

Enter & View

**Jhoots Pharmacy, Milking Bank
August 2025**



Purpose of visit

In 2023 over 1000 people shared their experiences of accessing GP services with us. Their feedback led to the development of the Dudley GP Practice Charter.

We want to understand what people's experiences of accessing their GP services is like now, if the Dudley GP Practice Charter has helped patients and if anything can be improved.

We selected one practice at random that is recognised as a Modern General Practice* to conduct an Enter & View visit in as part of this piece of work. We randomly selected Castle Meadows Surgery for a Enter & View visit, which is located next to Jhoots Pharmacy (this report is available on our website).

We conducted an Enter & View at Jhoots to see what people who use their service think of their GP practice, and also to discover people's understanding of pharmacy services, and if they use pharmacy services as an alternative to visiting their GP practice.

**Modern general practice includes using digital tools and the expansion of clinical pharmacy to support general practice and primary care.*

Enter & View

Healthwatch Dudley has the legal power to visit health and social care settings.

Enter & View visits and reports capture feedback and opinions from residents, friends and relatives and independent observations made by Healthwatch Dudley staff at that point in time.

We publish our findings at www.healthwatchdudley.co.uk and share the report with relevant organisations.

About Jhoots Pharmacy



General Pharmaceutical Council Jhoots Pharmacy, Milking Bank

Jhoots, Milking Bank pharmacy is part of a large chain with branches throughout the UK. It is located next to Castle Meadows GP.

Jhoots, Milking Bank is a small pharmacy, it has a shop with two chairs for waiting for prescriptions. There is also a room behind the counter for private consultations.

It sells a range of toiletries and over the counter medication.

The pharmacy itself was clean and tidy. We did not enter the consultation room during our visit.

Outside the pharmacy there is parking available for customers, including some disabled spaces. This carpark has level access to the entrance.

The grounds outside are tidy and well kept.

Jhoots Pharmacy, Milking Bank underwent a General Pharmaceutical Council inspection in July 2023. They provided the following ratings:

Governance – standards met

Staff – standards met

Premises – standards met

Services – standards met

Equipment & facilities – standards met

The inspection said the “Pharmacy team members are appropriately trained for the jobs that they do, and they feel comfortable raising concerns and providing feedback. But there is a lack of structured ongoing learning and development. So, the pharmacy may not always be able to show how any learning needs are identified and addressed.”

What we did

Planning the visit



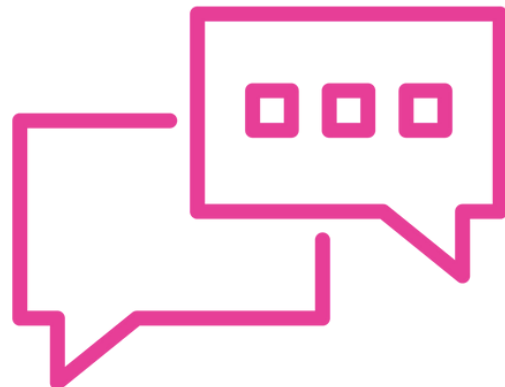
Healthwatch Dudley visited Jhoots Pharmacy prior to the visit to deliver the Enter & View notice, posters and information.

The visit – Jhoots



We visited Jhoots Pharmacy on the same day as Castle Meadows GP Practice. There was one Pharmacist on-site and several other members of staff serving customers.

On the day of the Enter & View, there were two posters on display in Jhoots Pharmacy.



We spoke with three people during the visit.

What has it been like trying to contact or get an appointment at your GP practice recently?

"It's been fine."

People we spoke to had been contacted quickly following calling their GP practice or filling an online form enquiry form.

"Really good, they ring back and are really good."

"You ring up and have to wait a week to be seen."

"They ask questions and ring you back. They ask questions to decide if it's urgent and ring you back the same day if it is."

"It's not too bad. You ring, they say go online, so I do that now, I use the NHS app. [The] GP usually phones me for a chat and gives information or makes an appointment for me to come in, it all depends. I have had three heart attacks and five stents fitted, so maybe I get prompt appointments because of that."

"My GP surgery has got worse since COVID, it used to be good. Delays getting to see GPs is my main concern."

What's one thing you would tell your friend about your GP practice?

"I tell them that you can get in quite quickly."

"They are good when you get to see them, but the wait for an appointment is not good."

Have you used Pharmacy First instead of your GP?

We asked people if they have ever used a pharmacy instead of a GP. Some people had used their pharmacy for minor ailments and had positive experiences.

“Normally, I speak to the GP due to all of my medications. I had a bee sting so saw the pharmacist instead of the GP. They're very good in Jhoots.”

“I've seen [Pharmacy First] on TV but haven't used it. Jhoots is a great pharmacy, I've been coming here for ages.”

Are you aware of the Patient Charter?

All of the people we asked, said they were not aware of the Dudley GP Patient and Practice Charter.

Currently, the Charter is available online but has not been shared widely by GP practices or placed as a physical copy in waiting rooms.

Are you aware of different staff working in the practice?

There was limited knowledge of wider healthcare teams.

Number of people aware of different Health Care Professionals



Nurse practitioner- 2



Dietician - 1

“I know about nurses and doctors, but I'm not aware of anyone else.”

Recommendations

As this Enter & View visit focused primarily on people's experiences of GP services, recommendations made here reflect the wider picture of access to primary care services, and are intended for consideration by wider partners.



Pharmacy First

- Actively promote the Pharmacy First scheme and encourage patients to visit their pharmacy for certain ailments.



Dudley GP Practice Charter

- Promote the Dudley GP Practice Charter throughout primary care services so patients know what to expect from their GP practice.



Extended Healthcare Team

- Run public education campaigns to improve knowledge and understanding of the roles of different primary care health professionals.



Modern General Practice

- Run public education campaigns to improve knowledge and understanding of how Modern General Practice works. Increase understanding of triage systems, the roles of other healthcare professionals and how patient care is prioritised.
- Train frontline staff to empathetically educate patients and their carers on new systems – including Modern General Practice.

Response from Jhoots



We will aim to provide updated information for all services new and old.

"Thank you for taking the time to visit our branch. We truly value the feedback you shared and will use it to support our ongoing improvements."

Thank you

Thank you to the patients and customers for sharing their experiences with Healthwatch Dudley.

Thank you to the staff at Jhoots Pharmacy for making us welcome during our visit.

We hope our observations and recommendations contribute to improving the experience for patients and customers at Jhoots Pharmacy.



healthwatch

Dudley



**Committed
to quality**

Healthwatch Dudley is committed to providing a quality service, from how we collect data, to the information we provide. Every three years we perform an in-depth audit, in conjunction with Healthwatch England, to ensure we meet this high standard.

**If you would like this report in another
language or format please contact us.**

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