



# The Disability Partnership's Pharmacy Project



A resource booklet for pharmacists, people with disabilities,  
family members and carers.

For suggested use in pharmacy settings and when preparing  
for a visit to a pharmacy.

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This booklet has been created by Mencap's pharmacy project and includes resources that have been created by Mencap staff, in consultation with people with disabilities. Resources have also been co-created and adapted from previous existing resources.

The booklet has been divided into four sections:

1. Resources for people with disabilities

2. Resources for families and carers of people with disabilities

3. Resources for pharmacists

4. Resources for external agencies to audit or support pharmacies

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# 1

## Resources for people with disabilities

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## My communication rights at the pharmacy



### What is the Accessible Information Standard?

There has been a new set of rules created by NHS England called the Accessible Information Standard.



The Accessible Information Standard has been created to make sure that health and adult social care services:

- Give you the information you need in a way that you understand.
- Provide you with any communication support you need to have a conversation about your health or care.



The Accessible Information Standard is there to support you if you have information or communication needs because of a disability or sensory loss.

For example if you:



- Are blind
- Are d/Deaf
- Are deafblind
- Have a learning disability
- Have had a stroke or brain injury



Your pharmacy will have to follow all the standard by 31st July 2016 and in the future.

## Key information you should know



You can tell your pharmacist or staff working at your pharmacy about your information or communication needs. These should be recorded to make it easier for you in the future.



They might ask you if you are happy for them to share your information or communication needs with other health and care professionals who are supporting you, such as your doctor.

Your pharmacist should tell you the different ways they can give you information or about communication support they can provide.



You can ask for information to be given to you in a way that you can understand, for example:

- Easy read
- Large print
- Email



You can ask for communication support if you need it, for example from a British Sign Language interpreter or advocate.

**References:** NHS England (2015) Accessible Information Implementation Guidance



## What is a Medicines Use Review?



A Medicines Use Review is a NHS service offered by pharmacies.



The review is a private conversation between you and your pharmacist about your medication.



It will be in a private room at your local pharmacy.



The pharmacist is there to talk to you about your medicines, listen to any questions you have and help solve any problems you may have with your medicines.



It is to check that you understand how your medicines should be used and why they have been prescribed to you.



**Do I have to pay?**



No, a Medicines Use Review is free.



## Is the Medicines Use Review service offered everywhere?



No, not every local pharmacy offers this service, so you need to ask your pharmacy.



## Who can have a Medicines Use Review?



You can ask for a Medicines Use Review if:



- You are regularly taking more than one type of medicine.



- You are taking medicines for a long term illness, for example, asthma, arthritis, diabetes or epilepsy.



- You have recently got out of hospital.



- **But**, if you're not in any of these groups, you can still ask your pharmacist for advice about your medicines at any time.



## Can I request a Medicines Use Review?



Yes, you can ask for a review at your local pharmacy where you get your prescription medicines.



Your pharmacist might ask you to have a review.



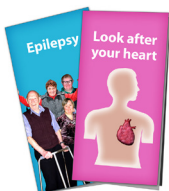
## What happens at a Medicines Use Review?



The review is a private conversation between you and your pharmacist about your medicines.



The pharmacist is there to listen to any concerns or questions you have and to help you get the best out of your medicines.



The pharmacist will go through the medicines you take, finding out how you take your medicines, and if you have enough information about them.



The pharmacist will check how well you are getting on with your medicines, for example, if you can swallow your medicines easily.





The pharmacist may be able to suggest some changes to your medicines which you can discuss with your doctor.



The pharmacist may fill in a form, called the Medicine Use Review form (MUR). Your pharmacist may provide a copy of the form to your doctor if a possible health issue has been found.



You can ask for a copy of your Medicine Use Review form (MUR) to be sent to another health professional involved in your care – for example your nurse or your carer.



**How long will the review take?**



A review will take between 10 and 20 minutes.



**How often will I need a Medicines Use Review?**



It is recommended that you have a review once a year.



## Can children have a Medicines Use Review?



Children can take part if they are able to give their consent. Consent cannot be given by a carer or parent on behalf of a child.



Where can I find out more information about the service?



Ask your local pharmacist.



**Remember:** you can talk to your pharmacist at any time, but a review will give you both more time to concentrate on you and your medicines.

**References:** Guidance on the Medicines Use Review service - NHS Employers and Pharmaceutical Services Negotiating Committee - 2013



## What is the New Medicine Service?



It is a chance for you to talk to your pharmacist about your new medication.



It will be in a private room at your local pharmacy, or on the phone.



## Who can use the New Medicine Service?

Anyone who has a new medicine for the below conditions can ask for a New Medicine Service:



- Asthma
- Chronic obstructive pulmonary disease
- Type 2 diabetes
- High blood pressure or needing blood-thinning medicine.



## How do I ask for the New Medicine Service?



When you take your new prescription to your local pharmacy, ask your pharmacist about it.



## What's happens during the Service?



When you start your medicine you can talk to the pharmacist and ask any questions you may have about it.



You will then have a second appointment two weeks later, when you can talk about any problems you might have had with the medicine.



You will have your last appointment two weeks later when you can tell your pharmacist on how you are getting on with your medicine.



The service then ends, but your pharmacist will always talk to you about your medicines when you need help.



## Do I have to pay?



No, this service is free.



## How long will each appointment take?



The appointments will be for about 10 to 15 minutes.



## Can children take part in the service?



Children can take part if they are able to give their consent. Consent cannot be given by a carer or parent on behalf of a child.



## Where can I find out more information about the Service?



Ask your local pharmacist.

## What you need to know about pharmacies



### What are they?



Pharmacies are places where you go where they prepare your medication and you can collect it.



It is where you go when your doctor gives you a prescription for medication.



### Where are they?

There are pharmacies all over the United Kingdom.



They can be separate buildings or can be inside shops like supermarkets.



Some pharmacies stay open at weekends and in the evenings.

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## What do they do?



Pharmacists can help you with any questions you have about your medication.



You don't need an appointment to see a pharmacist.



They can explain when and how you should take your medication.



They can recommend medication that can help you if you are feeling ill and haven't got a prescription.



They can give you written information about medication or health conditions that you can take away to keep.

## What is a prescription?



It is a printed document given to you by a doctor.



It has your medication written on that you give to the pharmacy.



You pay for your prescription at the pharmacy. You might not have to pay if you are receiving benefits.



If you are not sure if you qualify for free prescriptions ask your Pharmacist.



### Remember!

Your pharmacist is there to help you. They can answer your questions if you are confused, worried or if you need further information.

**References:** What does your Chemist do? - Greenwich Primary Care Trust NHS and Neighbourhood Renewal Greenwich – 2002 What your pharmacist can help with – NHS Choices - 2014



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# 2

## Resources for families and carers of people with disabilities

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## Communication rights at the pharmacy: information for parents and carers

### What is the Accessible Information Standard?

- The Accessible Information Standard was published by NHS England in July 2015.
- This Standard has been created to try to make sure that people with a disability or sensory loss get accessible information and communication support from organisations that provide NHS care or adult social care.
- The Standard requires organisations to identify, record, flag, share and meet the information and communication needs of people with a disability or sensory loss. This includes people who are blind, d/Deaf or deafblind, people who have visual and / or hearing loss, and people who have a learning disability.
- All organisations that provide NHS care or publicly-funded adult social care must implement the Standard in full by 31st July 2016, and then continue to follow it on an ongoing basis.
- You can find out more about the Standard on the NHS England Website.

### Key information you should know:

- The pharmacist (or another member of staff working at the pharmacy) should ask the person you support if they have any information or communication needs. If they do, their needs should be recorded, for example 'needs information in easy read'.
- This information should show up whenever the pharmacist accesses the person's record, for example, when supporting them with their medication, so they are aware.
- The pharmacist might ask if the person you support is happy for them to share their information or communication needs with other health and care professionals who are supporting them, such as their doctor.
- If you are a carer with your own information or communication needs, then the pharmacist should also ask you about your needs, and take steps to meet them.
- The pharmacist should make sure that they provide information to the person you support in a way which is accessible for them, for example in a larger font size or in easy read.
- You, or the person you support, can ask the pharmacy about arranging communication support if this is needed, for example from a British Sign Language interpreter.
- Pharmacists should be patient and understanding towards patients' communication needs, and should work to meet them.

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## Information you should know as a carer:

- Support the person you care for to explain their information and / or communication needs to their pharmacy, if this is what they would like to do. Help them to think about different ways the pharmacist might be able to support them, for example by explaining written information verbally or using symbols /pictures.
- Explain what their rights are so they are informed and can make the decision on whether they want their pharmacist to share their information and / or communication needs with other health and adult social care providers involved in supporting them.

## Handy tips for carers:

- Support the person you care for to write down their information and / or communication needs in advance so that the information can be handed over straight to the pharmacist if they find it stressful explaining. If they have a health passport or something similar and these needs are detailed in it, bring this to show the pharmacist. You could also support them to complete a communication card, such as this one produced by Sense. (There are three different communication cards available).
- Ask the pharmacist if they have any aids that could help with medication taking such as visual medication calendars, colour coded rings or reminder charts.
- When speaking to the pharmacist check that the person you support have understood and is retaining the information, and if they have any further questions.
- If the pharmacy is loud or busy, suggest moving to a quieter area to continue the discussion.
- If the person you support has a number of questions or would like to have a medicine use review, book an appointment in advance and ask for a longer appointment time to enable the person to have plenty of time to explain their needs.
- Understanding towards patients' communication needs, and should work to meet them.

# Over-medication of people with learning disabilities concerns

## Information you should know as a carer

- There was a report published on 14th July 2015 about the use of antipsychotics and other medicines used to treat mental illness that were being prescribed to people with learning disabilities unsuitably.
- NHS England worked with patients and professional bodies to analyse how this could be combatted, to maintain patient safety and a high quality of care.
- They advise that people with learning disabilities, parents and carers if they have any concerns about the medication that they are taking or the individual they support is taking, they should contact their GP or related health professional, who prescribed the medication, to discuss these with them and for the professional to provide relevant advice and information.
- They have highlighted, in their medication guidance the importance of not immediately stopping the taking of their medication as it could be dangerous, and the prescription could be correct for that individual's health circumstances.

## Key actions resulting from the report:

- A 'Stopping Over-Medication of People with a Learning Disability' toolkit was co-produced and launched on the 1st June 2016, to support reviewing by health professionals of unsuitable prescriptions.
- Challenging Behaviour Foundation, Royal Colleges of Nursing, Royal Pharmaceutical Society, The British Psychological Society and NHS England have committed to working together to take action to stop over medication.

## Helpful links for further information:

- [Stopping Over-Medication of People with a Learning Disability toolkit](#)
- [Easy Read – Advice for patients, families and carers](#)
- [Easy Read – How medicines to treat mental health problems are used for people with learning disabilities](#)
- [Medicine Advice for Patients](#)

### References:

Advice for Patients, Families and Carers – NHS England – 2015  
Stopping Over-Medication of People with Learning Disabilities – NHS England – 2016  
Medicine Advice for Patients – NHS England - 2016  
How medicines to treat mental health problems are used for people with learning disabilities  
NHS England / Sunderland People First - 2016

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# 3

## Resources for pharmacists

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## Checklist for accessible information and reasonable adjustments in pharmacies

Tick the corresponding box if yes

### Access

- Is there clear access to the entry of your building?
- Is there anything that could cause your service users to trip? Are your doors easy to open?
- Do you have clear signage for your service counters?
- Are your service counters at the correct high so all service users can reach? Are your aisles clear and have no obstructions?
- Is your venue well lit?
- Are your shelf labels easy to see and have a clear and large enough font? E.g. Arial and size 12 font or above.
- Is there seating available near your service counter/s?

### Communication

- Have you asked them if they have any communication needs? Have you recorded them?
- Have you asked for their consent to be able to share this information with other health and adult social care professionals involved?
- Have you asked if they have a health passport?
- Have you asked if they have any other form of document which explains their health details and their preferences?
- Have you searched for any schemes that are available locally that you could sign up for which would help with this area?
- Have you explained the information to the service user in a way that they understand?
- Have you checked to see if they have retained and understood the information?
- Have you offered them an easy read version of the information if available?
- If required have you provided the information in braille, symbolic form, raised print or in a large font?

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- If needed, can you email them the information if they have an assisted technology programme that can help?
  - Do you have a hand out with the most common pictograms available at your counters to help with explaining information to service users who need it?
  - Do you have accessible leaflets that can be given to service users?
  - Have you got visual medication calendars and reminder charts that can be explained and given to service users?
  - Have you offered to organise for an interpreter or an advocate to come and support them with their appointment?
  - Is the area you are speaking to your service users in well-lit, so they can easily see you and the information you may be explaining?
  - Is the area quiet enough for you to both to be able to hear each other and concentrate?
  - If needed have you repeated yourself using different words or used simpler language with no figures of speech?
  - Do you have pens, paper and paper available that can be used for you or your service users to make notes if necessary?
  - Are you remembering to remain aware of any non-verbal communication such as gestures?
  - Is lip reading your service user's chosen communication choice?

**If so have you made sure to:**

- Maintain eye contact with your service user? Use your usual voice volume and lip movement? Face the person when speaking to them?
- Use gestures?
- Is your speech clear?

**Have you made sure not to:**

- Shout your words?
- Obscure your mouth with objects or by eating or drinking? Obscure your speech?
- Are you at the same eye level as the person you are serving?
- Would it be easier if you were sat down?
- Have you installed a ticket system or a visual display for service users waiting for their prescriptions?
- Do you have a hearing induction loop in place and running at your pharmacy? Have you directed the service users to the XPIL services?

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## Medication

Have you checked the understanding of the person who you are given the medication to?

### Do they understand/ know:

The name of the medication?

Why they are taking the medication?

The amount they should be taking and when?

What the side effects of the medication could be?

Where and how you should store the medication?

When they need refill and where and how?

Have you offered accessible medication tools for easy management of medication?

If you are using braille labels, have you made sure that all the information on the label is in braille?

Have you made use of, if necessary, adapted medication tools, e.g. colour coded rings, for your service user?

## Attitude

Have you given them time to make suggestions of things that might help them in regards to their medication?

Have you asked them for feedback on their past experiences of taking medication or using the pharmacy?

Have you and your colleagues attended appropriate training on disabilities, which allows you to feel confident serving people with disabilities?







Are you aware of the disability friendly features of your pharmacy?

Is there a staff member in the pharmacy that has already built up a good relationship with the service user and who the service user is familiar communicating with?

Are they available to support the service user with their prescription if it makes it easier for the service user for communicating?



## Helpful website links related to pharmacies and the Accessible Information Standard

	Website link	Description dummury
	<a href="#">The Accessible Information Standard</a>	<p>Full details of the Accessible Information Standard, an easy read version and information on how it will be implemented.</p>
	<a href="#">The Accessible Information Standard Video</a>	<p>A British sign language and subtitled YouTube video from NHS England about the Accessible Information Standard.</p>
	<a href="#">What is a Medicines Use Review?</a>	<p>A video from the Royal Pharmaceutical Society to explain what a medicines use review is.</p>
	<a href="#">The New Medicine Service</a>	<p>A Video from the Royal Pharmaceutical Society to explain the new medicine service.</p>
	<a href="#">The Elfrida Society</a>	<p>This Elfrida Society provides easy read medication information leaflets that you can download on various medicines.</p>
	<a href="#">Raising Our Sights</a>	<p>Mencap and the PMLD Network's How to guide for Health for People with Learning Disabilities called Raising Our Sights. A guide with recommendations for commissioners and parents and carers on what could be implemented locally to help people with learning disabilities with their health.</p>

	Website link	Description summary
	<a href="#">Easy Health</a>	The Easy Health Website has easy read versions of a number of documents that could be useful when visiting your pharmacy, for example a leaflet explaining consent and easy read health cards.
	<a href="#">A Picture of Health</a>	A Picture of Health has a variety of easy read resources including a medicine workbook and a questionnaire that can be filled in about managing your medicines.
	<a href="#">Friendly Resources</a>	The website has a search engine where you can search for useful resources, events and news related to people with learning disabilities and their health. There are two resources particularly related pharmacies to be aware of - 'What does your Chemist do?' and 'Getting to Know your Pharmacist'.
	<a href="#">Good Healthcare for All</a>	A booklet that gives practical hints and tips for people with learning disabilities on how to go about using the NHS, making decisions and what you should expect.
	<a href="#">Health in my Language</a>	A website that offers information and questions related to health related services provided in Scotland, but has helpful information provided in sign language that could be useful to services outside of Scotland.
	<a href="#">RNIB Medicine Leaflet Line</a>	The RNIB Medicine Leaflet line that patients can call to request audio, braille or large print patient information leaflets.
	<a href="#">East Kent Hospitals University - My Healthcare Passport</a>	An example of a health care passport. A variety of health passports are available online.
	<a href="#">RNIB - Need to Read it - Format Notification Letter Template</a>	RNIB have created a template letter that people with a sight impairment can complete to hand into their GP Practice Manager where they can highlight what is their preferred form of communication

## Reasonable adjustments for pharmacists

**Below is a list of examples of adjustments that pharmacies should have in place to ensure that their settings are fully accessible to people with disabilities.**

The duty to make reasonable adjustments is set out in section 20 of the Equality Act 2010 and its accompanying schedules (eg schedule 2 on reasonable adjustments in services and public functions). Extensive guidance for providers of goods and services was also created, including making reasonable adjustments. For further information see the Equality Act guidance: [www.gov.uk/government/publications/equality-act-guidance](http://www.gov.uk/government/publications/equality-act-guidance) and guidance for service providers: <https://www.equalityhumanrights.com/en/advice-and-guidance/guidance-service-providers>

### Access

- Ensure clear access to the building, by removing tripping hazards and making sure doors are easy to open.
- Have clear signs around the pharmacy – making sure that customer service points are visible, easy to approach and at the right height.
- Keep aisle clear and avoid free-standing displays.
- Make sure that the pharmacy is well lit.
- Make sure shelf labels are large and clearly written. Make sure text is at least size 12 font or above.
- Make sure there is a seating area near to the counter if possible.

### Communication

- Ask the customer if they have any communication needs. Record these on your system. Ask if they give their consent for this information to be shared with other health and adult social care services involved.
- Ask if the customer has a health passport or similar document detailing the customer's health information and preferences. Sign up to any local schemes to be part of these initiatives.
- Take time to explain information, confirm that the information you are explaining is understood.
- Supplement with simply stated written information, see 'Easy Read' below.
- If needed, provide all information in symbolic form, in large print, in raised print or Braille.
- Have a 1-page, double-sided hand-out with the most common pictograms used available on the counter at all times.
- Have accessible leaflets, medication reminder charts and visual medication calendars to talk through and hand out to take home.

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- Find a quiet place to talk which is well lit so that neither you nor they are distracted.
  - If needed organise for an interpreter or an advocate to be present at their appointment to support their communication if they feel it would be helpful.
  - Repeat yourself, using different words.
  - Provide writing tools.

**If lip reading is the person's preferred communication method:**

- *Use your regular voice volume and lip movement.*
- *Maintain eye contact when you speak.*
- *Face the person.*
- *Use gestures.*
- Do not shout or exaggerate speech, garble words, or obscure mouth with hands.
- Don't place things such as pencils, gum, or food in your mouth.
- Make sure you are at the same eye level when speaking to the person you are serving.
- Consider installing a ticket system or visual display for people waiting for prescriptions.
- Ensure a hearing induction loop is in place and working.
- Direct customers to the XPIL services.

## **Medication**

- Make sure you find out their understanding of the medication you are giving them. They should know:
  - *Name of the medication. (Can the person read the label?)*
  - *Why are you taking the medication?*
  - *How much/many are you taking?*
  - *When to take the medication? (morning, before meals, twice a day?)*
  - *Effects to look for. (Both positive and negative)*
  - *Where do you keep the medication? (special storage conditions)*
  - *When is the next refill due? (And plan or method for obtaining refills)*
- Provide accessible medication tools – easy open containers, larger bottles, pre-measured liquid dosages, pill organizers, etc. for easy use.
- If braille labels are used, make sure all detail is contained in the braille information: medicine name, dosage and expiry date.
- Use adapted medication tools such as colour coded rings and caps.

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## Attitude

- Never assume you know a person's communication needs better than themselves. What works for one person might not work for another person – always ask what suits them best.
- Allow people with disabilities to make suggestions of things that will help them.
- Make sure to ask for feedback of people with disabilities' experiences.
- Provide training for staff so that everyone who works in the pharmacy is confident to serve customers with disabilities.
- Make sure everyone is aware of what the disability-friendly features of the pharmacy are, highlighting the reasonable adjustments you've made so showing your commitment to make reasonable adjustments.
- If you have a system to record details about your service users, record their preferred communication choice to make it easier for them in the future.

# Accessible information for the use of pharmacists

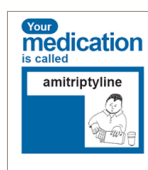
Selected examples of the extensive amount of accessible information available on the internet:



Mencap's The Raising Our Sights: health and people with PMLD guide  
<https://www.mencap.org.uk/RoS-guide-health>



The most comprehensive collation of accessible health information, with a large number of accessible leaflets around common medical issues and health checks Easyhealth: <http://www.easyhealth.org.uk/categories/health-leaflets/>



Accessible medication information leaflets, The Elfrida Society:  
<http://www.elfrida.com/medication-leaflets.htm>



Easy read guides to a number of health conditions, and Good Healthcare for All - a booklet that provides practical hints and tips for people with Id on how to go about using the NHS, what to expect, Foundation for People with Learning Disabilities:  
<http://www.learningdisabilities.org.uk/our-work/health-well-being/easy-read-guides-health-conditions>

Good Healthcare for All: <http://www.learningdisabilities.org.uk/publications/176171/>



A number of easy read medication leaflets for general medication and illnesses, A Picture of Health: <http://www.apictureofhealth.southwest.nhs.uk/primary-care/medication/>



Information about health conditions, well being and tests and treatments, NHS Inform Easy Info Zone: <http://www.nhsinform.co.uk/easy-info/>



Health information, Friendly resources:  
<http://www.friendlyresources.org.uk/Forms/Health.aspx>



Health information in sign language, Health in my language:  
<http://www.healthinmylanguage.com/languages.aspx>



The RNIB Medicine Leaflet line that patients can call to request audio patient information leaflets, RNIB/XPIL:  
<http://xpil.medicines.org.uk/RNIBInfo.aspx>



Public Health  
England

The Improving Health and Lives Learning Disabilities Observatory:  
<http://www.improvinghealthandlives.org.uk/>

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## Tools

### Paediatric Pain Profile

A behaviour rating scale for assessing pain in children with severe physical and learning impairments: <http://www.ppprofile.org.uk/>

### Disability Distress Assessment Tool (DisDAT)

A tool that Identifies and documents distress in people with severe communication difficulties. <http://www.stoswaldsuk.org/how-we-help/we-educate/resources/disdat.aspx>

### Mencap ready-to-use templates

- Easy Read appointment letter – template (direct resource)
- How to complain letter – template (direct resource)
- How to take single medicine – template (direct resource)
- How to take multiple medicines - template (direct resource)
- Body Map – template (direct resource)
- Pain Scale – template (direct resource)
- A ‘My Medication’ booklet template, Cheshire and Wirral Partnership: <http://www.cwp.nhs.uk/learning-disabilities/1084-information-about-my-medication>

### Mencap ready-to-use Information leaflets

- Easy word leaflet about annual health checks (direct resource)
- Having a health check leaflet - the rights of your relative (direct resource)
- Health jargon buster (direct resource)

## Information about specific illnesses

### Flu – Public Health England

<https://www.gov.uk/government/publications/flu-leaflet-for-people-with-learning-disability>

### Asthma – Asthma UK

<http://www.asthma.org.uk/easy-to-read-materials>

### Cancer – Macmillan

<http://be.macmillan.org.uk/be/s-428-easy-read-titles.aspx>

### Sight loss – Seeability:

<https://www.seeability.org/our-specialisms/?book=easy-read-library>

### Epilepsy – Epilepsy society:

<http://shop.epilepsysociety.org.uk/product/about-epilepsy-pack/44828/2/> (To buy only)

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## Examples of health passports

### Guys and St Thomas's Hospital passport:

<http://www.guysandstthomas.nhs.uk/resources/patient-information/all-patients/my-hospital-passport.pdf>

### East Kent Hospital:

<http://www.ekhuft.nhs.uk/patients-and-visitors/about-us/people-with-learning-disabilities/my-healthcare-passport/>

### CWP NHS: All About My Health Action Plan:

<http://www.cwp.nhs.uk/learning-disabilities/1724-all-about-my-health-health-action-plan-for-adults-new-version>

## Good example links for resources already in existence

### Easy Read Health Wales

Easy Read information on a wide variety of topics on health and well-being:

<https://www.easyreadhealthwales.org.uk/checking-your-health.aspx>

### A picture of Health, SouthWest NHS

Huge number of easy read medication leaflets for Mental health issues:

<http://www.apictureofhealth.southwest.nhs.uk/mental-health/>

A number of easy read medication leaflets for general medication and illnesses

<http://www.apictureofhealth.southwest.nhs.uk/primary-care/medication/>

### What does your chemist do leaflet

[http://www.apictureofhealth.southwest.nhs.uk/wp-content/uploads/primary-care/medication/what\\_does\\_your\\_chemist\\_do.pdf](http://www.apictureofhealth.southwest.nhs.uk/wp-content/uploads/primary-care/medication/what_does_your_chemist_do.pdf)

### NHS Inform Easy Info Zone

Online info about health conditions, well being and tests and treatments:

<http://www.nhsinform.co.uk/easy-info/>

### NHS Lanark

A huge amount of info on medication, templates for accessible letters etc:

<http://www.healthelanarkshire.co.uk/>

### Royal Psychiatrist Society

Leaflets on main illnesses: <http://www.rcpsych.ac.uk/healthadvice/problemsdisorders/learningdisabilities.aspx>

### Friendly resources

Health information: <http://www.friendlyresources.org.uk/Forms/Health.aspx>

### CWP NHS

Information about 30 medications: <http://www.cwp.nhs.uk/learning-disabilities/categories/318>



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## Foundation for People with Learning Disabilities

Information on different conditions and illnesses:

[Acute Bronchitis Easy Read Guide \(PDF\)](#)

[Attention Deficit Hyperactivity Disorder \(ADHD\) Easy Read Guide \(PDF\)](#)

[Breast Screening Easy Read Guide \(PDF\)](#)

[Contraceptive Injection Easy Read Guide \(PDF\)](#)

[Dental Abscesses Easy Read Guide \(PDF\)](#)

[Diabetes Easy Read Guide \(PDF\)](#)

[Earwax Easy Read Guide \(PDF\)](#)

[Epilepsy Easy Read Guide \(PDF\)](#)

[Incontinence in Women Easy Read Guide \(PDF\)](#)

[Obesity Easy Read Guide \(PDF\)](#)

[Parkinson's Disease Easy Read Guide \(PDF\)](#)

[Pneumonia Easy Read Guide \(PDF\)](#)

[Tooth Decay Easy Read Guide \(PDF\)](#)

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# 4

## Resources for external agencies to audit or support pharmacies

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## Things to ask the counter staff or pharmacist:

Name and area of pharmacy: \_\_\_\_\_

Name of volunteer: \_\_\_\_\_



### 1. What do you do to help people with a disability in your pharmacy? For example:

- Different ways for people to make their appointment
- Space for wheelchair users
- A quiet place for people to have conversations in if needed
- Large and clear signs.



### 2. What kind of tools do you use to help you to communicate with people with a disability? For example:

- Easy use medication records
- Easy-read letters and practice leaflets
- Information about health conditions on DVD
- Pictures of a human body
- Pictures of health conditions
- Picture scales for pain
- Signing, Makaton
- Hearing loop



**3. What do you think the barriers are when serving a person with a disability?**



**4. Is there anything that you can think of that you think will help people with disabilities that you don't do at the moment?**



**5. Do you make sure that people with disabilities know about other services, such as counselling, that you can refer them to?**

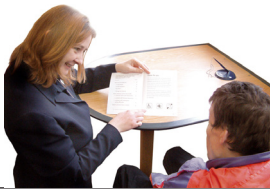


**6. What resources and training or workshops would help to improve your service for people with a disability?**



7. Have you heard of the [Accessible Information Standard](#)?

Empty response area for question 7.



8. Do you keep record of people's communication needs at your pharmacy?

Empty response area for question 8.


**Thank you for answering our questions!**



## Pharmacy observation form

Name and area of pharmacy: \_\_\_\_\_


Name of volunteer: \_\_\_\_\_



PHARMACY OPENING TIMES	
MONDAY	8.40 - 18.00
TUESDAY	8.40 - 18.00
WEDNESDAY	8.40 - 18.00
THURSDAY	8.40 - 18.00
FRIDAY	8.40 - 18.00
SATURDAY	8.40 - 18.00
SUNDAY	9.00 - 12.00
PHARMACY	CLOSED
ON HOLIDAYS : SEE SEPARATE LIST	

**1. When you are outside the surgery is it easy to work out where to go?**

- Are there clear signs?
- Does it show anywhere that it is an accessible pharmacy?



**2. What is it like to get in and out of the pharmacy?**

- Is there a ramp or automatic doors?
- Is it easy to use the door?
- Is the door wide enough for big wheelchairs?



### 3. In the pharmacy, is it easy to find what you need?

- Is it clear where different things are?
- Are the products low enough to reach?
- Are the shelf labels clear?
- Do you know where you were meant to pay or queue



### 4. How did the staff at the counter talk to you?

- Were the staff friendly and helpful?
- Did they make sure you understood what they told you?
- Did they tell you or show you what to do next?
- Did they make you feel welcome?



### 5. What information did you see that was easy to read?

- Were there leaflets with pictures and large text?
- Were there leaflets about some illnesses with pictures and large text?



## 6. How did you feel about the pharmacy?

- Did you feel comfortable?
- Did you feel like it was a nice pharmacy to go to?



## Pharmacy visit questions

### Aims:

- To find out the perceptions of pharmacists about the accessibility of their pharmacy settings.
- To see if they have solutions for how to make their settings more accessible and how to dispense in an accessible way.
- To find out what support and training they need to better meet the needs of people with disabilities and their communication needs.

**1. How many times a week do you think you serve a customer of whom you are aware of having a disability?**

**2. Which of the following groups do you find the most challenging to meet their needs?  
Blind | Deaf | Learning disabilities | Physical disabilities | Mental health**

**3. How good do you think your pharmacy is at supporting the needs of people with disabilities?**

**4. What do they think the barriers are in general to supporting people with disabilities?**

**5. What reasonable adjustments do you have in place within your pharmacy to support people with disabilities communication needs? Are they useful/used often? Examples to prompt are:**

- Easy-read leaflets
- Clear physical access
- Longer consultation times
- Involvement of family and carers
- Accessible signage and counters
- Separate quiet consultation rooms
- Support with medication planning
- Hearing loops
- A list of supportive organisations to signpost to
- Easy read notices
- Specific training for staff
- Accessible signage and counters
- Support with medication planning

**6. What could you do further to support their communication needs? Are there other solutions that you know about that you have been unable to implement?**

**7. How prepared, confident and skilled do you personally feel about identifying and then supporting the needs of people with disabilities?**

**8. Have you or other members of staff within your pharmacy received training on the needs of a people with a disability?**

**9. If not, what resources, tools or training do you think would be useful for you to increase the accessibility of your pharmacy?**

**10. Is feedback sought from people with a disability about their satisfaction with their service?**

**11. Have you heard of the [Accessible Information Standard](#)?**

**12. If yes, have you made steps to implement it?**

**13. What information do you currently collect of your customers? Are you able to record their communication needs?**

**14. Do you offer medicine use reviews? Who do you usually offer these to? Do you tell people about being able to request it?**

## Qualitative questions for people with disabilities

### About you

<b>What is your age?</b>	
<b>What area do you live in?</b>	
<b>If you are happy to tell us, what type of disability do you have?</b>	

<b>1. How often do you go to the pharmacy?</b>

<b>2. Do you go to the same pharmacy every time? If yes, why?</b>

**3. What support needs do you have when you go to a place such as a pharmacy?**

- Have you been given easy read information?
- Do the staff use pictograms?
- Do you use a quiet room to speak to staff?
- Does the pharmacist tell you or the person you're with the information about the medicine and how to take it?

**4. Do you go to the pharmacy on your own, with someone else, or does someone else collect your medication for you?**

With someone else – Go to Question 6

On my Own – Go to Question 8

Someone collects it for me – Go to Question 12

**5. If someone else, who with?**

**If you go with someone:**

<b>6. Who talks to the pharmacist or the pharmacy staff? Tick the answer which is right for you.</b>	
I talk to the pharmacist or pharmacy staff.	<input type="checkbox"/>
The person I go with talks to the pharmacist or pharmacy staff.	<input type="checkbox"/>
We both talk to the pharmacist or pharmacy staff.	<input type="checkbox"/>

<b>7. Would you prefer that the pharmacy staff talked to you or your carer when explaining the medication?</b>

**If you go on your own or with someone:**

<b>8. What do the pharmacy staff do to support your needs in the pharmacy?</b>

<b>9. Is there anything you think pharmacy staff could do to help you more?</b>

**10. Can you remember an example of a time when you've had a good experience in a pharmacy?**

--

**11. Can you remember an example of a time when you've had a bad experience in a pharmacy?**

--

**If someone collects your medication for you:**

**12. Who told you how to take the medication? Tick the answer which is right for you**

Carer or family member.

Pharmacy Staff.

I read about it myself.

**13. Have you ever been visited at your house or service by a pharmacist to explain the medication?**

--



14. Is there anything that would make this easier?

### About your Medicine

15. Do you know **why** you take your medication?

16. Do you understand **how** to take your medication?

17. Do you think you need **more information** about your medication?

**18. How do you find taking your medication? Tick the answer which is right for you.**

It is hard for me to take my medication.

It is easy for me to take my medicine.

**19. Do you remember to take your medication? Tick the answer which is right for you.**

I always remember to take my medication.

I sometimes forget to take my medication.

It is hard for me to remember to take my medication.

**20. What do you think could help you when taking your medication? Do you use medication charts? Special tablet dispensers?**

## Specific Support

**21. Have you heard of the XPIL service?**

**22. Have you heard of BNIB audio labels?**

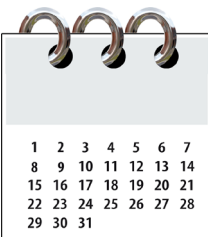
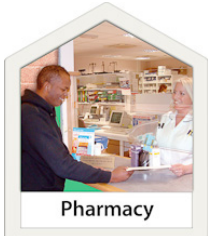
**23. Have you ever talked with the pharmacist or pharmacy staff in a private room?**

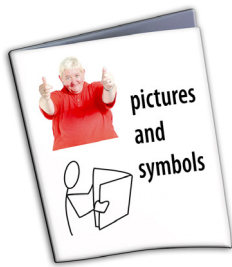
**24. Have you been given information in Easy Read format?**

**25. Do you have a health card or passport to tell pharmacists you may need more support? And do you use it?**

# Qualitative Questions for People with Disabilities – Easy Read

<p><b>Age:</b></p>	<input type="checkbox"/> 0-20 <input type="checkbox"/> 30-40 <input type="checkbox"/> 50+	<input type="checkbox"/> 20-30 <input type="checkbox"/> 40-50
<p><b>Area do you live in:</b></p>		
<p><b>If you are happy to tell us, what type of disability do you have?</b></p>		

  <p>Pharmacy</p>	<h2>Visiting a pharmacy</h2> <ol style="list-style-type: none"> <li>1. How often do you go to the pharmacy?</li>            <li>2. Do you go to the same pharmacy every time? If yes, why?</li> </ol>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



### 3. What support do you need when you go to a place such as a pharmacy?

- Have you been given easy read information?
- Do the staff use pictograms?
- Do you use a quiet room to speak to staff?
- Clear signs
- Do they tell you about other organisations or people that can help you?



### 4. Do you go to the pharmacy on your own, with someone else, or does someone else collect your medication for you?

- With someone else – go to question 6
- On my own – go to question 8
- Someone collects it for me – go to question 12



### 5. If someone else, who with?



## If you go with someone:

### 6. Who talks to the pharmacist or the pharmacy staff?

- I talk to the pharmacist or pharmacy staff.
- The person I go with talks to the pharmacist or pharmacy staff.
- We both talk to the pharmacist or pharmacy staff.



### 7. Would you prefer that the pharmacy staff talked to you or your carer when explaining the medication?



## If you go on your own or with someone:

### 8. What do the pharmacy staff do to support your needs in the pharmacy?



### 9. Is there anything you think pharmacy staff could do to help you more?





**10. Can you remember an example of a time when you've had a good experience in a pharmacy?**



**11. Can you remember an example of a time when you've had a bad experience in a pharmacy?**



## If someone collects your medication for you:

### 12. Who told you how to take the medication?

- Carer or family member.
- Pharmacy staff.
- I read about it myself.

### 13. Have you ever been visited at your house or service by a pharmacist to explain the medication?

### 14. Is there anything that would make this easier?

## About your medicine

### 15. Do you know why you take your medication?

### 16. Do you understand how to take your medication?





**17. Do you think you need more information about your medication?**

**18. How do you find taking your medication?**

- It is hard to take my medicine.
- It is easy for me to take my medicine.

**19. How do you find taking your medication?**

- I always remember to take my medication.
- I sometimes forget to take my medication.
- It is hard for me to remember to take my medication.

**20. What do you think could help you when taking your medication?**

- Do you use medication charts?
- Special tablet dispensers?

## Specific support

**21. Have you heard of the XPIL service?**

- Yes
- No

**22. Have you heard of RNIB audio labels?**

- Yes
- No



**23. Have you ever talked with the pharmacist or pharmacy staff in a private room?**

Yes       No



**24. Have you been given information in Easy Read format?**

Yes       No



**25. Do you have a health card or passport to tell pharmacists you may need more support?**

**And do you use it?**

Yes       No

## Questionnaire for families and carers

<b>Your name:</b>	
<b>Who do you support?:</b>	
<b>Area that you live in:</b>	

How often do you go to the pharmacy or have medication delivered?

Do you go to the pharmacy on your own, with the person you support or do you have them delivered to your house or setting?

On my own (Go to Section A)  
 With the person I support (Go to Section A)  
 Medication is delivered (Got to Section B)  
 Other \_\_\_\_\_

### A. At the pharmacy

Do you go to the same pharmacy every time? If yes, why? Do they know you and the person you support?

What support do you need when you go to a place such as a pharmacy with the person you support?

- Have you been given easy read information?
- Do the staff use pictograms?
- Do you use a quiet room to speak to staff?
- Does the pharmacist tell you or the person you're with the information about the medicine and how to take it?

Can you remember any examples of times when you've had bad experiences in a pharmacy?

What would help you when you're in a pharmacy?

Do they tell you about other organisations or people that can help you?

## B. Delivered medication

How does this process work for your setting?

--

Have you ever spoken to a pharmacist about the medication?

--

Has a pharmacist ever visited your setting?

--

Have you heard of the Medication Use Review?

--

## C. Medication

Does the person you support understand why they take their medication?

--

Do you feel confident that you know why the person you support takes their medication?

--

Have you heard of the Medication Use Review?

Have you had any problems with the taking of medication?

If so, how would it be easier for the person you support to take the medication?

- Do you use medication charts?
- Special tablet dispensers?