

Pharmacy Staff questions

Pharmacy name..... Staff title

Date.....

Completed by.....

1 Do you experience anti-social behaviour from patients / relatives and how do you deal with this?

Prompt: *What processes are in place and what training do you receive*

2. Are you aware of other alternative services available to patients for you to refer to?

Prompts: *i.e NHS 111, UCTC, Walk in, GP*

3. Do you have any difficulties with communication from GP practices, if so how do you deal with it?

Prompts: *ask if they are happy to name the GP practice(s) they have difficulties with*

4. What information is given to patients that would support them with selfcare?

5. What training is offered to staff? (Safeguarding, GDPR, Dementia awareness, conflict resolution, equality and diversity, health and safety)

6. What is your process once you have received a prescription from the GP?

Prompt: *Do you notify patients when a prescription is ready?*

7. How are you supported with your wellbeing?

8. How do you promote the services that you offer?

9. How do you ensure that privacy is maintained within consultations?

Prompts: *Separate room, space, not being overheard, confidentiality*

10. What are your feelings around Pharmacy First?

Prompts: *have any issues arisen, specific training, support etc, signpost to.*

11. Any additional comments or pressures