
healthwatch

Patient Experience Pharmacies



October – December 2020

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01

INTRODUCTION

INTRODUCTION

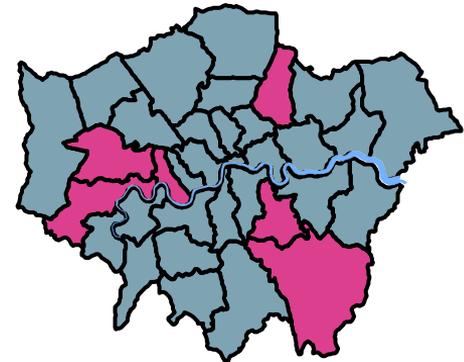
This Patient Experience Report for Healthwatch covers pharmacies in six London boroughs for the period October-December 2020. The Patient Experience Data Collection Programme comprises of ongoing in-person/telephone data collection and the Digital Feedback Centre which gather patient experiences all of which will be presented as they are received and considered as valid community opinion.

About Healthwatch

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in local boroughs across the country.

About Your Voice in Health and Social Care

Your Voice in Health and Social Care (YVHSC) holds the contracts for the following Healthwatch services: Healthwatch **Bromley**, Healthwatch **Hounslow**, Healthwatch **Ealing**, Healthwatch **Waltham Forest**, Healthwatch **Hammersmith & Fulham** and Healthwatch **Lewisham**.



02

DATA COLLECTION

DATA COLLECTION METHODS DURING COVID-19

FACE TO FACE CONVERSATIONS

Normally, our Patient Experience Officer, supported by a team of volunteers, visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. Due to COVID-19, we have been unable to carry out our traditional face to face visits in order to engage with patients and collect patient experience information from across the borough.

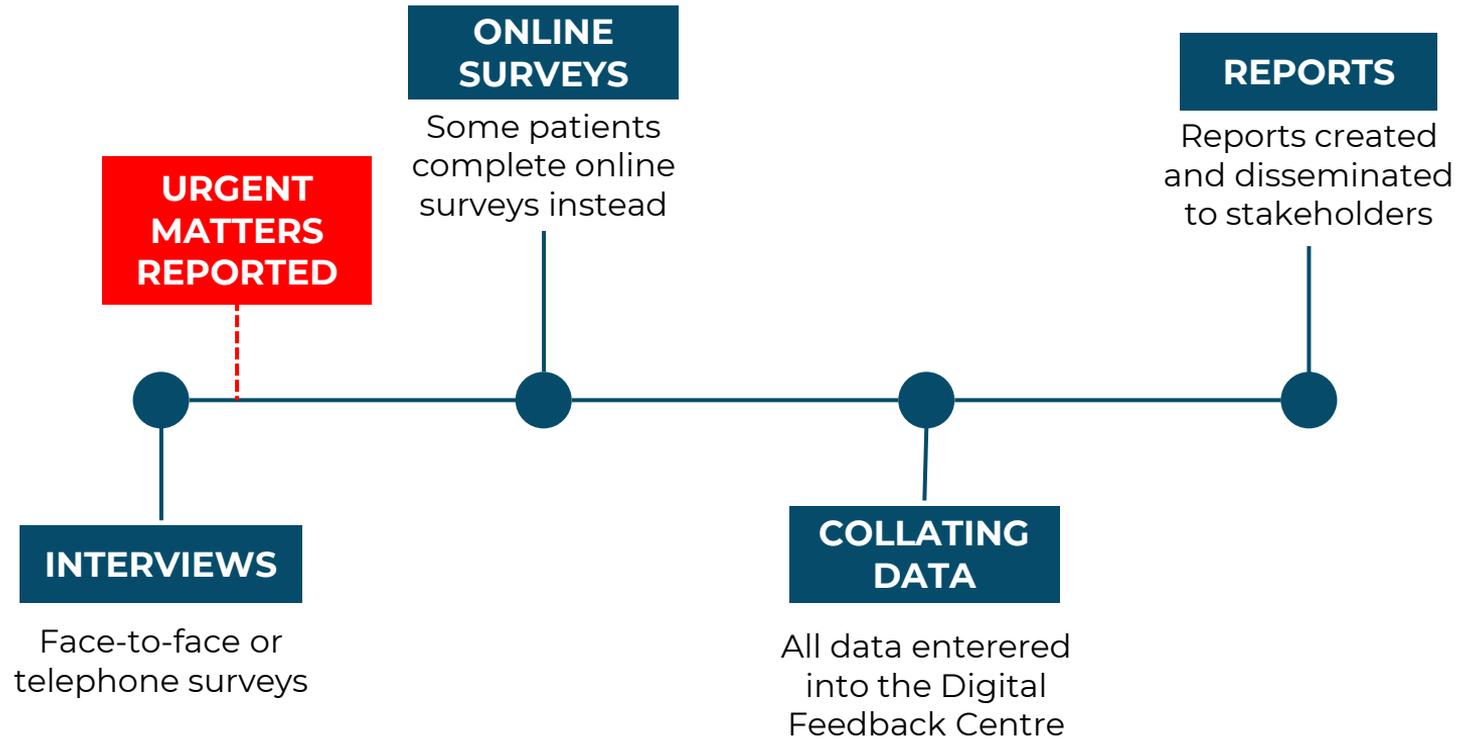


A NEW APPROACH

In adapting to these challenging new circumstances we developed and introduced a new model for our Patient Experience Programme, involving the collection of feedback via our Zoom engagement sessions, through direct telephone engagement and collating existing online reviews from relevant platforms, such as NHS.uk, Care Home.co.uk, Google reviews and Care Opinion.

This new approach has benefited residents through additional provision of information and signposting. As our services becomes further embedded across the boroughs, we expect greater awareness of our service and a subsequent increasing number of reviews.

DATA COLLECTION TIMELINE



DATA COLLECTION PROCEDURES

PATIENT CONCERNS

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a relevant Healthwatch staff member to call them to discuss the issue in more detail at a later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with empathy, patience and sensitivity.

SAMPLING

Whilst we aim to gather patient experience comments and reviews from a representative sample of the local population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers with additional languages.

OUTREACH

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchlewisham.co.uk), which people can visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

DATA COLLECTION PROCEDURES

STANDARDISED FEEDBACK FORM

These patient experience comments and reviews are gathered using a standard form. The form asks the patient for simple star ratings on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. In addition, there is a free text box where patients are asked to leave a review or feedback comments.

CONSENT & URGENT MATTERS

We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the relevant Healthwatch website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit, the Patient Experience Officer will relay any urgent matters requiring attention to the service manager. However, this was not possible during this quarter due to COVID-19 social distancing measures put in place by the UK government.

DATA COLLECTION FOR THIS REPORT



PERIOD

This report covers Q3
Oct – Dec 2020



REVIEWS

881 reviews were
collected



STAR RATING

The overall mean
star rating was 4.02
(the scale is 1 to 5,
with 5 being most
positive)

EXPLAINING THE DATA

We use the Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

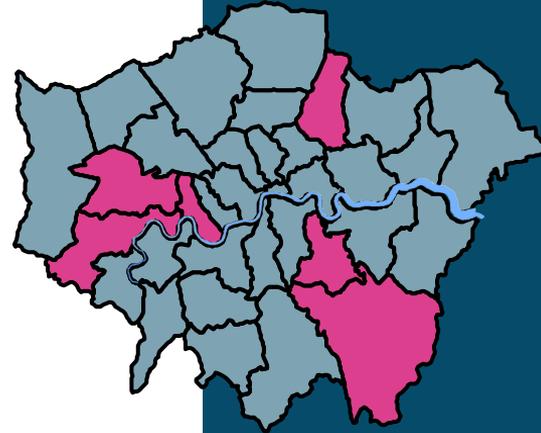
1. It asks for an overall star rating of the service, (between 1-5) 
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5). Unfortunately for this quarter as most of the reviews were collected online this information is not available.

In terms of reporting, the above provides Healthwatch with several data sets.

- Star ratings provide a simple snapshot average, both overall and against specific domain areas. Mean averages are used for comparison purposes.
- The free-text comment box is analysed in two different ways resulting in two different data sets. In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.

03

SUMMARY FINDINGS



**Summary of all Pharmacies
Oct 2020 - Dec 2020**

Borough

- Bromley
- Ealing
- H&F
- Hounslow
- Lewisham
- Waltham Forest

881

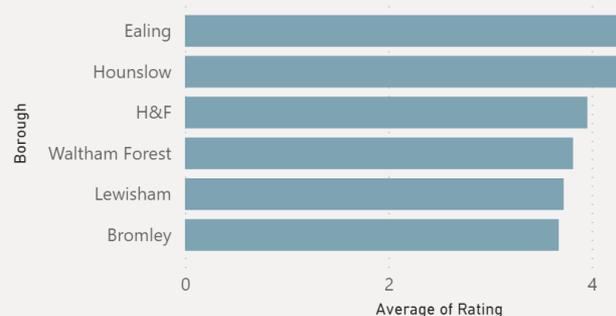
Count of Patients
Surveyed

Patients are asked to rate the service on a star system where 1 star means a very poor service and 5 stars means an excellent service.

Average of Rating



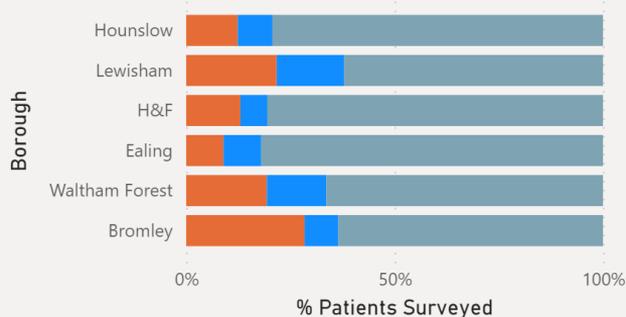
Average of Rating by Borough



Reviews are manually allocated a negative, neutral or positive sentiment.

% Patients Surveyed by Borough and Sentiment

Sentiment ● negative ● neutral ● positive



Frequently said words



Summary of all Pharmacies Oct 2020 - Dec 2020

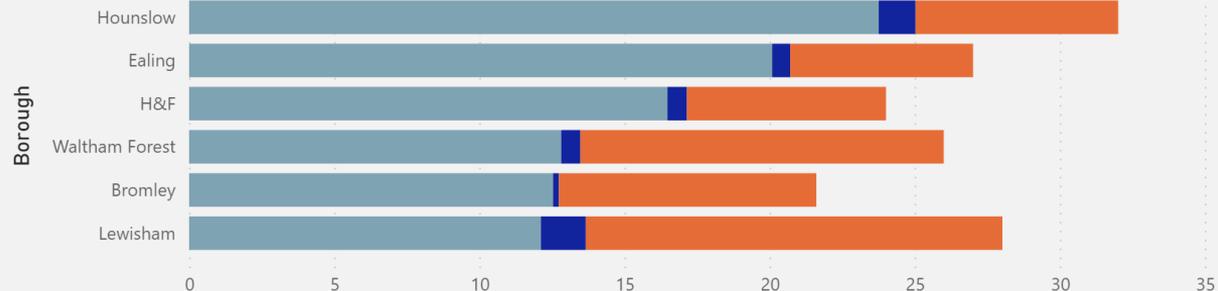
Borough

- Bromley
- Ealing
- H&F
- Hounslow
- Lewisham
- Waltham Forest

Overall sentiment when asked about specific themes

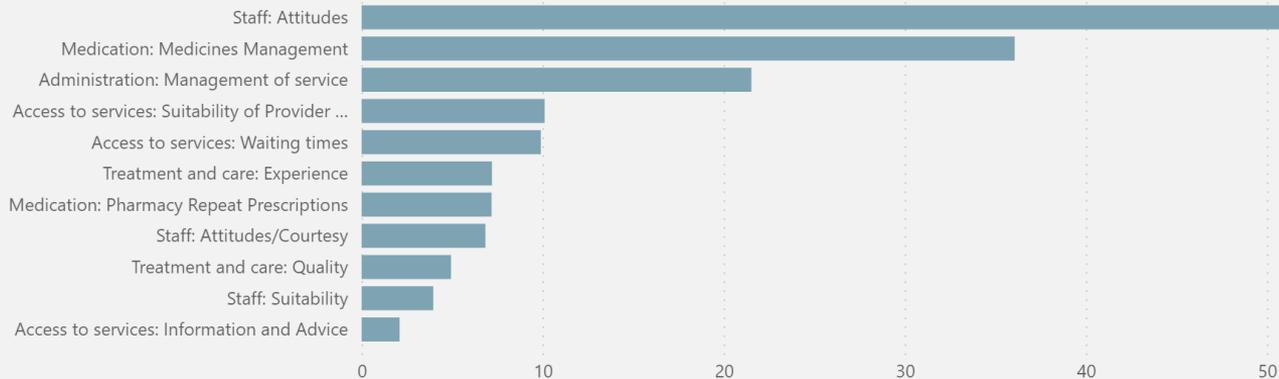
● Positive ● Neutral ● Negative

In surveys, participants tend to give more honest answers when asked to give a rating against specific topics. These scores are translated from star-ratings where 4/5 stars is positive, 3 stars is neutral and 1/2 stars is negative.



Main causes of dissatisfaction

Causes of dissatisfaction



This table shows the main* causes of dissatisfaction where patients rated the service as negative.

*where total n > 20.

Number of cases

COVID-19 OBSERVATIONS ACROSS THE BOROUGH



PPE & CLEANLINESS

Not wearing adequate mask and gloves.
Unclean surfaces.



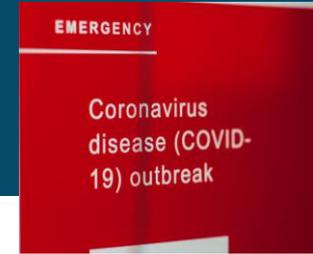
PROFITEERING

Taking advantage of handsanitizer and mask supply shortages.



DELIVERIES

Self-isolating patients appreciating home deliveries.

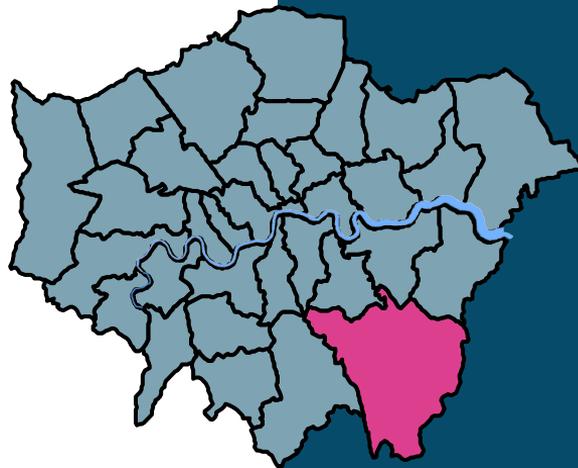


OUTBREAKS

No raising of awareness when there has been an outbreak among staff/customers.

04

BROMLEY



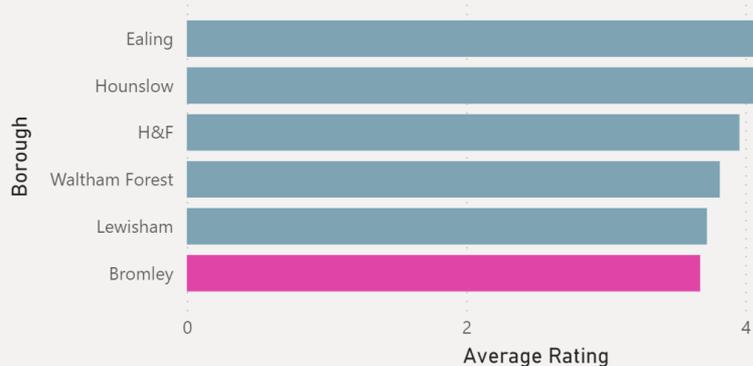
74

Patients Surveyed

Average Rating

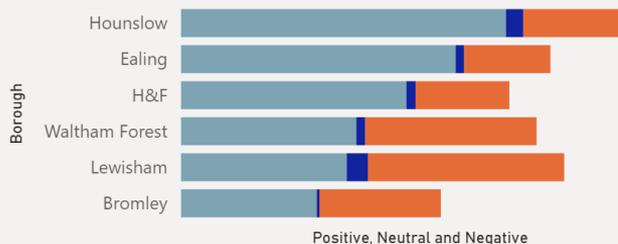


Average Rating by Borough



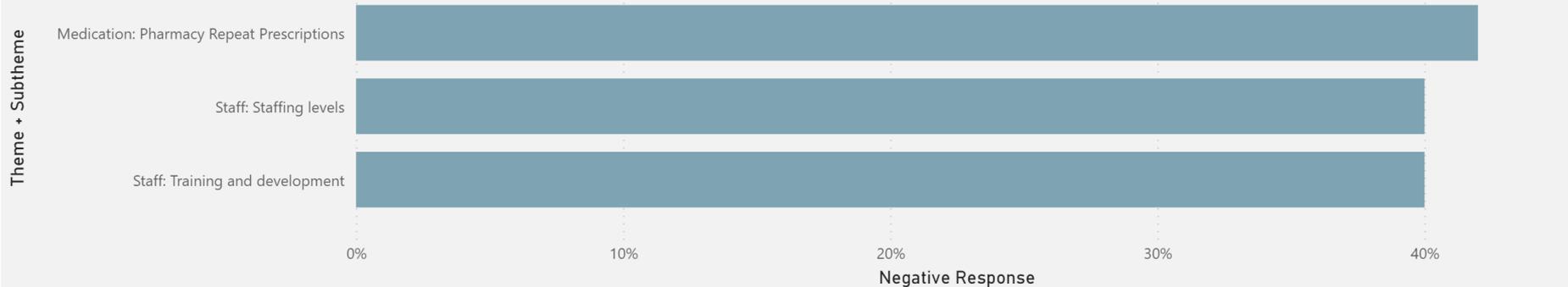
Sentiment Rating from Review

● Positive ● Neutral ● Negative



Bromley pharmacies performed least well of the boroughs this quarter, with an overall rating of 3.68 out of 5 star rating, compared with the borough averages of 4.02 stars. However, the borough had the smallest number of patients surveyed which reduces the generalizability of the feedback.

Main Reasons for Dissatisfaction



When looking at individual categories, **Medication: Pharmacy Repeat Prescription** was the greatest cause for negative ratings for Bromley pharmacies this quarter with 42% (n. 8) being negative for this category. **Staff: Suitability** (40%, n. 6) and **Staff: Training and Development** (49%, n.6) were also significant causes of negative ratings. In the open text reviews, "slow service" and "staff rudeness" and "waiting times" appeared a number of times.

Sample of Negative Reviews

Zero rating. Horrible service. I went to return the items they refused it directly. Rude behaviour . And items are over priced . At least by 30% higher

You either get wrong medicines or wait for at least 45 minutes !

No great updates while you wait, all staff has their own thing going on without noticing someone's waiting for longer than advised so far maybe they should be notified it's going to be furt

Very poor customer service. They are not able to provide information when asked about dosages relating to a medicinal product.

Usually slow and unhelpful staff.

Thieving gits

Charged me twice for one prescription. When I challenged them , I was told that's the system. Go anywhere else if you can.

There is a really miserable pharmacy assistant in Tesco Extra Orpington, really opinionated and never friendly

BROMLEY COMPLAINTS

Sample of 1 & 2 star reviews



The staff members are rude and aggressive.”

“It's impossible to contact them by phone they just don't answer.”



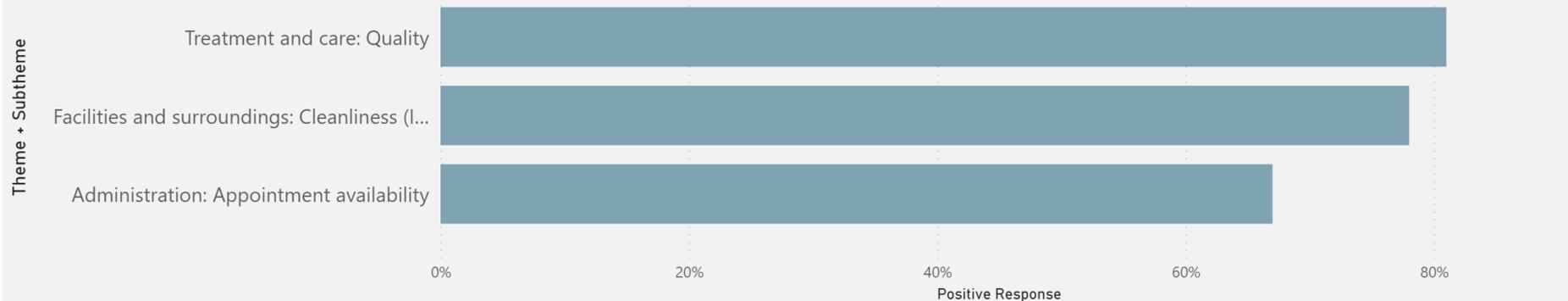
“Slow service and big queues.”



“Last prescription pickup took an hour and a half wait.”



Main reasons for satisfaction



When looking at individual categories, **Treatment & Care: Quality** was the greatest cause for positive ratings for Bromley pharmacies this quarter with 81% (n.21) being positive for this category. **Cleanliness** (78%, n.7) and **Appointment Availability** (67%, n.43) were also significant causes of negative ratings. From the open text question, patients commented on friendliness of staff, covid safety measurements being in place and efficiency.

Sample of Positive Reviews

Would highly recommend, sorted out multiple travel vaccinations with scheduled appointments to ensure I was fit and safe to travel.

Wonderful place with extremely friendly, welcoming and professional staff. You're always made to feel comfortable and the service is also superb.

Very straight forward, friendly and professional service with in a clean and modern environment. Highly recommended this place!

Very helpful, professional and friendly. I booked a last minute vaccine appointment- it was easy to book and much more affordable than other travel clinics in London.

Very happy with my pharmacy. They are wonderful.

This is such a helpful and pleasant pharmacy, I get my medication electronically now and everything is smooth.

This has been my family pharmacy for 45 years. The staff is fantastic, knowledgeable and very helpful.

They have an amazing staff who are very efficient.

They are very good and organized.

BROMLEY COMPLIMENTS

Sample of 4 & 5 star reviews



Great local pharmacy, has everything you need.”

“The staff are fantastic, knowledgeable and very helpful.



“Excellent service, all of the staff are so helpful and friendly.”

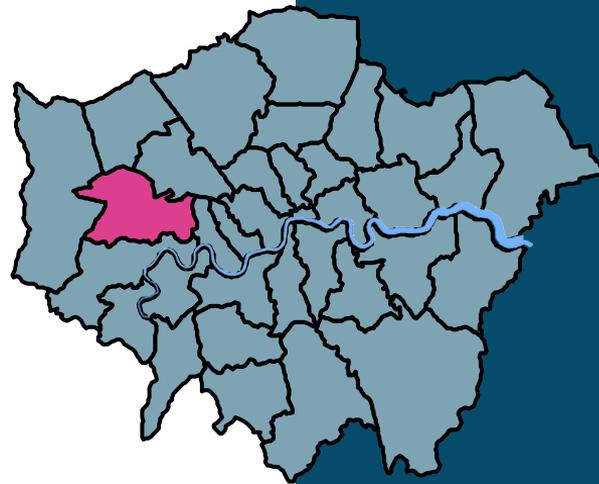


“I admire their work ethics. Very polite individual, and they make you feel comfortable.”



05

EALING



133
Patients Surveyed

Average Rating

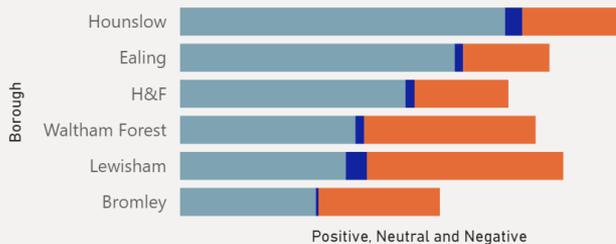


Average Rating by Borough



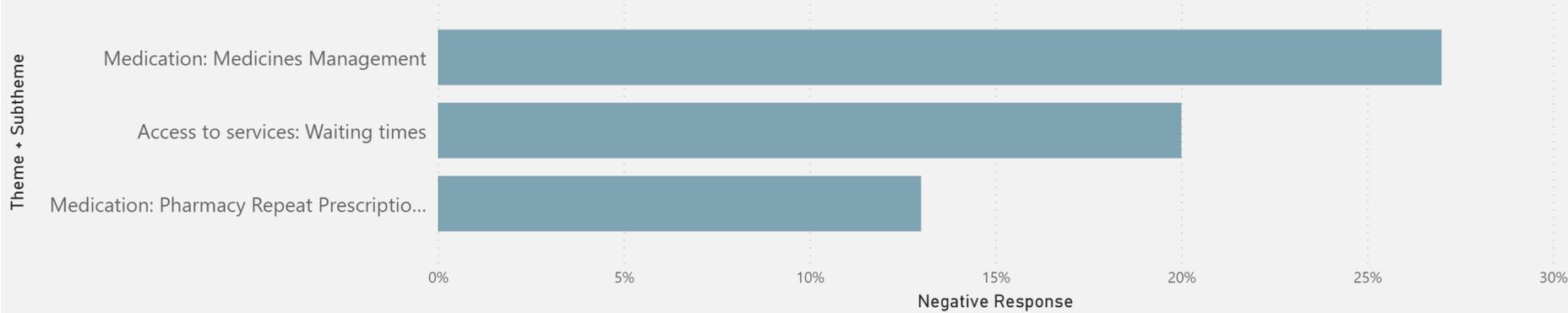
Sentiment Rating from Reviews

● Positive ● Neutral ● Negative



Ealing pharmacies performed best amongst the boroughs this quarter, with an overall rating of 4.37 out of 5 stars.

Main Reasons for Dissatisfaction



When looking at individual categories, **Medicines Management** was the greatest cause for negative ratings for Ealing pharmacies this quarter with 27% (n.8) being negative for this category.

Waiting Times (20%, n. 4) and **Pharmacy Repeat Prescriptions** (13%, n.4) were also significant causes of negative ratings. Qualitative reviews also highlight a number of grievances with pharmacies not answering their telephones and rudeness.

Sample of Negative Reviews

Used this place once as I was passing only to find out they then requested all of my future prescriptions be sent there without my knowledge or consent when I said about this in store, I got no apology and they was not a least bit surprised, so I'm guessi

Poor! Not much more to say. They are rude, unprofessional and never seem to get my medication correct! Also they never answer the phone and always give pathetic excuses and laugh when I explain my desperate situation. Plus I am always having to go back t

Poor service. They don't know how to speak to a customer. Too much bad attitude and a lack of knowledge.

Made me go two times back and forth to get the prescription signed by doctor, only to find after that they don't have the item quantity in stock

EALING COMPLAINTS

Sample of 1 & 2 star reviews



Too much bad attitude and a lack of knowledge.”

“They are rude, unprofessional and never seem to get my medication correct!”



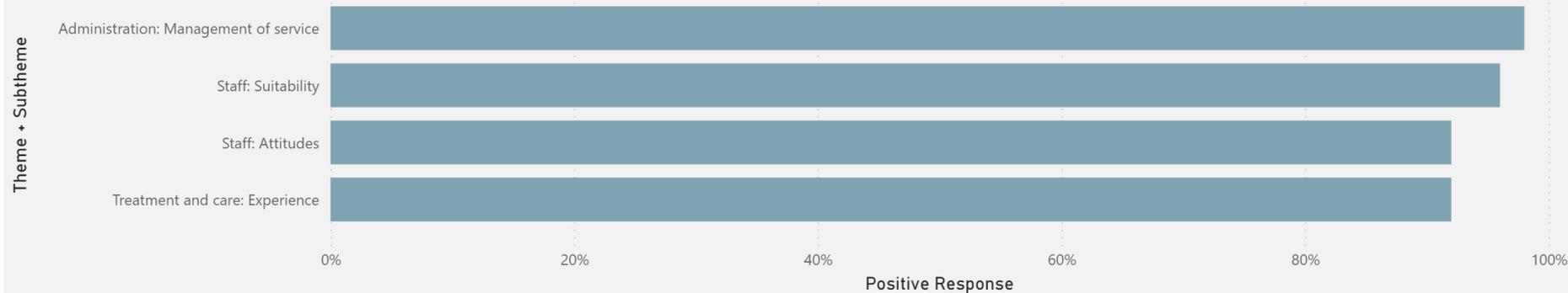
“The phone always went straight to answer-phone.”



“Made me go back and forth two times to the get the prescription signed by a doctor.”



Main Reasons for Satisfaction



When looking at individual categories, **Administration: Management of Service** was the greatest cause for positive ratings for Ealing pharmacies this quarter with 98% (n.39) being positive for this category. **Staff: Suitability** (96%, n. 24) and **Staff: Attitudes** (92%, n.43) were also significant causes of positive ratings.

The ratings are supported by the open text reviews which repeat on a number of occasions "friendliness" and "efficiency" of the staff and pharmacies.

Sample of Positive Reviews

A friendly and fast service.

A very efficient, fast and friendly service.

Always have everything we need. Very friendly and helpful staff.

Because I am shielding they deliver my medication and that is very important to me and they are very accurate with their delivery. Very accommodating,

Very well connected with my GP. They deliver my prescriptions well before I need them. Great work!

Wonderful, kind and reliable service. Always willing to go the extra mile for my family. They have saved us more than once! We don't go anywhere else.

EALING COMPLIMENTS



Sample of 4 & 5 star reviews



Staff are extremely friendly and helpful.”

“Anytime I phone they answer straight-away.”



“Easily booked appointment online and was in the clinic 2 hours later.”

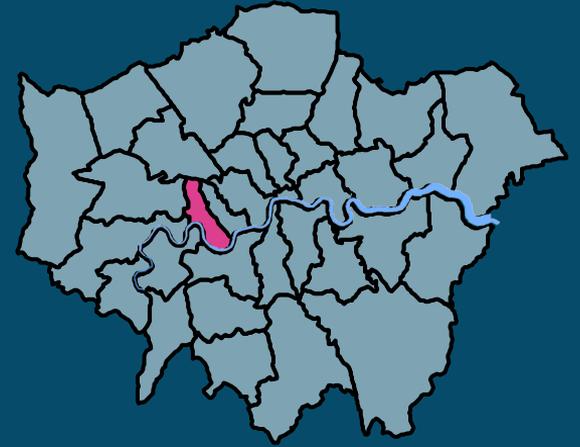


“Very well connected with my GP. They deliver my prescription well before I need them.”



06

HAMMERSMITH
& FULHAM

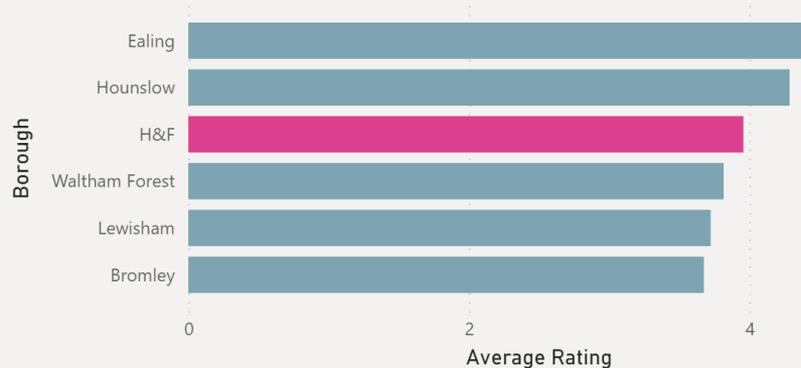


140
 Patients Surveyed

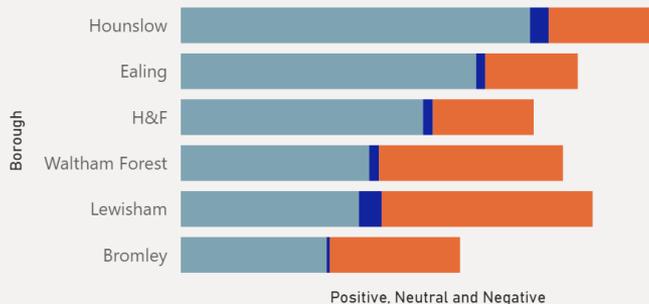
Average Rating



Average Rating by Borough

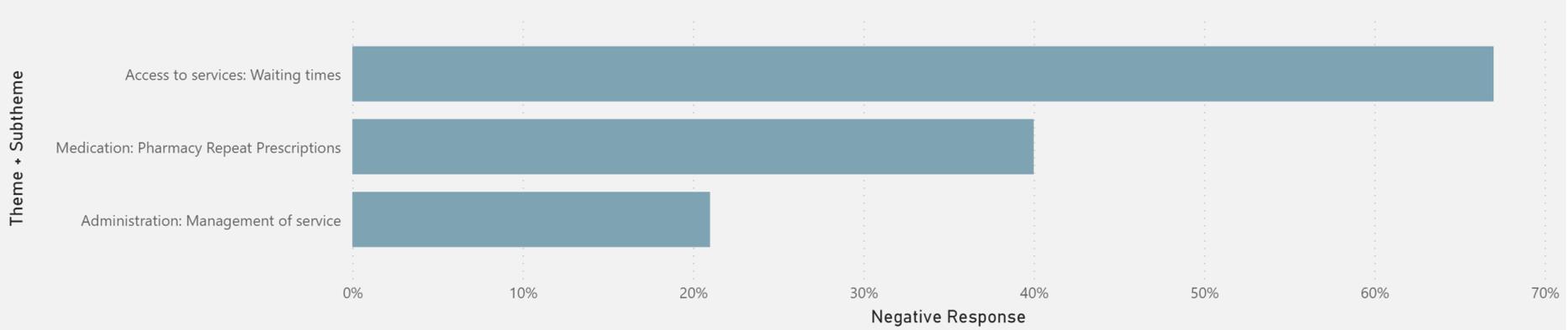


Sentiment Rating from Reviews



Hammersmith & Fulham pharmacies received the third highest star rating amongst the boroughs this quarter, with an overall rating of 3.95 out of 5 stars.

Main Reasons for Dissatisfaction



When looking at individual categories, **Access to Services: Waiting Times** was the greatest cause for negative ratings for Hammersmith & Fulham pharmacies this quarter with 67% (n.8) being negative for this category. **Pharmacy Repeat Prescriptions** (40%, n.6) and **Administration: Management of Service** (21%, n.5) were also significant causes of negative ratings. The reviews also highlight a number of grievances with rudeness and a lack of customer service.

Sample of Negative Reviews

It's a nightmare, the medicine is never on time, they is always a problem and I have to wait there for an hour for my medication. The management is poor, staff are not sure what they are doing. It's a total nightmare.

Never answer their phones and when they do they speak in a rude manner. Their pharmacy never have their phones on and it's meant to have a delivery service but it doesn't.

Rude staff with hostile attitude shocking behaviour. Very bad experience.

Very RUDE people. Worst customer service I've ever experienced.

HAMMERSMITH & FULHAM COMPLAINTS

Sample of 1 & 2 star reviews



Rude staff
with hostile
attitude
shocking
behaviour.”

“There is
always a
problem and
I have to wait
there for an
hour for my
medication.”



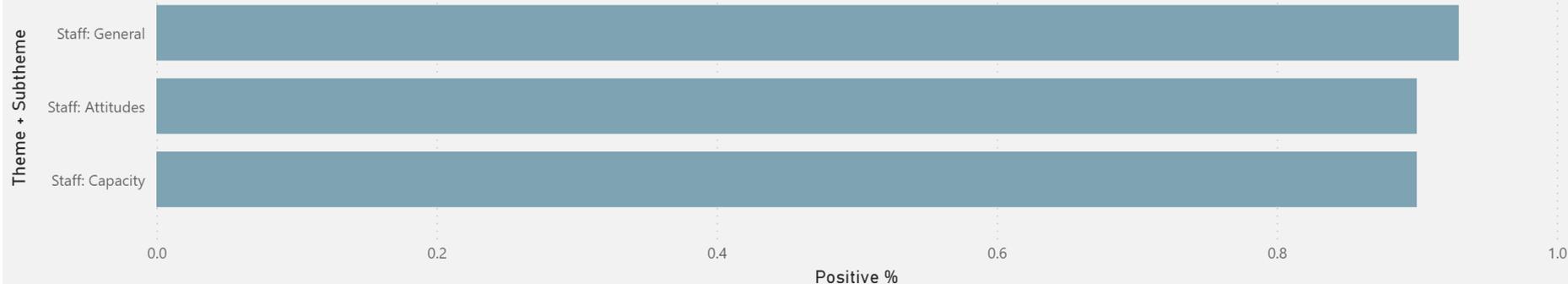
“Never
answer
their
phones
and when
they do
they speak
in a rude
manner.”



“My mother
who is
vulnerable
and a carer of
my elderly
father was
shouted today
by a staff
member.”



Main reasons for satisfaction



When looking at individual categories, **Staff: General** was the greatest cause for positive ratings for Hammersmith & Fulham pharmacies this quarter with 93% (n. 14) being positive for this category. **Staff: Attitudes** (90%, n.9) and **Staff: Capacity** (90%, n. 87) and were also significant causes of negative ratings.

The ratings are supported by the open text reviews with a number of occasions "staff friendliness" and "staff helpfulness" being cited.

Sample of Positive Reviews

Very nice staff, always have my prescription ready. Very helpful.

They are very efficient, very nice and helpful. Always on time with my prescription.

Great pharmacy, very nice staff, my prescription is always on time.

Friendly staff and shop got all toiletries and it's clean. great experience.

Amazing, friendly pharmacy! Great level of service, staff very polite and helpful went over and beyond to help with medication for my children, even followed up a few days later to see if everything was okay and if further help was needed.

Always excellent service; helpful and knowledgeable pharmacists.

HAMMERSMITH & FULHAM COMPLIMENTS



Sample of 4 & 5 star reviews



Great service,
the
pharmacists
are very nice
and helpful.”

“During the
peak of the
pandemic
they offered
to deliver my
medication.”

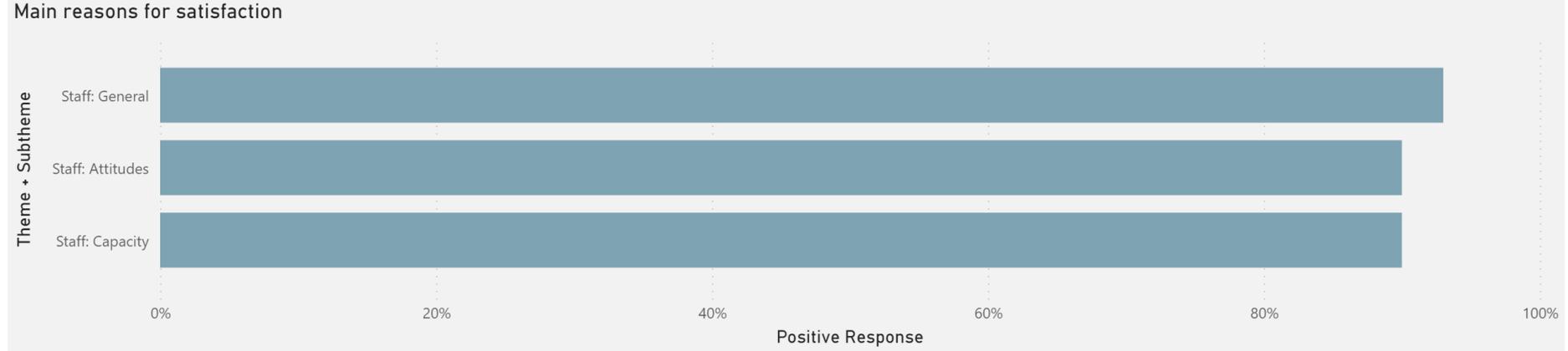


“It feels
very warm
and like a
village
pharmacy.”



“The
Pharmacist
was very
knowledgeable
and easy to
talk to.”





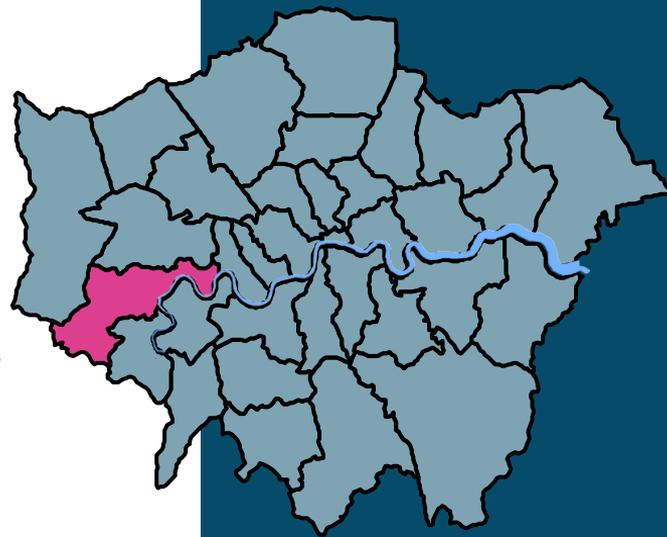
When looking at individual categories, **Staff: General** was the greatest cause for positive ratings for Hammersmith & Fulham pharmacies this quarter with 93% (n. 14) being positive for this category. **Staff: Attitudes** (90%, n.9) and **Staff: Capacity** (90%, n. 87) and were also significant causes of negative ratings. The ratings are supported by the open text reviews with a number of occasions "staff friendliness" and "staff helpfulness" being cited.

Sample of Positive Reviews

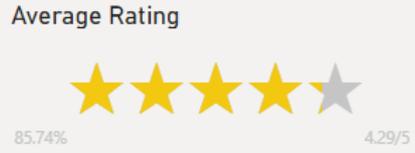
- Very nice staff, always have my prescription ready. Very helpful.
- They are very efficient, very nice and helpful. Always on time with my prescription.
- Great pharmacy, very nice staff, my prescription is always on time.
- Friendly staff and shop got all toiletries and it's clean. great experience.
- Amazing, friendly pharmacy! Great level of service, staff very polite and helpful went over and beyond to help with medication for my children, even followed up a few days later to see if everything was okay and if further help was needed.
- Always excellent service; helpful and knowledgeable pharmacists.

07

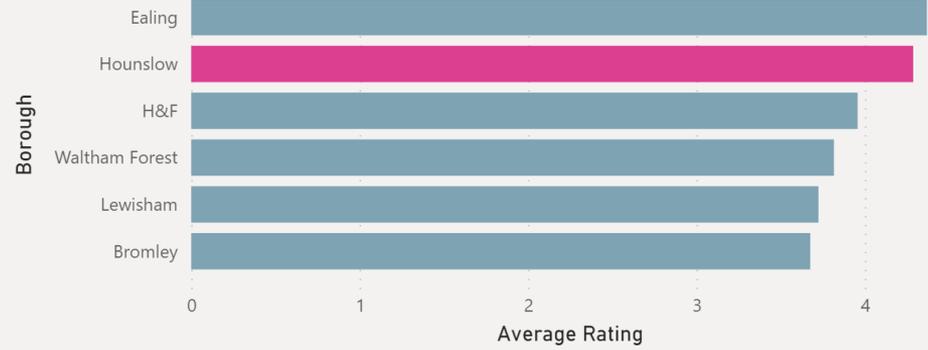
HOUNSLOW



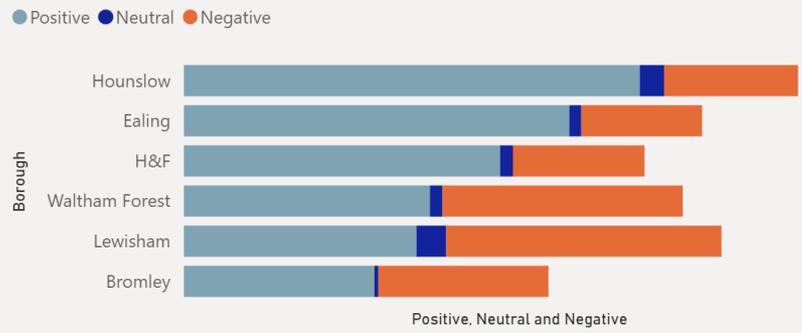
251
Patients Surveyed



Average Rating by Borough

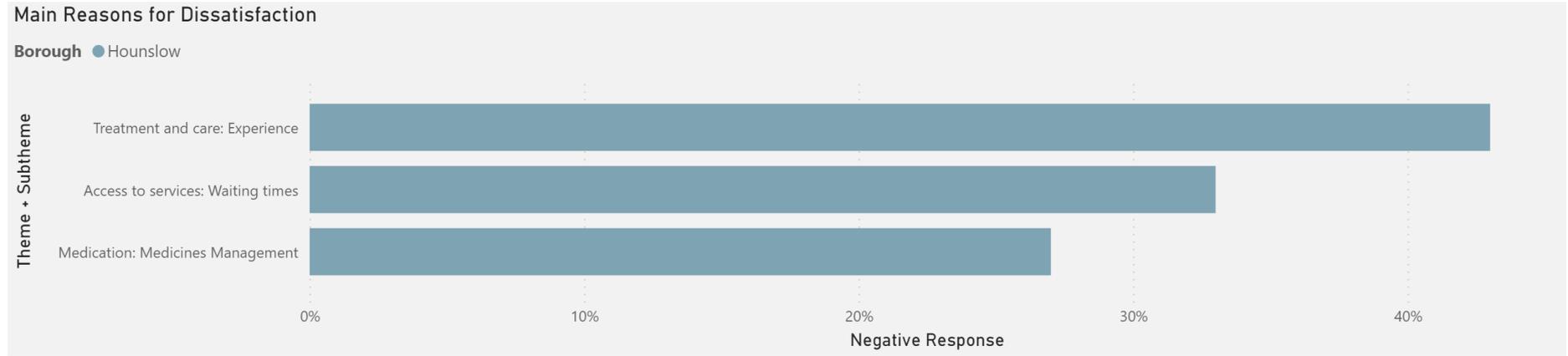


Sentiment Rating from Reviews



For this quarter, Hounslow captured the most feedback relating to pharmacies. Patients gave the pharmacies in Hounslow the second highest rating amongst the boroughs with 4.29 out of 5 stars..

Further detail on poorly rated categories and negative reviews.



When looking at individual categories, **Treatment and Care: Experience** was the greatest cause for negative ratings for Hounslow pharmacies this quarter with 43% (n. 6) being negative for this category. **Waiting Times** (33%, n. 5) and **Medication: Medicines Management** (27%, n.4) were also significant causes of negative ratings. The reviews also highlight grievances with pharmacies: not answering their telephones, profiteering on Covid-19 tests and staff rudeness.

Sample of Negative Reviews

Cranford is a highly affected area of COVID-19, the staff are going in the shop floor and none of the two staff members I saw was wearing a mask, this is really concerning virtually every store in Cranford is wearing a mask, apart from the store that deal

I have an urgent prescription and the lady in there said it would arrive in two days and she didn't even bother to order it and denied all knowledge.

The staff and manager here are rude, they have no idea of customer service. They need to be trained on how to treat customer service.

They don't answer calls, they need to hurry up to answer the phones.

They have poor customer service and limited product range.

HOUNSLOW COMPLAINTS

Sample of 1 & 2 star reviews



The staff don't know the meaning of customer service.”

“I went in and wasn't even assisted properly when in need!”



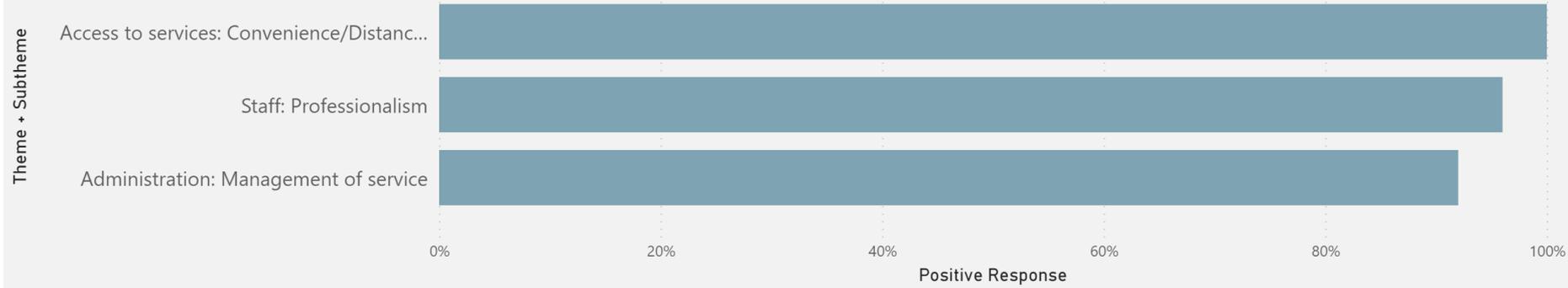
“They also very hardly have anything, I always have to order online.”



“The staff and manager here are rude, they have no idea of customer service.”



Main reasons for satisfaction



When looking at individual categories, **Access to Services: Convenience/Distance to travel** was the greatest cause for positive ratings for Hounslow pharmacies this quarter with 100% (n.7) being positive for this category. **Staff: Professionalism** (96%, n. 22) and **Administration: Management of Service** (92%, n.72) were also significant causes of positive ratings. From the open text question, patients commented on "politeness" and "pleasantness" being factors in their higher ratings and also "cleanliness" and "covid-19 testing."

Sample of Positive Reviews

Brilliant pharmacy. The pharmacist is fantastic as well as the staff. They are all very polite, caring and helpful.

I did the covid-19 travel test at the pharmacy and the crew were very helpful. They are so professional.

It is always very efficient here and they are always on time. They have been very helpful recently.

Many years of great service. They are always prompt with delivery and have always gone the extra mile to help us.

Medicines are always there, they are pleasant, nice and feels like a family to me.

The service here is efficient and the place is very clean.

HOUNSLOW COMPLIMENTS

Sample of 4 & 5 star reviews



The staff are extremely helpful and trustworthy.”

“The service here is very efficient, I'm very thankful.”



“They are always prompt with the prescriptions, helpful and deliver whenever I can't pick them up.”

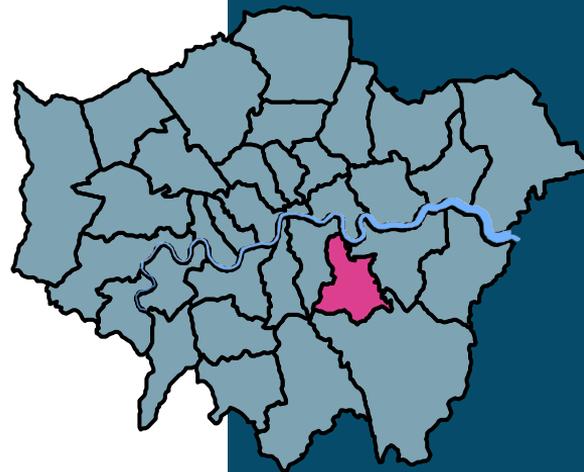


“All the staff are so friendly and nothing is too much trouble.”



08

LEWISHAM



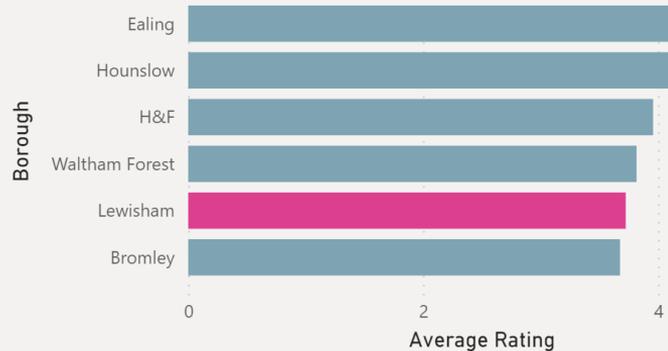
185

Patients Surveyed

Average Rating

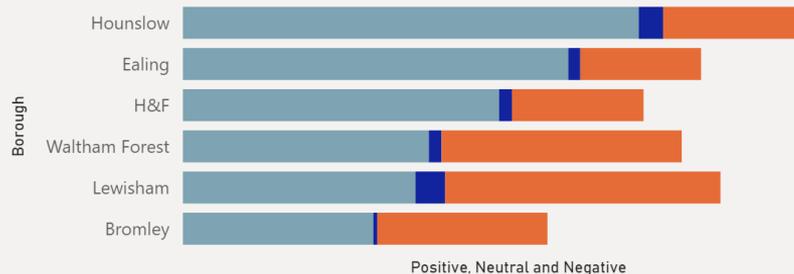


Average Rating by Borough



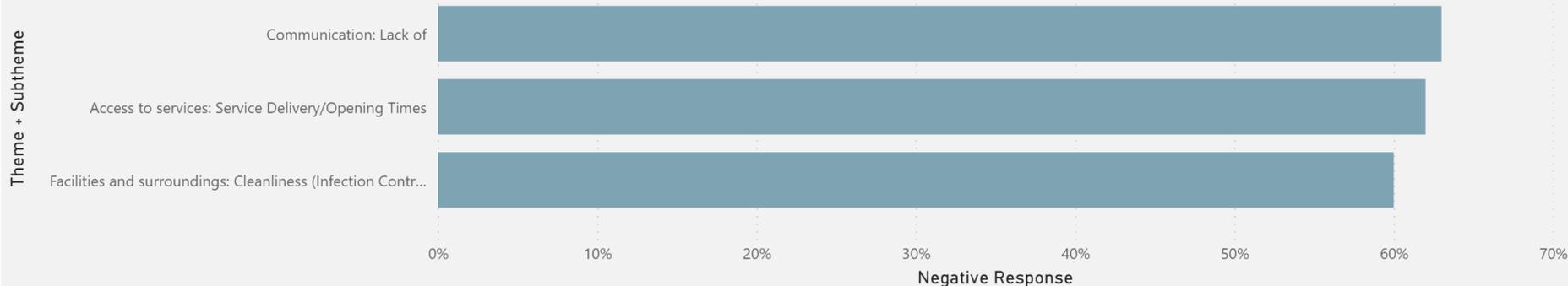
Sentiment Rating from Reviews

● Positive ● Neutral ● Negative



Lewisham pharmacies received an overall rating of 3.75 out of 5 star including the largest proportion of negative sentiments

Main Reasons for Dissatisfaction



When looking at individual categories, **Lack of Communication** was the greatest cause for negative ratings for Lewisham pharmacies this quarter with 63% (n. 5) being negative for this category. **Service Delivery/Opening Times** (62%, n. 8) and **Facilities: Cleanliness (Infection Control)** (60%, n.6) were also significant causes of negative ratings. In the open text reviews, "staff rudeness" and "poor customer service" appeared a number of times.

Sample of Negative Reviews

I've used this pharmacy twice and both times has been a very frosty and excruciatingly slow experience.

Extremely RUDE customer service, if you need respectful and polite service, stay away from this place. Especially the lady staff, she is very rude and she certainly needs training on how to speak to customers.

Dirty baskets, some of staff with no face mask, generally all store is mess.

Check your medication before you leave. I was given the correct box with the wrong medication inside!

2 times my appointments were cancelled. Informed when I came to pharmacy.

LEWISHAM COMPLAINTS

Sample of 1 & 2 star reviews



Their covid precautions are a joke.”

“I stopped getting prescriptions from this chemist because I found the staff are rude.”



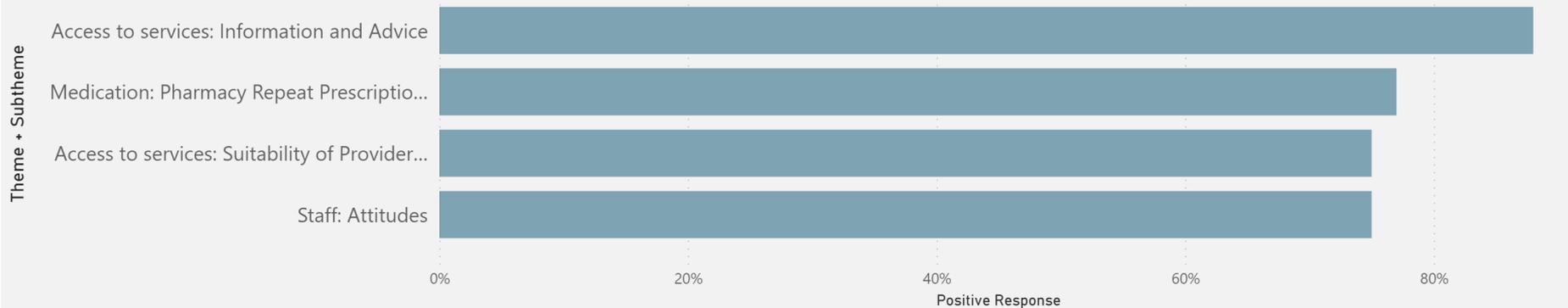
“They never had the supply of medication that was needed for my husband's serious injury.”



“The customer service in this place is really bad.”



Main reasons for satisfaction



When looking at individual categories, **Access to Services: Information and Advice** was the greatest cause for positive ratings for Lewisham pharmacies this quarter with 88% (n.14) being positive for this category. **Pharmacy Repeat Prescriptions** (77%, n.10), **Access to Services: Suitability of Provider** (75%, n.53) and **Staff Attitudes** (75%, n.6) were also significant causes of negative ratings. From the open text question, patients commented on how timeliness and customer service is important to them.

Sample of Positive Reviews

They went absolutely above and beyond to help me get my prescription sorted out when there was an issue with it being sent incorrectly. The best customer care and kindness. I wouldn't hesitate to recommend this clinic.

The staff are lovely, I've been going for years they are so helpful. You know they will do anything for you if they can. Super helpful team.

Swift service today.

Staff are friendly and knowledgeable, an important part of the local community.

Pharmacy are very efficient, I get all my prescriptions sent to the pharmacy through my GP and then I collect them.

LEWISHAM COMPLIMENTS

Sample of 4 & 5 star reviews



Staff are friendly and knowledgeable, an important part of the local community.”

“Pharmacy are very efficient, I get all my prescriptions sent to the pharmacy through my GP and then I collect them.”



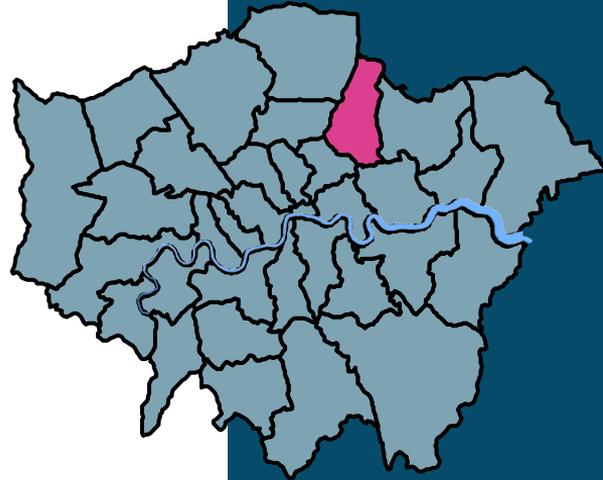
“Staff are very coronavirus aware, all wearing masks, distance markers, extremely clean premises.”



“They went absolutely above and beyond to help me get my prescription sorted out.”



09 WALTHAM FOREST



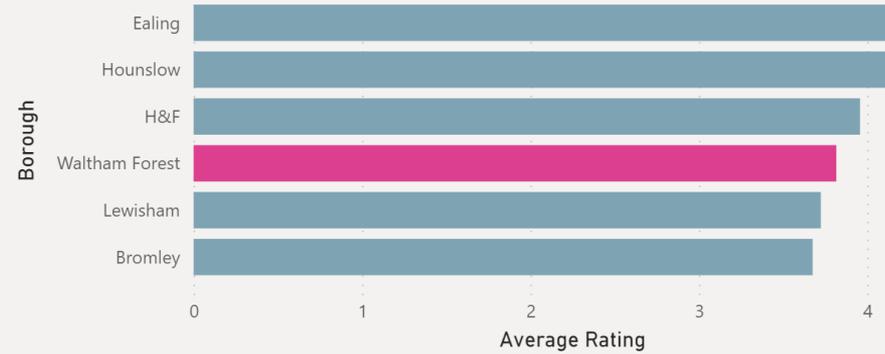
98

Patients Surveyed

Average Rating

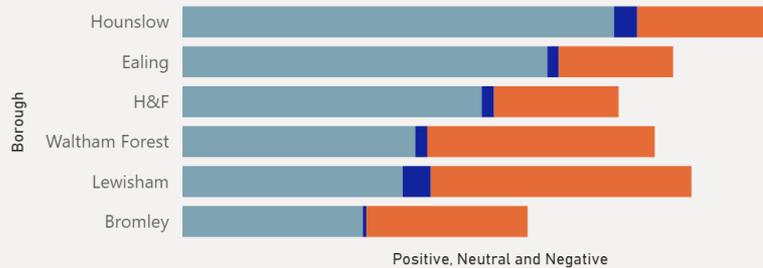


Average Rating by Borough



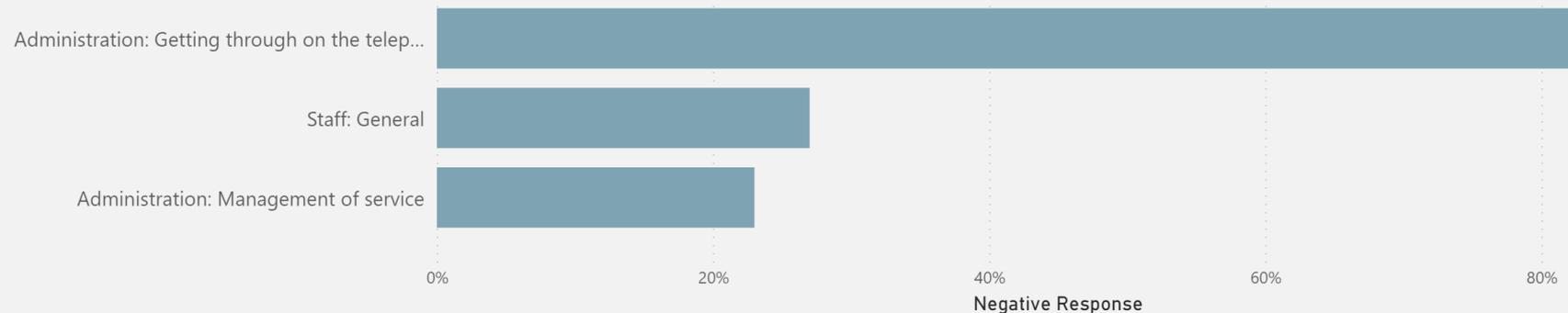
Sentiment Rating from Reviews

● Positive ● Neutral ● Negative



Waltham Forest pharmacies received the fourth highest overall rating of 3.82 out of 5 stars. This is also reflected in the larger proportion of negative reviews.

Main Reasons for Dissatisfaction



When looking at individual categories, **Getting through on the Telephone** was the greatest cause for negative ratings for Waltham Forest pharmacies this quarter with 83% (n. 5) being negative for this category. **Staff: General** (27%, n. 4) and **Administration: Management of Service** (23%, n.2) were also significant causes of negative ratings.

These ratings are supported by the reviews which referred to staff rudeness and cancellations being a cause of dissatisfaction.

Sample of Negative Reviews

Horrible chemist. They don't even have enough medication and people have to wait five days for them to be ordered also they hardly pick up the phone and don't deliver... so after going there to be told you have to wait FOR 5 DAYS then u have to go back ex

Turned out in the rain to flu jab appointment to be told it was cancelled .I was not notified .Indifferent staff did not apologise for the lack of notification and no alternatives was offered This is the second time cancellation

Very rude pharmacist. I have been to this pharmacy multiple times because my GP send my prescription to them. The number of times I have been to this pharmacy I have never had a great experience. I am just there for less than 5 minutes and they have always

WALTHAM FOREST COMPLAINTS



Sample of 1 & 2 star reviews



Very rude
pharmacist.”

“Had flu jab
and had to
remind the
pharmacist
to wear
gloves or
sanitise his
hands.”



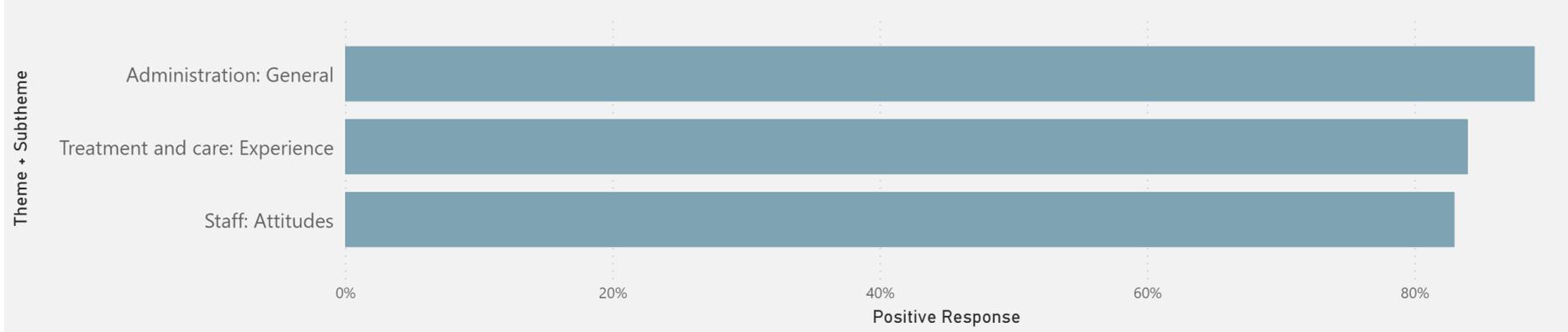
“They don't
even have
enough
medication
and people
have to wait
five days for
them to be
ordered.”



“I turned up at
my
appointment
to be told
there was no
flu jabs and all
the
appointments
have been
cancelled.”



Main reasons for satisfaction



When looking at individual categories, **Administration: General** was the greatest cause for positive ratings for Waltham Forest pharmacies this quarter with 89% (n.8) being positive for this category. **Treatment and Care: Experience** (84%, n. 37) and **Staff Attitudes** (83%, n.30) were also significant causes of positive ratings.

From the open text question, patients commented on "efficiency" and "friendliness" being factors in their higher ratings and patients also appreciated the delivery service.

Sample of Positive Reviews

- Brilliant experience booking online. Staff contact you when medication is ready. Extremely efficient.
- Excellent service from pharmacy. I request my prescription from the GP and they send details to pharmacy who deliver the medication to me at home. I haven't needed to see a GP or use any other service recently.
- Excellent service, especially during lockdown when it hasn't been possible to see a doctor. Had flu jab there and it was all managed very efficiently.
- Great delivery service
- The pharmacy staff are very helpful and efficient.
- Very good service. Since lockdown no longer has to go to the pharmacy, they deliver to

WALTHAM FOREST COMPLIMENTS



Sample of 4 & 5 star reviews



Shop is well stocked and organised.”

“The pharmacist and staff are always friendly, polite and so helpful.”



“Brilliant experience booking online. Staff contact you when medication is ready. Extremely efficient.”



“They had all my urgent medications and the pharmacist was very nice and helpful.”



10 CONCLUSION & NEXT STEPS

CONCLUSION

Pharmacies have performed well across the boroughs in Q3 2020/21.

Medicines Management and **Customer Service** remain key areas for pharmacies to maintain high standards.

During the Covid-19 pandemic, we have seen **cleanliness** and the **provision of sanitised protective equipment** take on a greater importance to residents.

Safety is essential and **those self-isolating appreciated home delivery services** for prescription medication.

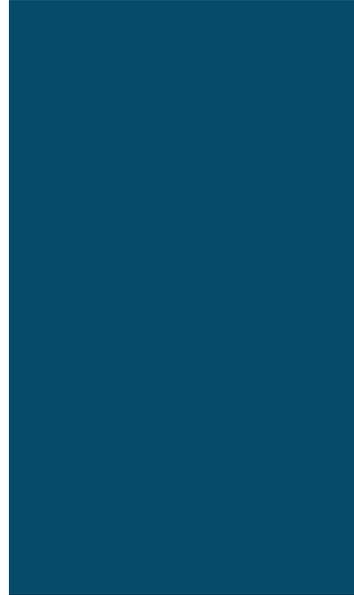
ACTION, IMPACT & NEXT STEPS

Present Findings

to various commissioning, provider and local authority led boards and committees.

Continue to Innovate

to engage in innovative ways during the COVID-19 social distancing measures in order to obtain patient feedback and experience.



Partner Meetings

to discuss the issues of concern and identify actions to take these forwards.

Promote our Service

through a range of platforms and services to capture a range of feedback and experiences.
