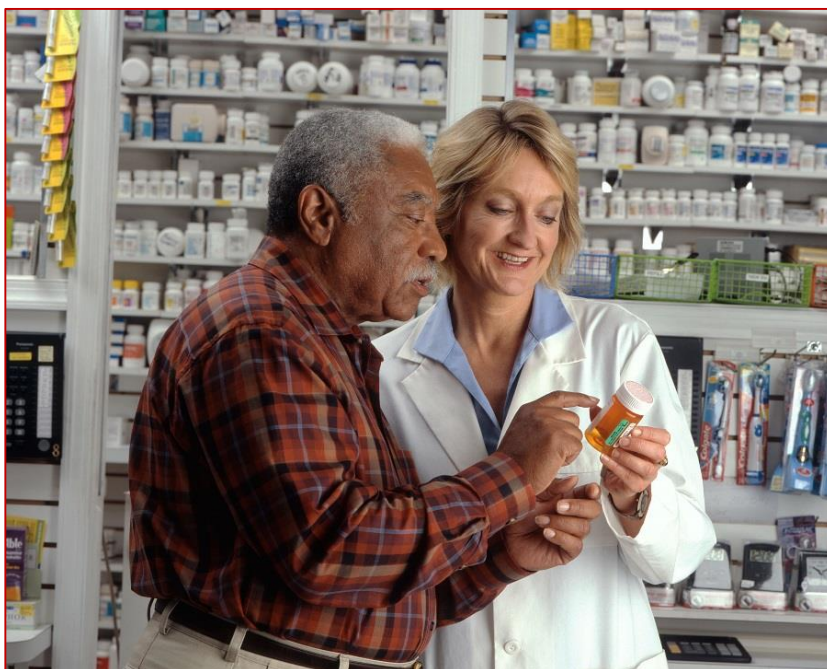
## Features of the Questionnaire Survey

The questionnaire survey was open for responses between 24<sup>th</sup> September and 16<sup>th</sup> October 2015. Charts outlining the response level to multiple choice questions are given on pages 20 - 25.

23 hard-copy questionnaires were returned; the remaining 67 responses were completed on-line.

Responses were received from people living in every post-code area of the Isle of Wight with the exception of PO41 (Yarmouth). However, it should be noted that not all respondents completed the postcode question, and that several questionnaire responses related to the pharmacy in Yarmouth.

The highest number of responses came from the PO40 area (Sandown). It should be noted that this area includes the community of Brading. At the time of the survey this community was the centre of local discussion centred on a decision on whether or not a pharmacy would be provided there.



Just over two thirds of survey respondents said they were female, with the most numerous age-group amongst respondents being 60 - 79 years.



## Detailed Comments

	<b>Isle of Wight Pharmacies - Positive Comments</b>	<b>Topic</b>
1	Customer says that if any medication is unavailable, a date is always given by the pharmacy when it will be available	Availability of Medication
2	Customer says that if any medication is not in stock it is available the next day	Availability of Medications
3	Customer comments they often get different brand of tablets	Availability of Medications
4	Customer reports no issues with medication availability	Availability of Medications
5	Customer reports that pharmacy now orders enough stock for their specific needs, and felt this was going that extra mile	Availability of Medications
6	Customer with ongoing medication needs has to put in a repeat prescription every 3-4 weeks and has not had any problems getting this medication	Availability of Medications,
7	Hard of hearing customer. Takes no more than a day to receive medication after handing in prescription. More uncommon medication needs ordering and the pharmacy is able to get this the next day	Availability of Medications
8	Former nurse finds it easy to communicate with all Healthcare professionals and agencies	Communication
9	Receives a phone call when tablets are ready for collection	Communication
10	Text is sent when prescription is ready	Communication
11	Text sent when medications are ready for collection; customer says pharmacy staff are easy to speak to by telephone	Communication
12	Very pleasant pharmacist, easy to talk to and a pleasure to see. Always very welcoming, willing to listen to any queries	Communication
13	Pharmacist always available to talk on phone, nothing is ever too much trouble	Communication
14	Always found staff cheerful and very helpful	Customer Care
15	Always helpful with new medicines and advice thereof. Excellent communications and help with prescriptions	Customer Care
16	Always reliable, accurate and helpful	Customer Care
17	Always willing to help or explain things when necessary	Customer Care
18	Efficient, helpful and knowledgeable. Customer couldn't find fault with service	Customer Care
19	Excellent customer service - a friendly and helpful team	Customer Care
20	If medications are not readily available, customer receives personal service	Customer Care
21	If there is a wait always given a reason and an apology for being kept waiting	Customer Care
22	Local pharmacy are very prompt and if there is a query will contact the GP on customer's behalf	Customer Care
23	Local pharmacy staff are always friendly, helpful and efficient	Customer care

24	Pharmacist is always quick with their service. They always check details before giving medication and explain about any new meds prescribed	Customer Care
25	Customer always found staff and pharmacist very helpful	Customer Care
26	Customer feels that staff are unfailingly pleasant and helpful. No request or question is ever too much trouble to answer	Customer Care
27	Customer finds the staff and pharmacist friendly and interested. Due to complex conditions, sometimes needs to discuss options with staff. A private room can be used if needed and the customer feels treated as an adult	Customer Care
28	Customer receives a friendly welcome and staff are very polite, always willing to listen and help	Customer Care
29	Customer reports staff are helpful and understanding and that the pharmacist has a caring manner. This helps to put their mind at rest when dealing with difficult outcomes. Patient was also offered various alternatives after reacting badly to a specific medication	Customer Care
30	Customer reports that pharmacy is very friendly and approachable. "Always bend over backwards to meet your needs"	Customer Care
31	Patient was very impressed with pharmacy consultations for minor ailments, together with pharmacy prescriptions	Customer Care
32	Customer says that all staff are very helpful, polite and courteous	Customer Care
33	Pharmacy are always helpful and will return calls with the information required	Customer Care
34	Pharmacy is very caring. Used Pharmacy First, before making appointments at the Surgery. Pharmacy have referred patient to a Doctor when they thought necessary. Otherwise has given me simple medications under Pharmacy First	Customer Care
35	Pharmacy staff address customer personally and have had regular medication reviews. Customer feels comfortable questioning any delay and staff respond promptly	Customer Care
36	Staff always polite always willing to help	Customer Care
37	Staff are all friendly. They are kind and helpful more than 90% of the time	Customer Care
38	The pharmacy staff are helpful and are always ready to assist. The process is prompt with first-class customer care	Customer Care
39	The pharmacy this customer uses is "brilliant". Says that the pharmacist knows as much about them as their GP	Customer Care
40	This customer's pharmacy has a good understand very helpful. 5 star rating! Excellent response from them reading blood test results and recommending vitamin supplements upon request	Customer Care
41	Access is very easy even though patient has difficulty opening doors with their hands. The pharmacy is near the doctors and is convenient	Ease of Access
42	Access very easy - use slope, not steps, collect prescriptions when patient can park outside	Ease of Access
43	Car park is very close to the pharmacy	Ease of Access
44	The customer has a hearing impairment, uses a repeat prescription and are able to hand them in	Ease of Access
45	This customer has a hearing impairment. When arranging their prescription, medication is delivered to their home within a week after calling	Ease of Access

46	Customer with a hearing impairment says “never had any hiccups with getting my prescriptions”	Ease of Access
47	Local pharmacy has a few steps but if unable to get up the steps goes and knocks on the window	Ease of Access
48	Since the pharmacy has been taken over by another company, the area has become much more clean, bright & roomy. There is also a new private room to chat about things and yearly prescription checks	Ease of Access
49	No issues with payment - I purchase a yearly prescription payment card	Financial Issues
50	Customer feels that the process between issue of prescription and collection very good – They understand the process and plan accordingly. Feels that others have unreasonable expectations	General Management
51	Customer reports that medications can be collected day after repeat prescription is put in at the surgery - very reliable indeed	General Management
52	Pharmacy usually requests for their prescription from the GP automatically and will call customer if there are any issues. Occasionally the medication does get out of sync but this is usually after a dosage change	General Management
53	Customer’s prescriptions are sent electronically from the surgery, and usually collect it 24 hours later	General Management
54	Process from issue to collection very good - advice given if required	General Management
55	Customer has repeat prescriptions that requires liaison between pharmacy and GP. Using this system for the past 4.5 years and has always worked well	General Management,
56	Length of wait 10 to 15 minutes	Length of Waiting Time
57	Medications are always ready on given date	Length of Waiting Time
58	No problems over length of wait	Length of Waiting Time
59	Customer orders online or over the phone and it’s ready to collect, no waiting.	Length of Waiting Time
60	Customer reports they have had no problems with waiting more than 10 mins or are asked to come back if they had any shopping to do	Length of Waiting Time
61	Customer reports they have never had to wait long for assistance	Length of Waiting Time
62	Pharmacy fills in prescriptions whilst you wait. Patient has never waited more than 5 minutes	Length of Waiting Time
63	Service is mostly pretty quick & there is seating available if waiting	Length of Waiting Time
64	Wait - Usually 20 mins or call in later	Length of Waiting Time
65	Wait usually about 10 minutes	Length of Waiting Time
66	Waiting - no problem with this	Length of Waiting Time
67	Waiting time excellent, pharmacy rang to ask what is required, they then contact GP with delivery - always ring one week before medication due, so as it arrived when required	Length of Waiting Time

68	Customer says the pharmacists always work very hard and try to keep waiting times to a minimum	Length of Waiting Times
69	Batch prescription always ready for collection	Pharmacy Management
70	Medication and repeat prescription always ready to collect on time	Pharmacy Management
71	Customer always drops in their prescription, and collect it the next day. This is the easiest option for them	Pharmacy Management
72	The pharmacy also provides annual flu shots, which is great in avoiding queuing at the local Medical Practice - worth paying for	Specific Services
	<b>Isle of Wight Pharmacies - Negative Comments</b>	<b>Topic</b>
73	A child is prescribed inhaler but they can only get one at a time, this makes life difficult if an inhaler gets mislaid	Availability of Medications
74	Customer was prescribed surgical stockings. These fit badly and do not support dressing, so they have to buy their own privately	Availability of Medications
75	A medication became completely unavailable and it was a complex and stressful situation to find a good alternative	Availability of Medication
76	Medicine has not always been readily available - it sometimes need chasing up	Availability of Medication
77	Medicines mostly available, but sometimes an item is replaced with a different brand	Availability of Medication
78	A specific medication became completely unavailable a few years ago, causing worry. Some difficulties getting it changed to the sustained-release version, which the pharmacy had difficulty finding	Availability of Medication
79	Prescriptions are often not fully supplied with items missing	Availability of Medication
80	Not always in stock or have to have a generic substitute	Availability of Medication
81	Sometimes process goes smoothly, but often customer has to go back to collect items that are not in stock	Availability of Medication
82	Waiting time is more than a day. Customer says they have had the same prescription filled every month for several years, but still the pharmacy does not have them in stock and has to keep coming back to get them	Availability of Medication
83	Customer feels wait is too long and says medicines not always available	Availability of Medication, Length of Waiting Time
84	Customer says that local pharmacy never have enough drugs. They are supposed to be prescribed 16 weeks at a time. That is why they have opted for the mailing option	Availability of Medications
85	Customer has a number of regular medications, several of which are not held in stock. Regularly has owing stickers for some or all of the tablets. Despite being needed regularly, the pharmacy does not stock these medications	Availability of Medications
86	Customer has a very severe long-term illness. Used to take a specific medication that helped with daily living. This is no longer made available by the local commissioner. Has not been able to find an effective alternative	Availability of Medications
87	Communication difficult due to being a bit deaf	Communication

88	It is harder to get to speak to a pharmacist. Customer can usually speak to an assistant but have to wait in a queue	Communication
89	Never ready when collect medication despite being texted to say it is ready	Communication
90	Customer asked to speak to the pharmacist. They expected a staff member to get them. Waited and waited - ended up getting the pharmacist's attention herself	Communication
91	Customer was sent a text to say medication was ready to collect. When they arrived pharmacy said medication was not ready	Communication
92	Customer with a hearing impairment says: "Chemist staff don't know how to communicate with me"	Communication
93	Customer with a hearing impairment says the pharmacist talks very quietly and the attitude of the staff is often rude	Communication
94	Has used the repeat medication service. Text messages are not always sent to confirm that prescriptions are ready and patient has had to follow up. It's an issue when they have to travel far to get to their pharmacy	Communication
95	Customer says more staff are needed to serve	Customer care
96	Customer says staff are polite but not helpful at all	Customer Care
97	Customer says that communicating with the staff is difficult. One of the pharmacists appears either bored or sullen all the time. Patient would not bother asking the pharmacist anything again	Customer Care
98	Customer says that there is long queue and staff ignore and never apologise to their customers. Describes customer care as "practically non-existent"	Customer Care
99	Customer with a hearing impairment had a very bad experience with a specific local pharmacy when arranging their prescription	Customer care
100	Customer feels pharmacy should have someone separate to deal with difficult problems	Customer Care
101	Access average - parking can be a nightmare around local Pharmacy	Ease of Access
102	Access is difficult- Have problems with walking and the use of stairs	Ease of Access
103	A pharmacy set within a larger retail unit is a long way from the entrance and there is no seating. Customer reports always advised to shop for 20-30 minutes whilst waiting	Ease of Access
104	Patient with a hearing impairment cannot contact their pharmacy, only when the pharmacy calls them. Otherwise they have to get in touch through Wight Care	Ease of Access
105	Customer says that access difficult because of an uphill entrance to their local pharmacy	Ease of Access
106	Customer who does not drive has to travel long distance for prescriptions or pharmacy advice. Bus fares are expensive as receives minimum wage and the round trip takes time. There is no pharmacy where they live	Ease of Access
107	Customer has extreme walking difficulties and finds it very difficult to stand in line in the queue. Feels the underutilised taxi rank outside should be turned into a disabled parking bay	Ease of Access
108	Customer is disabled and suffering from MS. Needs to park close to collect prescriptions. They would appreciate it if local pharmacy can obtain information and other immediate personal items	Ease of Access

109	Customer is not always mobile and has to travel a distance to get to nearest pharmacies. Parking can also be difficult	Ease of Access
110	Customer often forgets the 7-day notice required by the chemist. "Due to old age"	Ease of Access
111	Customer has great difficulty walking especially up-steps. This creates difficulties when taking the bus as the pharmacy is some distance away.	Ease of Access
112	Patient uses a stick and finds steps difficult. "Getting in and out of the pharmacy whilst trying to hold open the door and use my stick and get up the steps all at the same time make me unsteady"	Ease of Access
113	Patient usually telephones the pharmacy they use. However, there is no one available between 1-2pm	Ease of Access
114	Later opening times would help for those at work. At one point patient had to visit pharmacy three times before script was correct. Patient finds need to be well-organised and order in advance by at least 3-4 days	Ease of Access, Pharmacy Management
115	Pharmacy is the nearest to customer's home does not even have a chair to sit down and wait, and the wait is always 20 mins plus. The next closest pharmacy seem to have long lunch breaks	Ease of Access, Length of Waiting Time
116	Customer has to chase surgery when prescriptions are not received. On these occasions it means another car journey back	Ease of Access, General Management
117	Customer needs to sit down sometimes, due to health matters. There are 2 chairs available	Ease of Access
118	Health - Prescription Charges HC2 (NHS low income scheme) expired, client unaware would be charged now in debt	Financial Issues
119	NHS Prescription fees no longer free – complete HC1 form	Financial Issues
120	Customer had to pay full price for prescription although they are a full time student.	Financial Issues
121	Payment issue on one occasion - was charged VAT on a device later found out to be VAT exempt	Financial Issues
122	Electronic sending of prescriptions has made no difference to the time before the script can be collected. Problem seems mostly to be with surgery	General Management
123	Not always communication between pharmacy and GP surgery	General Management
124	Surgery claimed prescription had been sent, but pharmacy said it had not been received. Carer had to make several visits as by the time the prescription arrived the medication in question was no longer in stock	General Management, Availability of Medication
125	Communication poor - there seems to be confusion between the medical practice and the pharmacy	General Management
126	Getting a prescription repeat via health centre rests on mood of the controller i.e. the receptionist	General Management
127	It takes a full week from taking in repeat prescriptions to collection. Customer feels this is far too long. Believes most of the delay is from the surgery. If the prescription follows a same day visit to the GP service is good	General Management
128	It took 11 days to collect a prescription due to a series of hold-ups involving both pharmacy & GP surgery	General Management

129	Customer reports a week's wait for medication to be delivered and feels it is because doctors have repeat prescriptions for a long time before signing	General Management
130	Customer says that the orders sometimes are not sent from the GP to the pharmacy. At other times the order appears to be lost by the pharmacy. Sometimes an order has been sent but is not ready when the customer arrives	General Management
131	The system changed and prescriptions disappeared. Person is trying to do without them because they feel it is too much trouble	General Management
132	Customer says service can be very slow, which is frustrating when feeling poorly	Length of Waiting Time
133	A combined dental and GP clinic share specific community pharmacy where it seems to take a long time to get a prescription delivered	Length of Waiting Time
134	Have to wait a long time to get prescriptions	Length of Waiting Time
135	Customer says that their pharmacy is always under pressure. There are long delays waiting in queue on a regular basis	Length of Waiting Time
136	Customer says that their small pharmacy always has long queues. Wait is too long and medicines not always available	Length of Waiting Time
137	Customer says there are not enough staff on duty to cope with the foot-fall. Because of the length of time customer has previously had to wait, they now drop off prescription and pick up later	Length of Waiting Time
138	Customer feels that pharmacy is under-staffed leading to delays. There is always a 30-40 minute walk in wait time	Length of Waiting Time
139	Customer had to wait for more than 40 minutes in the pharmacy on 2 separate occasions. Even when prescription left to be picked up later, waiting time is always over 20 minutes	Length of Waiting Time
140	Customer usually goes away and returns for prescription. It is common not to have the item in either local pharmacy and to have to wait, even for antibiotics. Pleased there are pharmacies locally, however	Length of Waiting Time
141	Customer says their pharmacy has a minimum of 1/2 hr wait	Length of Waiting Time
142	Queue is always very long. Waiting time on average is 5 - 10mins just to get to the counter	Length of Waiting Time
143	Time limits; frequently have slow-moving queue	Length of Waiting Time
144	Customer finds wait often quiet long	Length of Waiting Time
145	Waiting times - Sometimes frustrating when prescription cannot be completed and have to return another day. Very inconvenient - especially if going away for any length of time	Length of Waiting Time
146	When a customer was arranging a prescription, the chemist said that there may be delays at the medical centre	Length of Waiting Time
147	Wait - 1/2 an hour to one week plus. There is always a big queue and feels that service is painfully slow. Customer is often told that the prescription takes 20 minutes to half an hour to get ready. On return as advised, is still not ready	Length of Waiting Time & Availability of Medication.
148	Waiting times are often 15-to-25 minutes and are usually out of stock or there isn't enough of the medication prescribed	Length of Waiting Time



149	Pharmacy within larger retail unit always tells patient to wait at least 20 mins	Length of Waiting Time
150	Due to nature of a mental health condition, finds it hard to complain. Customer has a regular medication but it is not kept in stock. Has to be ordered each time with customer then having to return to collect	Pharmacy Management
151	Often have repeat prescription drugs to collect from them and they are not in or ready. More co-ordination needed	Pharmacy Management
152	Pharmacy often don't have customer's regular meds ready even though they use their 4 weekly system	Pharmacy Management
153	A specific pharmacy gave a customer someone else's drugs by mistake twice!	Pharmacy Management
154	Although customer had changed chemist they still received items from their previous pharmacy	Pharmacy Management
155	Free service to order repeat prescriptions direct from the pharmacy was beset by problems. Affected both pharmacies in a particular town	Pharmacy Management
156	On few occasions patient says pharmacy didn't have enough of the medication. Given a slip to collect the rest later. On return, collection was refused and customer was told that they should have collected them earlier	Pharmacy Management
157	Customer always has issues with their prescriptions. Either pharmacy doesn't have enough, or they have to wait. Sometimes the pharmacy can't find the prescription and tells the patient to go back to the GP and get another	Pharmacy Management
158	Customer feels that pharmacy is not coping with demand. Despite putting in the prescription many days before-hand, patient had to stand and wait for 30 mins to collect items. Always out of stock of 1 item	Pharmacy Management
159	Customer handed in a repeat prescription and was told to come back 7 days later. Returning 10 days later, staff couldn't find the prescription	Pharmacy Management
160	Patient received excellent care until discharged when they had to wait 4 hours to get their medication from the pharmacy. They missed an important event as a result	Pharmacy Management
161	Customer reports a failure in the online system for alerting them of problems before collecting medications. Goes to the pharmacy, waiting while problems addressed. Sometimes only receives half the order or has to revisit GP	Pharmacy Management
162	Customer reports repeat prescriptions getting lost or changes of repeat dates without being informed. A medication was out of stock and it took much effort and waiting to find an alternative, with no proactive pharmacy support	Pharmacy management
163	Customer says that pharmacies seem never to have full stock of prescribed drugs. Even common medicine not fully stocked meaning another visit	Pharmacy Management
164	Prescriptions are not always complete from a specific local pharmacy, sometimes no items at all, and there are delays. This causes a great deal of anxiety	Pharmacy Management
165	Sometimes customer needs drugs quickly and feels it would help to be able to order locally or on line and be delivered. With only one month's supply of drugs and if they leave the Island for 2 or 3 weeks they can run short. Service takes a day longer than patient's previous chemist	Pharmacy Management
166	Customer feels time is wasted by a lack of coherent working systems. Feels staff are in the "back office" rather than serving customers. Finds them having trouble finding documentation and actual prescriptions	Pharmacy Management

167	Customer feels prescriptions should be kept in a box in alphabetical order to avoid sifting through them each time	Pharmacy Management
168	Needs medication on a regular basis and finds pharmacy often makes mistakes; either wrong time or the wrong number of months which makes it very hard to know when the prescription is ready	Pharmacy Management
169	For some reason there is quite a delay in dispensing. No seats and expected to shop or pay for a coffee - Main issue is waiting when no seating or having to shop. Medications not always available	Pharmacy Management, Ease of Access
<b>Isle of Wight Pharmacies - Mixed Comments</b>		<b>Topic</b>
170	Medication not always available - Has to check medication as they seem to keep changing and upset me. Last 6 months has been ok	Availability of Medication
171	Medicines usually available - Except when 1 item was unavailable on the Island, and maybe nationally. It took about 9 days to get the alternative	Availability of Medication
172	Once this year there was a part order	Availability of Medication
173	Availability is good, but has to go back for extra sometimes	Availability of Medications
174	Medications not always readily available, but I'm always informed when it will be available - usually later in the day or the following day	Availability of Medications
175	Medicines available on most occasions. Changes have always been checked & explained. Customer doesn't like it when the brand of drug is changed however as it CAN make a difference!	Availability of Medications
176	Medicines have been readily available - Sometimes has to be ordered, but no major issues	Availability of Medications
177	One change by the CCG to save money there was a change in medication caused side effects but a further change seems to be suiting me now	Availability of Medications
178	Ordering system good, though I had to come back as the Pharmacist needed to order some of my medication	Availability of Medications
179	Patient has a hearing impairment and arranging prescriptions can be difficult, depending on which pharmacy. One pharmacy in particular they find the best as they take the time to understand	Communication
180	Usually a very good service. However, recently customer called in to ask about medication and was told pharmacy would send text when ready. No text received, meds late and missed weekend dose because chemist closed	Communication
181	The staff at local pharmacy are excellent and have time for everyone. Very different to other local pharmacy where they are cramped for space and rushed off their feet. Not a good experience for staff and customers	Ease of Access
182	Health centre and pharmacy are in same building and very convenient. Currently only open Monday-Fridays, but not on Saturdays which is inconvenient	Ease of Access
183	Patient has no issues with the pharmacy they use, but is concerned at not having a pharmacy where they live. Customer is in good health at present, but if this were to change it could be very difficult to access a pharmacy	Ease of Access
184	Previous pharmacy communication with GP was poor. Now moved to a different pharmacy and communication is now good	General Management

185	Process between issue and collection - variable. Often late, but they do try hard	General Management
186	Process between issue and collection good - occasional problems but not often	General Management
187	Process from issue to collection - Many teething problems initially but this was also due to GP surgery	General Management
188	Waiting time - Depends if there is a delay in the delivery but not often.	General Management
189	Sometimes a queue but when ordered a few days in advance the pharmacy usually have them ready and some of the staff even recognise me when I walk in now	Length of Waiting Time
<b>Isle of Wight Pharmacies - Unclear/Neutral Comments</b>		<b>Topic</b>
190	Benefits and help with NHS prescription costs	Financial
191	Benefits, disabled blue badge and help with prescription costs	Financial
192	Healthcare costs-help with NHS prescription & dental care on a low income	Financial
193	Pharmacy staff usually very busy, particularly in the summer when fulfilling tourist prescriptions as well. So it is understandable, but there should be a queuing system and seats with arms to help us wait	Length of Waiting Time
194	Waiting time acceptable	Length of Waiting Time
195	Query about confidentiality of email communications about medication.	Process
196	Query about the adequacy of refrigeration when transporting to the Isle of Wight.	Process

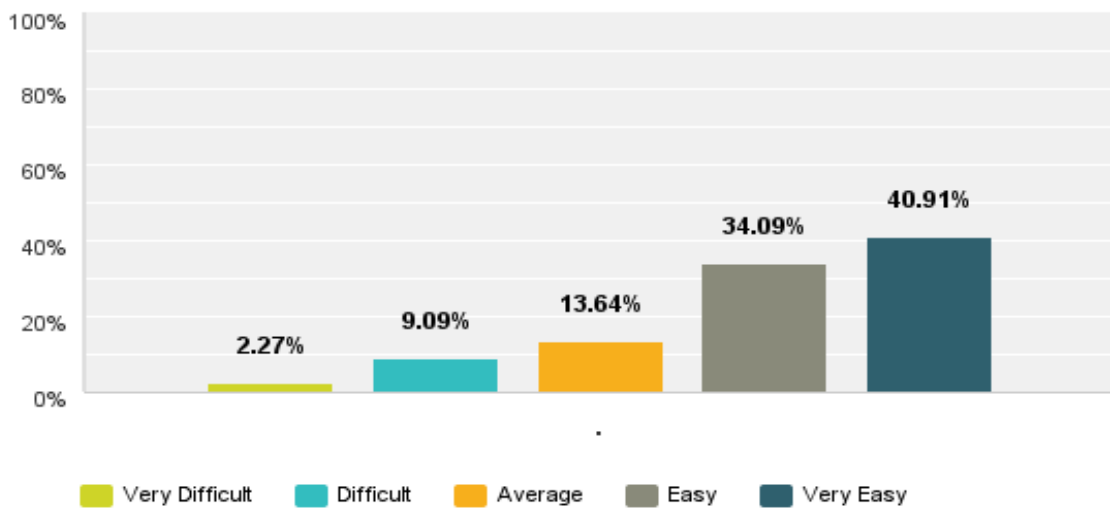




# Charts from Survey

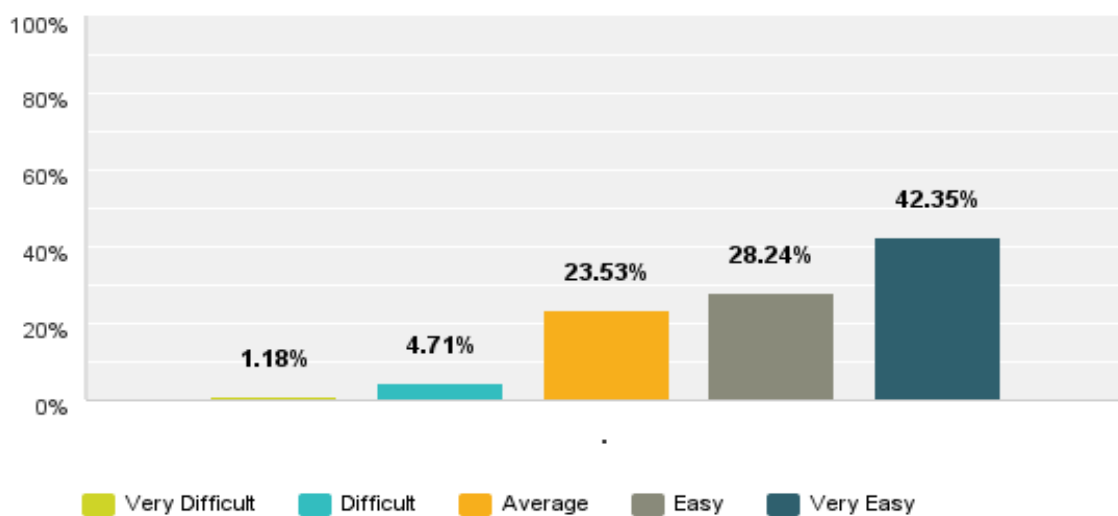
## Q1 How easy do you find it to access the services at your local pharmacy?

Answered: 88 Skipped: 2



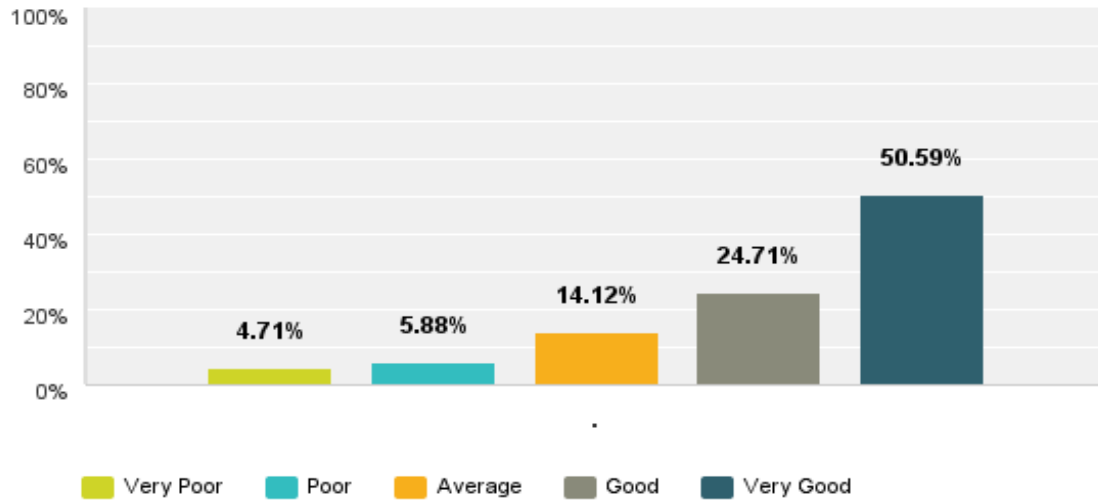
## Q4 How easy do you find it to communicate with your local pharmacy?

Answered: 85 Skipped: 5



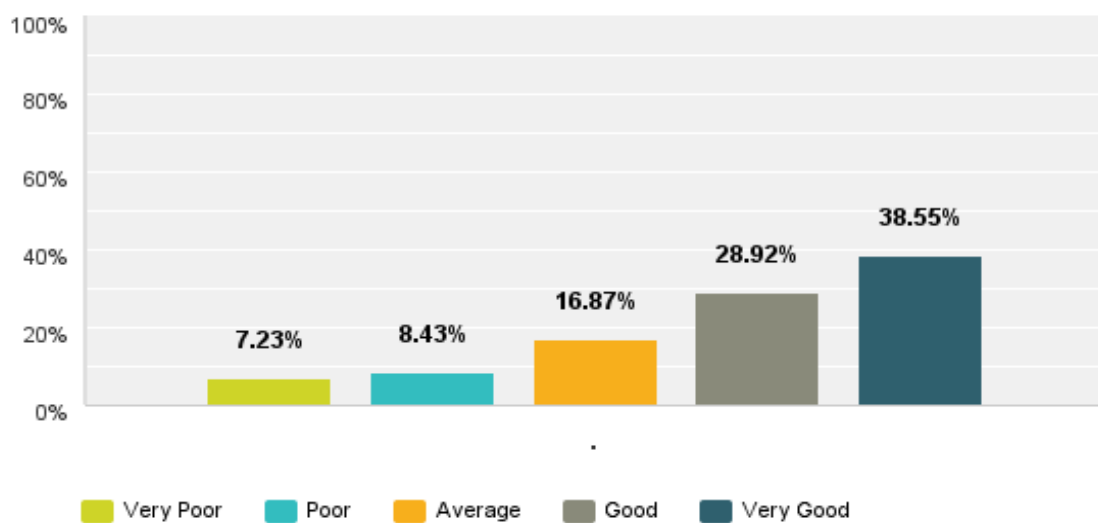
### Q7 What was the standard of the customer care you received?

Answered: 85 Skipped: 5



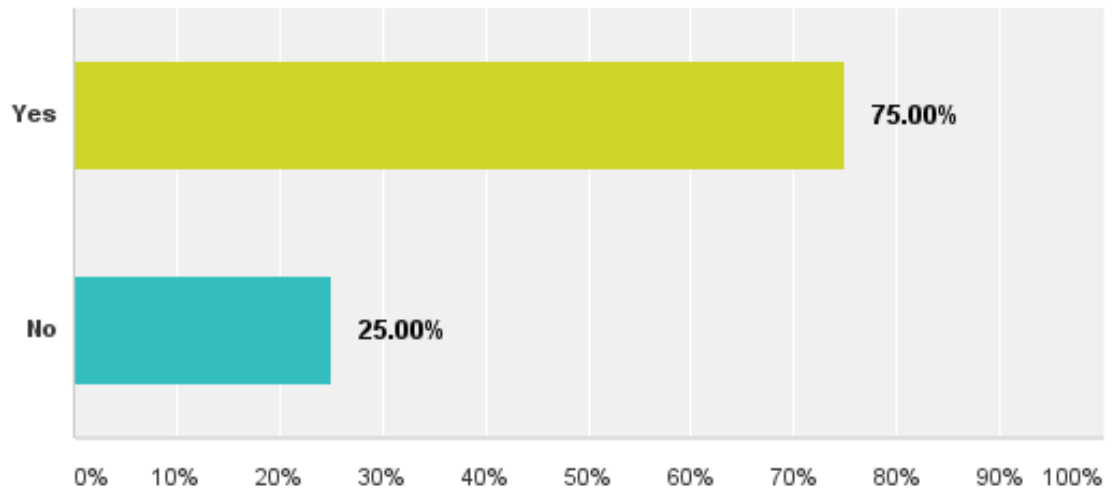
### Q10 How has the process been between the issuing of the prescription and the collection of the medication?

Answered: 83 Skipped: 7



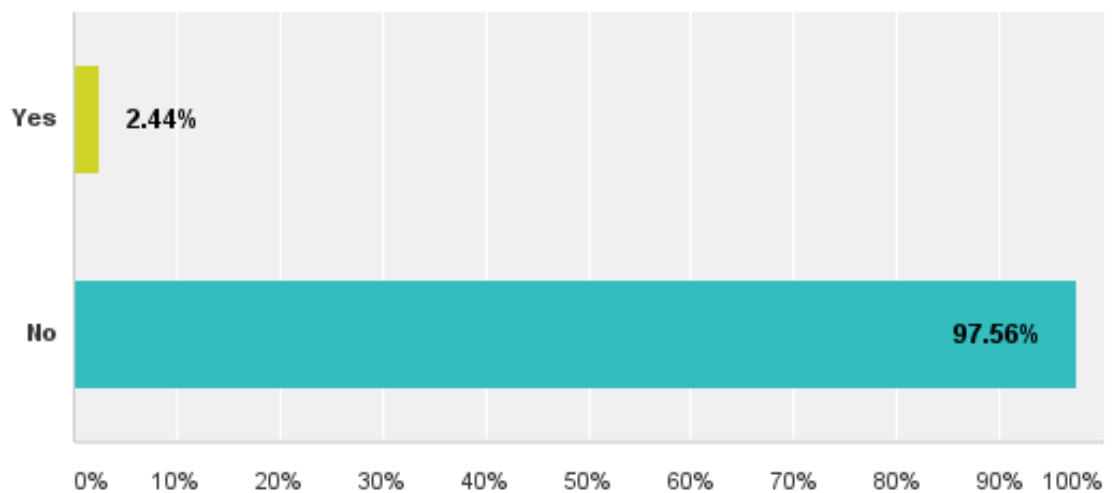
## Q12 Has the medicine recommended for you been readily available?

Answered: 80 Skipped: 10



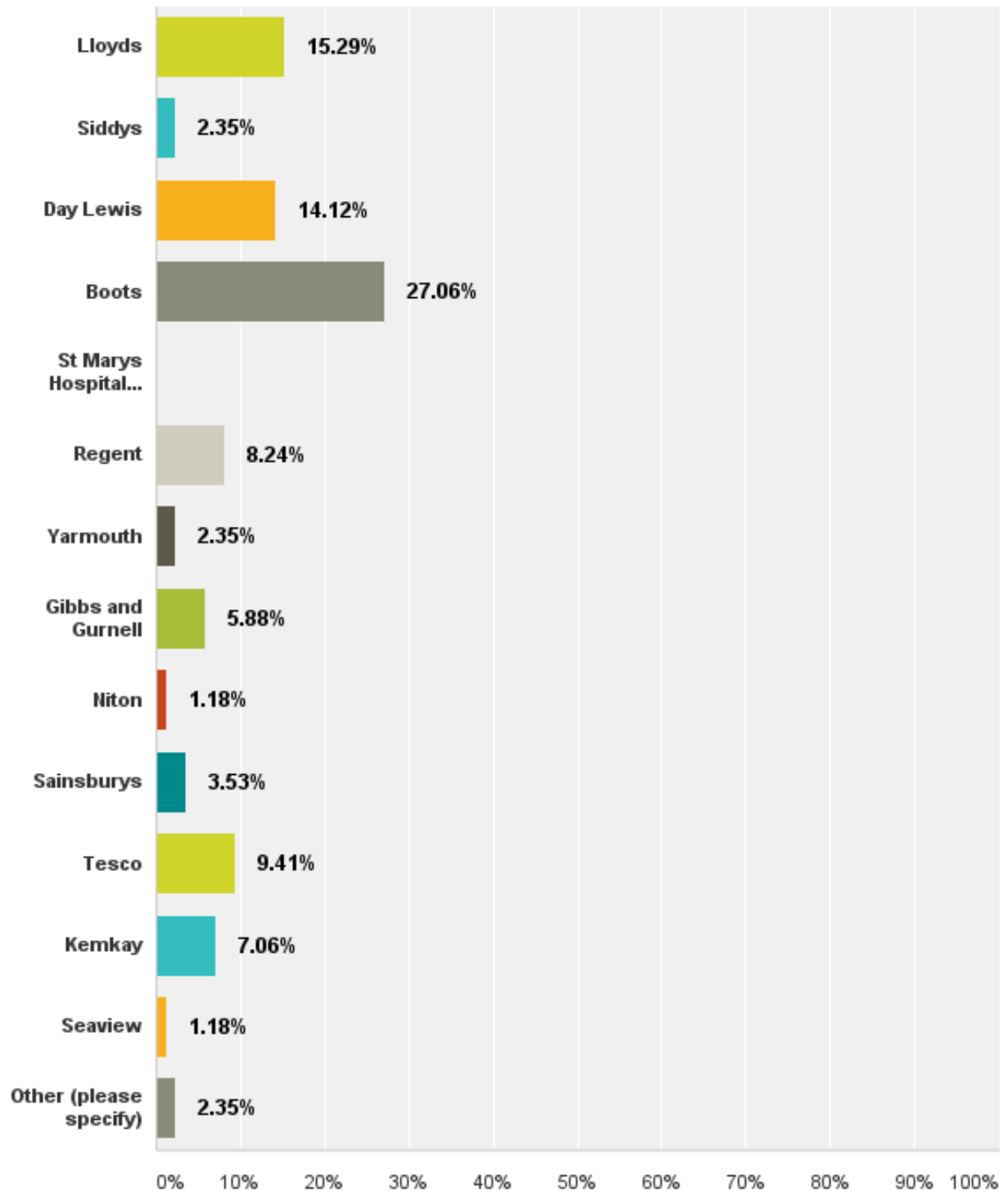
## Q13 Have you experienced any issues about payment or claiming financial help?

Answered: 82 Skipped: 8



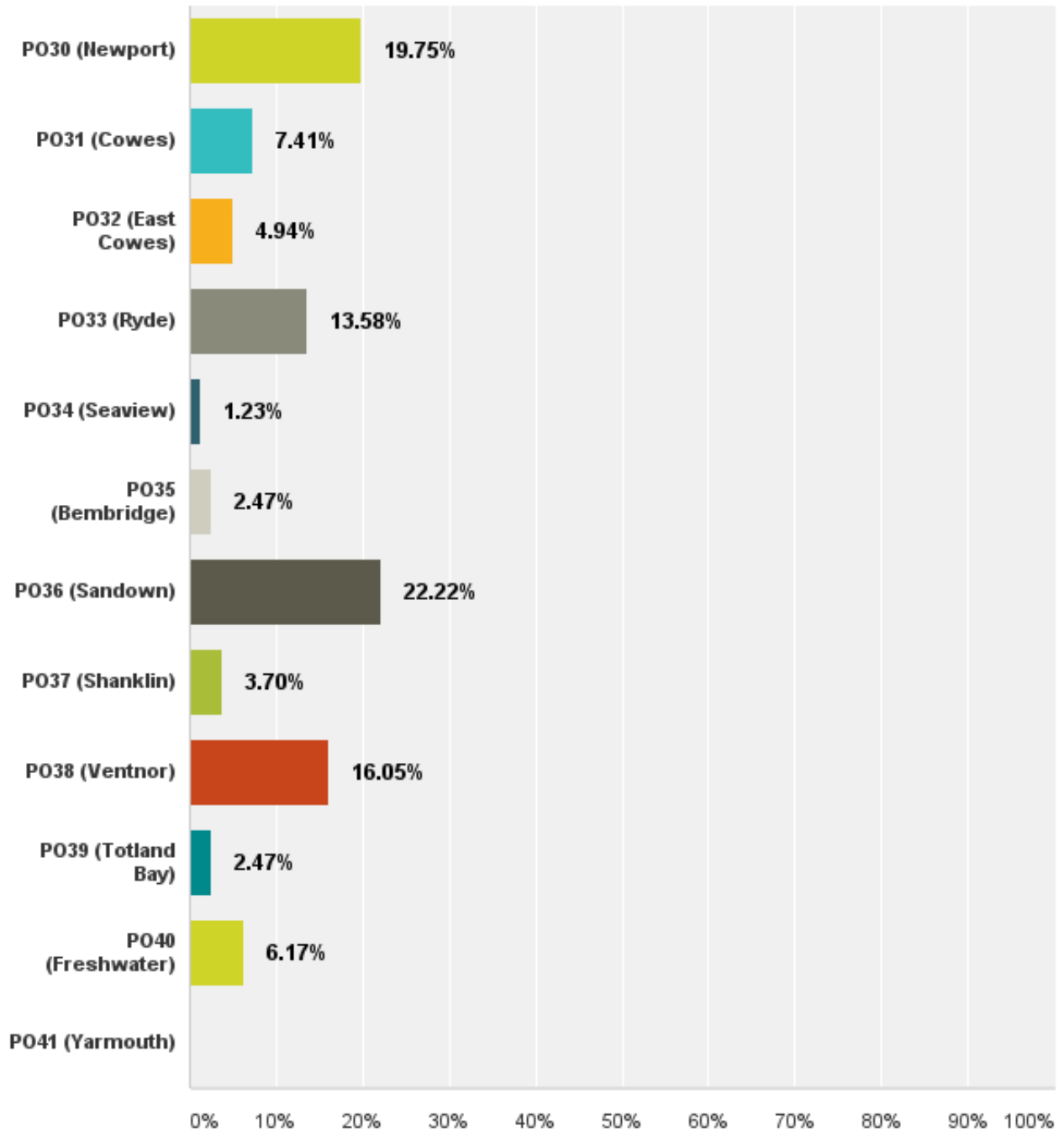
## Q14 Which pharmacy do your answers relate to?

Answered: 85 Skipped: 5



## Q15 Please select the first part of your postcode from the dropdown menu

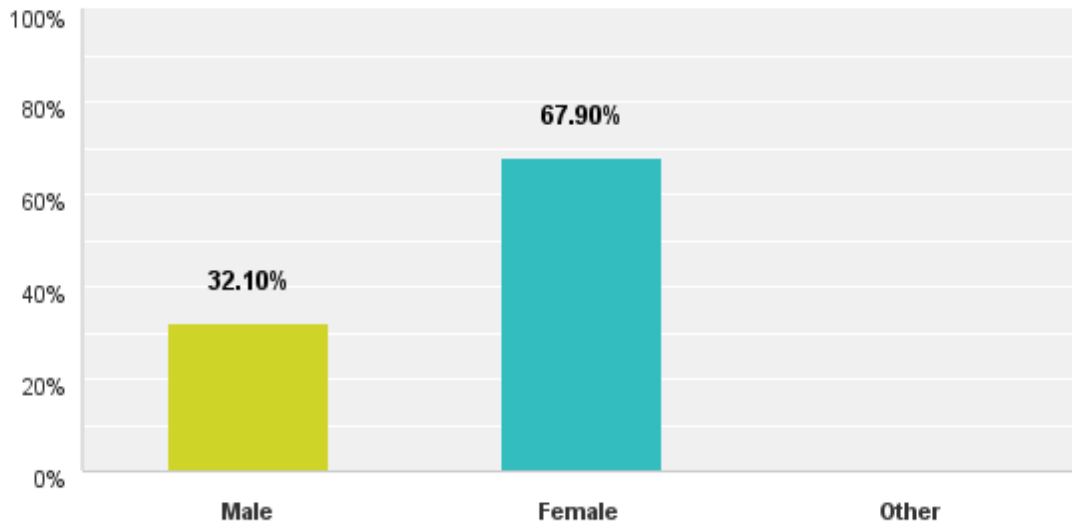
Answered: 81 Skipped: 9





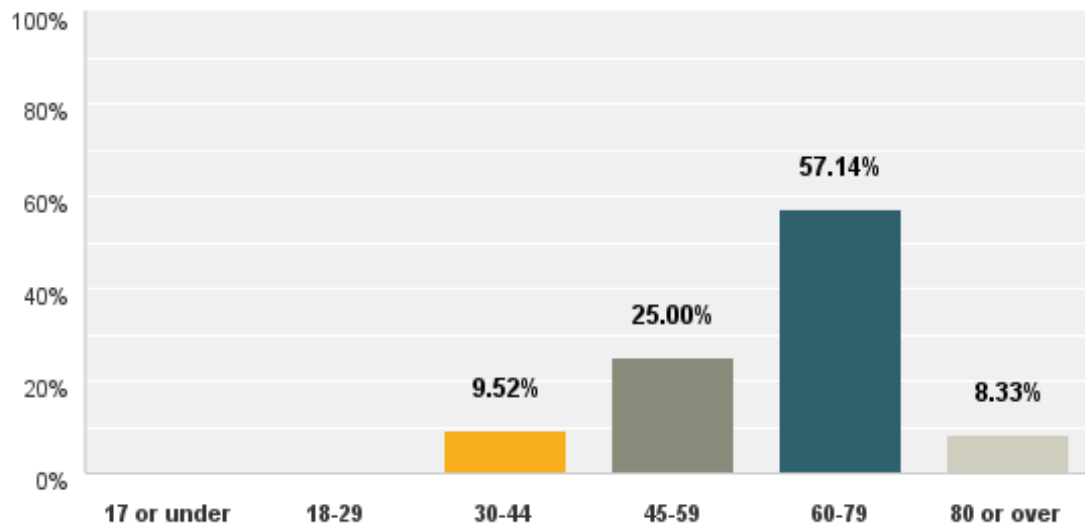
## Q16 Are you?

Answered: 81 Skipped: 9



## Q17 Age Group:

Answered: 84 Skipped: 6





## Appendix: Text of Questionnaire



### SURVEY – Using Your Local Pharmacy

*Healthwatch Isle of Wight is an independent local “watchdog” and signposting service. It works with decision-makers and service providers to help improve health and social care services on the Island.*

“Your Local Pharmacy” is a theme Healthwatch Isle of Wight is looking at in 2015. We would like to hear more about your experiences dealing with your local pharmacy.

Please take a few minutes to fill in this questionnaire. We want an up-to-date picture, so in all questions please answer **only about your experience since the beginning of 2015.**

*If you need this form in another format or version, please contact Healthwatch Isle of Wight on 01983 608608 or visit [www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)*

The questionnaire should take no longer than 15-20 minutes to fill in. The closing date is 16th October 2015

**Thank You!**

**1 – Ease of Access**

How easy do you find it to access the services at your local pharmacy?

**Very Difficult**

**Difficult**

**Average**

**Easy**

**Very Easy**

Do you have any specific access needs?

**Yes**

**No**

If so, please describe below.

If you would like to share your experiences or have any other comments, please describe below.

## 2 – Communication Issues

How easy do you find it to communicate with your local pharmacy?

**Very Difficult**

**Difficult**

**Average**

**Easy**

**Very Easy**

Do you have any specific communication needs?

**Yes**

**No**

If yes, please describe these below.

If you would like to share your experiences or have any other comments, please describe below.

### **3 – Staff Issues**

What was the standard of the customer care you received?

**Very Poor**

**Poor**

**Average**

**Good**

**Very Good**

Please give your comments below

#### ***4 – Length of Waiting Time***

Do you have any comments about the length of time you have to wait for your prescribed medicine? If so please put your comments below.

## 5 - Management Issues

How has the process been between the issuing of the prescription and the collection of the medication?

**Very Poor**

**Poor**

**Average**

**Good**

**Very Good**

**Please give your comments below.**

## **6 - Availability of Medications**

Has the medicine recommended for you been readily available?

**Yes**

**No**

Please make any comments below, including on any changes to availability of medication.



## **7 – Financial Issues**

Have you experienced any issues about payment or claiming financial help?

**Yes**

**No**

**If so please comment below.**

## 8 – Pharmacy

Which pharmacy do your answers relate to?

	<i>Please tick:</i>
Lloyds	
Siddys	
Day Lewis	
Boots	
St Marys Hospital Pharmacy	
Regent	
Yarmouth	
Gibbs and Gurnell	
Niton	
Sainsburys	
Tesco	
Kemkay	
Seaview	
Other (please specify)	

## 9 – About You!

Tick the box to let us know the first part of your postcode:

	Please tick one:
<b>PO30</b> (Newport)	<input type="checkbox"/>
<b>PO31</b> (Cowes)	<input type="checkbox"/>
<b>PO32</b> (East Cowes)	<input type="checkbox"/>
<b>PO33</b> (Ryde)	<input type="checkbox"/>
<b>PO34</b> (Seaview)	<input type="checkbox"/>
<b>PO35</b> (Bembridge)	<input type="checkbox"/>
<b>PO36</b> (Sandown)	<input type="checkbox"/>
<b>PO37</b> (Shanklin)	<input type="checkbox"/>
<b>PO38</b> (Ventnor)	<input type="checkbox"/>
<b>PO39</b> (Totland Bay)	<input type="checkbox"/>
<b>PO40</b> (Freshwater)	<input type="checkbox"/>
<b>PO41</b> (Yarmouth)	<input type="checkbox"/>

Are you?

**Male**

**Female**

**Other**

Age Group:

**17 or under**

**18 – 29**

**30 – 44**

**45 – 59**

**60 – 79**

**80 or over**

**This is an anonymous survey – names of the people taking part will not be recorded.**

**Any comments may be recorded on a secure data system and may be quoted in reports to service providers.**

**PLEASE RETURN TO THE FOLLOWING ADDRESS**

**by Friday 16<sup>th</sup> October 2015**

**Healthwatch Isle of Wight  
FREEPOST RTGR-BKRU-KUEL  
Riverside Centre  
The Quay  
Newport, Isle of Wight  
PO30 2QR**

**Thank you for filling in this questionnaire!**

**Healthwatch Isle of Wight may be contacted in the following ways:**

***In person:***

Healthwatch Isle of Wight  
Isle of Wight Citizens Advice Bureau  
Isle Help Advice Hub  
7 High Street  
NEWPORT  
Isle of Wight PO30 1SS

***By telephone:***

Tel: 01983 608608

Text: 07739 436600

***Online:***

[www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)

[Facebook.com/HealthwatchIOW](https://www.facebook.com/HealthwatchIOW)

[Twitter.com/HealthwatchIW](https://twitter.com/HealthwatchIW)

***By e-mail:***

[enquiries@healthwatchisleofwight.co.uk](mailto:enquiries@healthwatchisleofwight.co.uk)

***Or by post:***

FREEPOST RTGR-BKRU-KUEL  
Healthwatch Isle of Wight  
The Riverside Centre  
The Quay  
NEWPORT  
Isle of Wight PO30 2QR

