



Enter & View

Roche Pharmacy

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1 Introduction

1.1 Details of visit

Service provider: Roche Pharmacy

Service Address: Fore Street, Roche, PL26 8EP

Date: 13th April 2026

Authorised representative: Nigel Oakes

1.2 Purpose of visit

The purpose of this Enter and View visit was to observe the environment and processes within the pharmacy, hear directly from patients and staff about their experiences on the day, and identify opportunities to improve patient experience and service delivery.

1.3 Acknowledgements

Healthwatch Cornwall would like to thank patients and staff who took the time to share their experiences during this visit.

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 patients and staff, only an account of what was observed and contributed at the time of the visit. Findings should be interpreted as a snapshot of observations on the day of the visit and not a judgement of clinical effectiveness.

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 the pharmacist and one member of the dispensing team

Conversations with residents

Sixteen patients were asked about their experience of the pharmacy

Observation of facilities

Observations were made throughout the visit, focussing on the condition of the facilities, administrative procedures and patient experience. Observations and feedback on the day of the visit indicated areas of good practice, alongside several opportunities to make improvements that could enhance patient experience and service delivery

3 Service overview

Roche pharmacy is an independently operated service, located in the main street of the town. It is housed in a historic former chapel, situated in its own grounds, with car parking for several cars to the rear of the building. The pharmacy deals with upwards of 9000 prescriptions per month, which are in the main from patients registered with the nearby Clays GP practice. In addition, the pharmacy stocks a range of non-prescription medications along with some stationery and household goods.

4 Observations

There were numerous informational posters and literature throughout the pharmacy, including a display of self-help material. Other posters included information on health services in the area, pharmacy first and safeguarding. Some posters appeared outdated or were not clearly displayed, which may reduce their effectiveness as a source of information for patient

On the day of the visit, the Pharmacy was operating a COVID vaccination clinic alongside the regular pharmacy first service. The pharmacist was observed calling patients from the waiting area and seen to greet patients and offer assistance where required, allowing adequate time for safe mobilisation.

Patients awaiting dispensing medication were seen to be waiting for approximately four to five minutes at the busiest times of the visit. Dispensing staff were observed checking prescriptions, issuing medication and offering advice of suitable non-prescription items. Staff interactions observed during the visit appeared respectful and patient-centred, with due regard to patient confidentiality.

The building had several areas in need of maintenance, peeling plaster and wall discolouration were observed in several places. The grounds to the front of the building were overgrown and untidy.

The retail areas were sparsely stocked in some areas and there were several empty shelves and display stands.

Overall, staff interactions were positive and patient-centred, although improvements to the physical environment may enhance the overall patient experience

5 Patient feedback

Staff attitude

All sixteen patients expressed satisfaction with the pharmacy staff. Patients described them as 'Kind' and 'Thoughtful'. One patient told us 'The Pharmacist is such a lovely person, nothing is too much trouble for them and they seem to go the extra mile for us', another said 'The pharmacist is amazing with my special needs daughter, he puts her at her ease and takes the time to talk and interact with her, we are so lucky to have someone like him'.

A patient who had visited the pharmacy to collect medication for themselves and their partner told us, 'We both get our pills put into daily blister packs for us so we don't get muddled, we're on a lot of pills between us and I'm just so grateful that they take the time to sort what we need day by day, you wouldn't get service like that from many places'.

Speaking about the dispensing staff, we were told by one patient, 'They are fantastic and even when it's busy, they do an amazing job'. Another added, 'They know most of us by name, which is lovely and they always take care to have a chat and see how we are and ask after family, it's good old-fashioned, proper caring service and it means a lot to us'.

Availability of medication

Four patients reported they had experienced difficulties or delay in obtaining medication. One patient described difficulties obtaining a prescribed medication in a timely fashion, they told us, 'I put the prescription in last week, but they've just said it isn't ready yet', they added, 'To be fair they said I could wait whilst they made it up, but I haven't got time to wait'. Another patient reported that they sometimes did not get all the medication they ordered at once, they said, 'They usually have the really important items but occasionally I have to pop back for things that they don't have in stock'. They added, 'They always explain what the issue is and they do their best'. We were also told by some patients that they had recently been unable to get a non-prescription item (Aspirin) in the quantity they wanted but they understood that this was due to a national supply shortage.

Services provided

Five patients commented favourably on the range of services provided at the pharmacy. One couple told us, 'It's been really handy to get our COVID jobs here, we live a few miles away, but our local pharmacy is a bit hit and miss, so we come here as we know they are good and

reliable'. A patient who had attended for a Pharmacy First appointment said, 'It was perfect, I went online and it said to come to the pharmacy and before you know it, I've been seen by a lovely chap and he's sorted me out with some drops, he even showed me how to use them'. They went on to say that they had originally thought they would have to make an appointment at their local GP surgery but had found the Pharmacy First service 'Much, much better and quicker than having to go to the doctors'.

Waiting times

Opinion regarding waiting times varied, with some patients saying they felt they had never had to wait and other saying they felt the queues were sometimes too long. One patient said, 'It's worse when there is a job clinic or something similar and then the place gets busy, but the staff are pretty good and getting things moving'.

6 Staff feedback

Management team

The Pharmacist Manager outlined some of the challenges faced by the Pharmacy. They described issues with contacting the local surgery, including delays when calls needed to be transferred via the surgery switchboard. They told us that relations with the surgery were improving and that they had a good referrals process for Pharmacy First services.

They explained that there were supply issues with some medications, but that this was a national issue.

They acknowledged that some remedial works to the fabric of the building were overdue.

Dispensing team

Staff described a supportive working environment and positive team culture, alongside challenges relating to obtaining some items in a timely manner due to supply challenges.

7 Recommendations

Healthwatch Cornwall have offered some recommendations based on observations and feedback from both patients and staff to improve experiences with the service.

- 1) There are areas of damp and mould in some areas of the building and vegetation to the front of the building is overgrown. The building owners should consider a programme of remedial works to improve both the internal and external environment for both staff and patients.
- 2) Information notices are a valuable source of information and as such the pharmacy may wish to consider regularly updating these and ensuring they are displayed in a neat and orderly manner.
- 3) The pharmacy should explore improvements to communication with the local surgery to avoid delays when raising queries about prescribed medications.
- 4) Recognising the wider national supply context, the pharmacy may wish to explore alternative supply sources to avoid shortages of commonly prescribed and non-prescription medications. The pharmacy may also wish to consider displaying notices to inform patients of national supply issues where appropriate.
- 5) The non-prescription medication and general retail areas would benefit from a tidy up, with consideration given to consolidation of stock to avoid gaps in displays. The pharmacy should review the organisation of retail and non-prescription stock to improve accessibility and presentation for patients

8 Provider feedback

To be included on receipt

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