

SPOTLIGHT REPORT: Using the Pharmacy

The experiences of people with Learning Disabilities in Worcestershire, Autumn 2024.



We make sure that everyone in Worcestershire is able to have a say about health and social care services.



During September 2024 people with learning disabilities took part in workshops.

They talked about using the **pharmacy**.



9 workshops took place at SpeakEasy events all over Worcestershire.

In total, 55 people with learning disabilities took part.



Healthwatch Worcestershire would like to thank everyone from SpeakEasy who took part.

Feedback from Pharmacy Workshops



Accessibility

The SpeakEasy workshop participants are regular pharmacy users.

Nearly half of the people with learning disabilities used a pharmacy monthly.

Many used a pharmacy every week.

They generally find their pharmacy easy to get to.



Some people said that they were unhappy with the distance they had to travel.



And some found parking a problem.

Feedback from Pharmacy Workshops



Communication

Unfortunately, when we asked about communication in the pharmacy, people told us about some negative experiences.

People with learning disabilities have reported feeling patronised and not listened to or understood.

They have said they felt rushed and how to take their medication was not explained in a way they could understand.

This is important, especially when medication changes.

Even just a brand change can cause confusion and lead to problems.



Feedback from Pharmacy Workshops



Pharmacy First

Pharmacies can now supply prescription-only medicines, like antibiotics, where needed to treat common health conditions.

This means for certain health conditions you may be able to get medication without the need to visit a GP.

Hardly anyone at the SpeakEasy workshops had heard about or used Pharmacy First.

BUT workshop participants WERE willing to try it in the future.

Over half said they would try Pharmacy First.

“It sounds really helpful.”

“I will use it in the future.”

“Now I know, I will go to a pharmacist.”



Pharmacy Workshop



New ways your pharmacist can help you



Accessible Information Standard



Recommendations

We will be recommending that pharmacies **improve their communications** for people with Learning Disabilities.

This should include:

Clear, Easy Read information about Pharmacy First and other pharmacy services.

Checking with the person with learning disabilities that they understand how to take their medicine, especially if there have been any changes.

All staff at the pharmacy should be ready to spend extra time and patience to make sure people with learning disabilities can ask questions and get an answer they understand.



Have Your Say

Please get in touch and tell us about your experiences of health and social care services.



We will not share your personal information with anyone unless you say we can.



We can't make a complaint for you, but we can tell you how to do it and who can help.



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