

# St Annes Pharmacy

Date: 20 March, 2026

Time: 10:00-12:00 noon



Disclaimer: This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and patients who met members of the Enter and View team on that date.

# Contact Details

## Address

56 St Alban's Road  
Lytham Saint Annes  
FY8 1TH

## Pharmacy Contact:

Tel: 01253 721663

## Date and Time of our Visit:

Friday 20<sup>th</sup> March 2026  
10:00am–12:00noon

## Healthwatch Lancashire Authorised Representatives:

Sue Edwards (Senior Engagement Officer)  
Charles Howarth (Healthwatch Lancashire Volunteer)



# Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good surgery within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

## Why pharmacies?

Healthwatch Lancashire are carrying out visits to pharmacies in order to respond to concerns about general accessibility in pharmacies and also to understand how service changes are perceived by members of the public in light of the recent Pharmacy First initiative.

## Acknowledgements

Healthwatch Lancashire would like to thank patients, staff and management, for making us feel welcome and for taking the time to speak to us during the visit.

# What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to St Annes Pharmacy on Friday 20<sup>th</sup> March, 2026, and received feedback from eight patients.



## One to one discussions with patients

Healthwatch Lancashire spoke with patients using the pharmacy about their experiences, their reasons for visiting the pharmacy and how they felt about the service.

## Observations

Observations were made throughout the visit. This included interactions between staff and people using the service, accessibility measures in and around the building and the condition and cleanliness of the facilities.



# Summary



St Annes Pharmacy is located on the intersection of St Alban's Road and St Patrick's Road South, Lytham St Annes, on the Fylde Coast.

The pharmacy offers various services including Pharmacy First, medication dispensary and new medication advice, blood pressure testing, hair loss (alopecia), adult ear infection, haemorrhoids, earwax removal, weight management, delayed (late or missed) periods and vaccinations including flu, Covid, travel and chickenpox. There is also a home delivery service of medications for those unable to travel to the pharmacy.

The pharmacy was seen to be accessible, well-lit, and free of clutter. Shelves selling hygiene, personal grooming and over-the-counter medication were well-stocked and clearly priced, although a section of shelving behind patient seating could be utilised for further stock and/or health information. It is also recommended that a small area currently being used for storage could either be screened more effectively or incorporated into the existing floor space.

Eight patients provided feedback about their experiences of using the pharmacy. Patients found the pharmacy staff helpful and friendly. Locality/convenience, availability of prescribed medication and easy access were all discussed by patients as a positive when using the pharmacy. All patients spoken with were happy with the service that they had received.

One patient felt that Saturday opening would be beneficial to patients who work during the week, and one stated that a bicycle rack would be helpful for securing their bike whilst in the pharmacy.

Five out seven patients who provided feedback about the Pharmacy First initiative stated that they were aware of the service. Once explained the other two patients spoken with stated that they were aware that they could see the pharmacist for certain conditions but did not know that it was called 'Pharmacy First'.

All of the patients spoken with were able to get their prescribed medications at the time of the visit. One patient spoken with stated that it was the only pharmacy in the area that stocks their medication.

The pharmacy does not currently have access to an interpreter service for those who may use British Sign Language (BSL) and it is recommended that the pharmacy investigate as to whether there is a need for this, and where interpreter services could be accessed for full inclusivity.

# Pharmacy Overview



## Location

St Annes Pharmacy is located on St Alban's Road in the town of Lytham St Annes, on the Fylde coast. Lytham St Annes is located to the south of Blackpool, and to the east of Preston via the M55 and the A584/A583 road network. Residents of outlying towns and villages including Warton, Freckleton, Ballam and Peel also access services in the Lytham St Annes area.

The pharmacy is located within a ground floor corner unit. There is a small parking area directly outside the pharmacy and there is street parking close by.

There is good public transport to the area with a bus stop close to the pharmacy, and buses run regularly to/from Lytham St Annes town centre, Blackpool, and surrounding areas.

## Services available

The pharmacy offers various services including Pharmacy First, medication dispensary and new medication advice, blood pressure testing, hair loss (alopecia), adult ear infection, haemorrhoids, earwax removal, weight management, delayed (late or missed) periods and vaccinations including flu, Covid, travel and chickenpox. There is also a home delivery service of medications for those unable to travel to the pharmacy.



# Enter and View observations

## External Environment

The pharmacy was easy to find, and its location on the intersection of St Alban's Road and St Patrick's Road South means that it's visible when approaching from different directions.

The external appearance of the pharmacy was seen to be clean and tidy, well maintained and with clear signage which includes the pharmacy contact number.

There is information in the pharmacy windows around services on offer, as well as general health and wellbeing services.

Entrance into the pharmacy is via St Alban's Road, with one main door and with the possibility of opening a second door to create a wider entrance if/when needed. Entry from the street is at ground level.

The entrance door(s) are currently manual and it is felt by the Healthwatch Lancashire representatives that adding an electronic opening system will allow for easier accessibility for those with mobility needs, such as those using wheelchairs or walking aids (Recommendation 1).

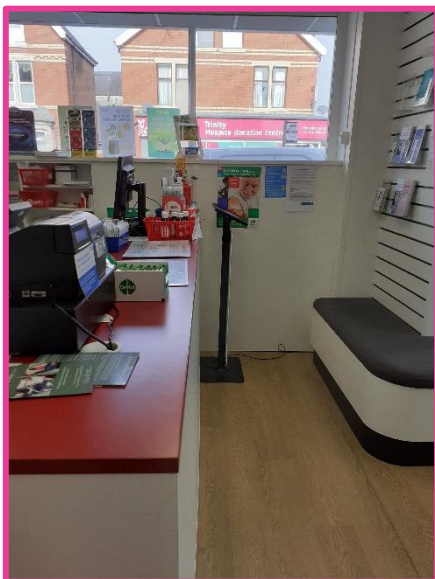


## Internal Environment

On entering the pharmacy the counter is clearly identifiable and patients can access it easily without obstacles or clutter. The dispensary is located to the rear and left of the counter and is visible to the public.

The pharmacy is well lit, clean and well maintained, with products such as over-the-counter medication, personal grooming and hygiene products on display around the sides. These were seen to be accessible, well stocked overall and clearly priced.

A consultation room is available for patients wishing to have a confidential conversation, and this was seen to be used throughout the visit.





There is an area of the pharmacy to the rear of the whiteboard and shelves that is currently being used as a storage area for promotional materials and boxes etc. Whilst this area does not impact on patient movement around the pharmacy it does give an untidy feel to one area of the pharmacy and it is therefore recommended that some consideration is given to how the area can be more effectively screened or incorporated into the overall floor space (Recommendation 4).



## Staff and patient interactions

The pharmacy team were observed being friendly and approachable, and interactions with patients were seen to be pleasant and helpful. Healthwatch Lancashire representatives observed staff knowing some patients well.

Staff appeared to work well as a team and all were seen to have clearly defined roles, with good communication between the team being observed throughout the visit.

The pharmacy was seen to be busy throughout the visit, with staff appearing calm and interacting with patients effectively. Patients were seen quickly and with clear communication.

When asked staff informed the Healthwatch Lancashire representatives that the pharmacy currently uses Language Line for patients for whom English is a second language. There are currently no interpreter services for patients who are deaf and use British Sign Language (BSL). In order for services to be fully accessible it is recommended that the pharmacy look into whether some patients may require this and if so where interpreter services could be accessed (Recommendation 5).

St Annes Pharmacy actively seeks patient feedback with an accessible electronic feedback system located by the counter. This demonstrates good practice in ensuring that the patient voice is continually heard.



# Patient Feedback

Healthwatch Lancashire heard feedback from eight people using the service. Patients were observed being seen quickly and most preferred brief conversations with the Healthwatch Lancashire representatives.

A further eight patients were approached for feedback but declined due to feeling unwell or were in a rush, and this was respected by the Healthwatch representatives.

## What is the purpose of your visit?

Seven patients answered this question, with five of the patients spoken with collecting prescriptions for themselves, one patient was picking up a prescription for someone else, and one had called in for medication advice.

Out of the seven patients who responded to the question as to whether they were aware of the Pharmacy First initiative five stated that they were aware and two stated that they were unaware. However, it should be noted that whilst two were unfamiliar with the actual term 'Pharmacy First' all seven were aware that they could see the pharmacist with certain health complaints **"yes, but not by name"**.

## Were you able to get what you needed?

All patients spoken with stated that they were able to get what they needed at the time of their visit **"yes, and being delivered tonight"**.

## What works well at this pharmacy?

Staff, access, quick service and convenience/ locality were discussed by patients as working well at the pharmacy.

**"The people, they are quite nice"**

**"Easy to drive to, nearby"**

**"Good service"**

One patient commented that it was the only pharmacy in the area that stocks their medication **"...the only one that has my [health condition] meds, and that includes the one at my GP"**.

One patient commented that the pharmacist **"takes time to talk on the phone"**.

## Is there anything that could be changed to meet your needs?

One patient suggested that Saturday opening would be beneficial, especially for people who work.

One patient suggested that a bicycle rack outside the pharmacy would be helpful as currently there's only one place to secure a bike and if it's already in use their bike has to be left unsecured.

## Do you receive information in a way that is easy to understand?

All patients spoken with were happy with the communication that they receive from the pharmacy.

*“Yes, and got a text for the first time”*



# Staff feedback

The staff team at St Annes Pharmacy was seen to be consistently busy throughout the visit. In order not to disrupt services the Healthwatch Lancashire team offered staff the opportunity to feedback both during and following the visit; however no staff feedback was forthcoming for the purposes of this report.



# Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from patients.

1. Consider an electronic opening system for the entrance doors for easier access for those with mobility needs such as wheelchair users and those with walking aids
2. Consider the purpose of shelving behind the patient seating and see how this can be used to further aid in positive patient experience
3. Replace the broken light switch and put a door stop in place to prevent repeat damage
4. Look at the area behind the whiteboard to see how the area can be more effectively screened or incorporated into the overall floor space
5. Investigate whether there is a need for BSL interpreter services and where these could be accessed

## Provider response

<b>Environment:</b>		
Look at utilising the shelves behind the seating further for stock and/or health information	We already have a Healthy Living area, which is accessible by the door, but we will look at utilising this area for health promotion posters and leaflets. Using the area for stock would cause difficulties for customers, especially when patients are seated during our busy vaccination clinics	
Look at the area currently being used for storage behind the whiteboard to see if it can be further screened or incorporated into the floor space	The area behind the whiteboard is restricted by the shutter that needs to come down each night – we do not use this area to avoid potential accidents	
<b>Accessibility:</b>		
Consider an electronic opening system for the entrance doors for easier access for those with mobility needs	The cost of installing electronic doors is currently prohibitive. The staff are happy to help anyone that needs assistance with the second door, if a wider entrance is required, though the single door appears to provide access to a variety of wheelchair users	
Investigate whether there is a need for BSL interpreter services and where these could be accessed	The NHS service that provides translation services for language also provides a BSL service via teams or other video links. There is now a poster advertising this in the pharmacy as well as in the Signposting file, so all staff are aware	
<b>Health and Safety:</b>		
Replace the broken light switch as discussed and add a door stop to prevent repeated damage	This will be replaced with a metal cover as well as adding a door stop to ensure this does not happen again.	



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Lancashire

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