

Title of Report	Healthwatch: Follow-up to Community Pharmacy Accessibility Audit
For Consideration By	Health and Wellbeing Board
Meeting Date	21 Sep 2023
Classification	Open
<u>Ward(s) Affected</u>	
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Is this report for:

<input type="checkbox"/>	Information
<input checked="" type="checkbox"/>	Discussion
<input type="checkbox"/>	Decision

Why is the report being brought to the board?

Accessibility audit of Hackney community pharmacies April 2022, which uncovered a number of access issues. Healthwatch Hackney put forward recommendations to resolve these access issues.

We are bringing this report to the Health and Wellbeing Board to highlight recommendations that pharmacies have been unable to implement as they have encountered barriers with requests put to Hackney Council Planning Department.

Has the report been considered at any other committee meeting of the Council or other stakeholders?

Yes, Local Pharmaceutical Committee and all Hackney Community Pharmacies.

“The committee expects that this report and the reports for other allied health professionals, that are to follow, will highlight the NHS/Local Authority investment in an estate that is required in all healthcare estates to improve accessibility.” Yogendra Parmar, Chief Executive Support, City and Hackney Local Pharmaceutical Committee

1. Background

With this review, which you can read [HERE](#), Healthwatch Hackney aims to bring greater awareness of the use of the consultation rooms as a safe and confidential place for patients to talk to a health professional instantly, to provide residents with information about the use of the community pharmacies, accessibility tools available within each pharmacy and to ensure that all patients, no matter which is their local pharmacy, has as accessible services as possible.

The areas we looked at are:

- Access to premises
 - entrance ramp
 - automated door
 - ring bell
- Access within premises
 - lower counter
 - induction/ hearing loop
 - how easy it is to manoeuvre within the pharmacy
- Signage
 - how easy it is to navigate within the pharmacy Consultation room
 - access and state of the room

The audit was carried out in April 2022. Four Authorised Representatives carried out a detailed audit of the available accessible tools and facilities within the 48 community pharmacies in Hackney that signed up to provide Community Pharmacist Consultation Service (CPCS). This review was carried out through physical visits over a period of one month.

2. Key Findings

Most of the pharmacies had a concrete ramp or a threshold plate leading to the entrance. However,

26 pharmacies were recommended to build or repair the concrete ramp outside the premises and two pharmacies were recommended to repair the pavement outside the premises.

4 pharmacies were recommended to repair the potholes in front of their entrance.

17 pharmacies were recommended to install an automated door with a push pad for complete access.

36 pharmacies were recommended to install an accessible bell or entry phone system outside the premises for patients unable to enter without assistance.

15 out of those pharmacies did not have an automated door either.

Most pharmacies where a doorbell was not available said that patients who are unable to come in would knock on the window/door to get staff attention.

14 pharmacies were recommended to replace or remove their front mat because this was either not flush with the floor or was too worn or had a design with holes and this made the surface uneven or could cause an obstacle for someone with a walking stick.

Barriers to implementation of recommendations:

We received responses to our recommendations from 24 of the 46 pharmacies where issues were identified. Examples of barriers to implementation they shared in their responses include responsibility sitting with the local authority, lack of response from Council Planning Department (which Healthwatch Hackney has also experienced when following up this issue), and a lack of funding to implement recommendations.

Recommendation:

Repair the pavement in front of the entrance (permission may be required). The tactile paving ends before the entrance and there are three different surfaces before entering the premises

Pharmacy response:

The paving is the responsibility of the Hackney council. We will write to them about remedying the paving for us and the wheelchair users. Furthermore, we would like to know whether any additional funding is available through Hackney Council or Healthwatch for pharmacies.

Recommendation:

Place hazard marking where changes are not possible. Drainage just before the entrance. It can be an obstacle for those with walking sticks.

Pharmacy response:

We have again sent a message to Hackney Council to paint those drainage lines.

Recommendation:

Install an induction/hearing loop to support patients with hearing loss. Once implemented, ensure staff members are trained on how to use it and efficient signposting is provided.

Pharmacy response:

Unfortunately, we do not have the funds at present to install an induction/hearing loop. Please let us know if there is any funding available from the council or any other bodies. If and when some funding becomes available, we will install the system.

Healthwatch Hackney is bringing this to the Health and Wellbeing Board so that consideration can be given to how the local authority/NHS could better support pharmacies to implement recommendations, increasing access for local residents.

3. Policy Context

Please detail which, if any, of the Health & Wellbeing Strategy priorities this report relates to?

<input checked="" type="checkbox"/>	Improving mental health
<input checked="" type="checkbox"/>	Increasing social connection
<input type="checkbox"/>	Supporting greater financial security
<input type="checkbox"/>	All of the above

Please detail which, if any, of the Health & Wellbeing Strategy 'Ways of Working' this report relates to?

<input checked="" type="checkbox"/>	Strengthening our communities
<input type="checkbox"/>	Creating, supporting and working with volunteer and peer roles
<input checked="" type="checkbox"/>	Collaborations and partnerships: including at a neighbourhood level
<input checked="" type="checkbox"/>	Making the best of community resources
<input type="checkbox"/>	All of the above

3.1. Equality Impact Assessment (EIA)

Has an EIA been conducted for this work?

<input type="checkbox"/>	Yes
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<input checked="" type="checkbox"/>	No
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3.2. Consultation

Has public, service user, patient feedback/consultation informed the recommendations of this report?

<input checked="" type="checkbox"/>	Yes
<input type="checkbox"/>	No

Have the relevant members/ organisations and officers been consulted on the recommendations in this report?

<input checked="" type="checkbox"/>	Yes
<input type="checkbox"/>	No

3.3. Risk Assessment

N/A

3.4. Sustainability

N/A

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Appendices	