



Enter & View

Day Lewis Pharmacy,
Wadebridge

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1 Introduction

1.1 Details of visit

Service provider	Day Lewis Pharmacy, Wadebridge
Service Address	Jubilee Road, Wadebridge, PL27 7AT
Date and time	15 th December 2025
Authorised representative	Nigel Oakes

1.2 Purpose of visit

The visit was part of a programme of visits to pharmacies across Cornwall. The aim was to observe the service in action, speak with patients and staff, and gain insight into the service experience. Healthwatch Cornwall makes recommendations where improvements may help strengthen the quality of care and support residents' wellbeing

1.3 Acknowledgements

Healthwatch Cornwall would like to thank patients and staff for their contribution to this Enter and View visit and the subsequent report.

1.4 Disclaimer

This report relates to findings observed on the specific date above and is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time of the visit.

1.5 About Healthwatch Cornwall

Healthwatch Cornwall is an independent organisation committed to amplifying the voices of Cornwall's residents in the planning and delivery of health and social care services. Through public engagement, we gather their views and experiences with these services. We ensure these perspectives are represented in decision-making processes both locally and nationally, driven by the belief that community feedback is vital to improving standards of care.

1.6 What is Enter and View?

As a local Healthwatch we are authorised to "Enter and View" health and social care services through the Local Government and Public Involvement in Health Act 2007 and Local Authorities Regulations 2013 (part 4). These services can include hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies.

Enter and View visits are an opportunity to see services in action, listen to and understand the experiences of individuals who use them, and make recommendations where there are areas

for improvement. The visits are organised based on feedback received about individual services or in response to themes identified in our research.

2 Visit Summary

Conversations with staff

Healthwatch Cornwall spoke with three members of staff, including a member of the management team to discuss the service and view the facilities.

Conversations with residents

Fifteen patients were asked about their experience of the pharmacy and the services it offers.

Observation of facilities

Observations were made throughout the visit, focussing on the condition of the facilities, administrative procedures and patient experience. Overall, observations on the day showed courteous interactions between patients and staff, and the environment appeared calm and orderly. Feedback from patients highlighted problems with both access to, and availability of, the automated issue of medicines outside of working hours. There were also reports of issues with the lack of some pharmacy first services.

3 Service overview

The Day-Lewis pharmacy in Wadebridge is one of two pharmacies located in Wadebridge town centre. It primarily serves patients from two local GP surgeries, with a patient base of approximately 24,000. It is within walking distance of both local GP surgeries and the main shopping streets of Wadebridge. It has several free parking spaces outside and there are several pay and display car parks nearby.

The Pharmacy has an automated dispensing system that can be accessed from both inside and outside the store. The dispensing service is advertised as being available outside of normal working hours.

The service dispenses both prescription and non-prescription medications as also stocks a range of non-medical retail items. An on-site pharmacy first service is available to complete episodes of care for 7 common conditions following defined clinical pathways. There is a pharmacist on site during opening hours. The pharmacy does not open at weekends.

4 Observations

A website operated by Day-Lewis was checked prior to the visit and all information relating to location, opening hours and availability of services was found to be accurate. There were several pharmacy first services advertised on the web site, but it was not possible to book an appointment for all these online.

There were several posters displayed around the store, including information on safeguarding, pharmacy first services, local support groups and one with a link for feedback and queries regarding the service.

There were two seats available for patients, and these were seen being used whilst patients waited to be served.

A phone is located by the till, and this was in use throughout the visit. Staff could be clearly heard speaking on the phone throughout the store and on one occasion a member of staff was heard to repeat a patients name and then proceed to discuss their medication.

There is an automated medication dispensing system that can be accessed from both inside and outside the store. Patients were seen using this system but one reported that they had a problem reaching their medication as it was being dispensed from a drawer out of their reach. There was a mechanical grab aid available, but the patient had struggled to use this. One patient was unaware that the dispensing system could be accessed from inside the branch during opening hours, and another reported that they had tried to use it during the weekend but that it was out of order.

Two patients were seen to access the pharmacy first service during the visit, one of whom had not made an appointment. Both were seen by the pharmacist.

5 Patient feedback

Fourteen patients were asked about their experience of using the pharmacy.

All fourteen made positive comments about both the staff and the service. Common feedback themes included availability of service, short waiting times and friendliness of staff.

One patient reported that they had problems accessing their medication from the automated dispensing system, they told us 'It's too high for me and I can't use the grab stick, what I really need is a step and I've given that feedback to the staff 2 or 3 times now'

Another patient had come into the pharmacy to collect medication as they had been unable to access the automated system over the weekend. They said, 'I came both Saturday and Sunday to try and get my medicine, but the machine was down, they told me it was a Wi-Fi problem' They added 'It's great when it works but it's very frustrating that I had to come in again today'

A patient who had a query regarding accessing their medication and was being helped by a staff member commented 'I never realised you could come inside and use it; I've been stood outside trying to sort it out, but they have umbrellas you can use, which is nice'

A patient who had used the pharmacy first service said 'I'm so grateful that I could walk in and see the pharmacist, he was so kind and professional. I went to Boots first and they told me they were fully booked so thankfully I was able to come here'

We were told by two patients that they had been unable to book for an influenza vaccination as the pharmacy was out of stock. One said 'They put me on a waiting list but weren't able to say how long I may have to wait' a second patient reported that they had phoned the week before and been told the same thing.

We were told by a patient who had come in for a pre-booked influenza vaccination appointment that the process was 'Well simple' they added 'They took the time to talk to me and explain all about the jab I was having, I really can't grumble about the service'.

One patient reported issues with availability of a particular medication and told us 'It's sometimes out of stock and I've had to ring a couple of times to see if they have it. They try and let me know how long it's going to be, but they can't always tell me'

A patient was keen to provide feedback on the positive experience they had with the pharmacy issuing medication under the Patient Group Direction (PGD) scheme. They said 'It's been a complete game changer and I'm so grateful'.

6 Staff feedback

Management team

The branch manager and pharmacist were asked about their experience of working at the pharmacy.

We were told that that relations with local surgeries could be improved and that a request had been made to meet with practice management teams, but no response had been received.

A particular challenge reported by the pharmacy was that they did not receive any referrals from the local surgeries for the pharmacy first service, despite availability on most days.

Management reported that despite being busy, they were able to dispense most prescriptions within a day and that they believed they had excellent relations with most of their patients. They were aware that some patients had difficulty in accessing medication from the automated dispensing system and had supplied a mechanical grab device as a potential solution.

The pharmacist on duty the day of the visit reported they were pleased they were able to offer pharmacy first appointments without a wait and was also very happy with the PGD scheme, as they felt this was a good use of their experience and of great benefit to certain patient groups.

Store team

One store assistant we spoke to said that the pharmacy was 'A great place to work'. They reported generally positive relationships with patients and described management as 'Understanding and supportive'.

7 Recommendations

Healthwatch Cornwall have offered some recommendations based on observations and feedback from both patients and staff to improve experiences in the pharmacy

- 1) Inappropriate disclosure of patient information is a risk to confidentiality. The service should review processes for handling telephone conversations involving patient-identifiable information to prevent confidentiality breaches.

- 2) Access to the automated dispensing system needs improvement for patients with limited reach. Accessibility to the system should be reviewed and reasonable adjustments made.
- 3) Where access to the automated dispensing system is not possible outside of opening hours due to equipment malfunction, there should be clear information available to patients and contingency plans for access to medication.
- 4) Signage on the automated dispensing system should indicate it is available inside the store during opening hours. This will avoid patient discomfort whilst using the system outside during bad weather
- 5) Updating website information on pharmacy first services and vaccination availability may assist patient choice
- 6) When there are unavoidable medication supply issues, patients should be kept informed and alternative provision considered
- 7) Staff reported issues with referrals from local GP practices for pharmacy first appointments. A liaison meeting with practice management may improve lines of communication.

8 Provider feedback

Healthwatch Cornwall shared the draft report with Day Lewis Pharmacy Wadebridge and invited a response by 13 February 2026. Despite follow-up contact, no reply was received before publication. We welcome any future feedback and will add a provider statement should one be submitted.

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