



**Informal Meeting - 15 June 2022 – M.Teams  
Lloyds Pharmacy & Organisations**

**Attendees:**

Lloyds Pharmacy

Jo Collins, Regional Manager Oxfordshire, 4D

Alex Rimmer, Divisional Quality Manager (Superintendent's Office) Professional Standards  
Manager for Lloyds Pharmacy

Eynsham Medical Centre

Tracy Girvin, Practice Manager

Caroline Ackling, Deputy Dispensary Manager

Eynsham Parish Council

Cllr Ross Macken, Chair

Cllr Tricia Crowley

Katherine Doughty, Clerk to the Council

West Oxfordshire District Council

Cllr Andy Goodwin, District Councillor

**Introductions**

Cllr Macken opened the meeting and introductions were made.

**Background**

Alex Rimmer summarised challenges encountered by Lloyds Pharmacy over a period of 2-3 years.  
These include:-

- a national shortage of pharmacists;
- insufficient resources due to sickness;
- problems with recruitment and staff training; and
- a trend when temporary pharmacists accept shifts at the last minute.

The Covid pandemic has caused a significant challenge for pharmacies, not just Lloyds.

## **Current situation**

Jo Collins is in contact with the Pharmacy Manager usually twice a day to check on any challenges (queues, attendance of 2 Pharmacists, workload). It was noted that the pharmacy is currently 1 week ahead of prescriptions which is a positive position they are looking to maintain. It was noted that it is incredibly difficult to get up to date when prescription work falls behind.

There are 4 other team members who are working towards their dispensary qualifications over a 6-12 month training programme. The pharmacy is otherwise fully staffed with the exception of a permanent Pharmacist. There have been two recent closures due to there being no locum Pharmacists. 2 locum Pharmacists are required for 'double cover.'

Queries were raised about the prescription process. Regular prescriptions go onto the NHS Spine for teams to download (this is day 1 when the prescriptions are written). The pharmacy aims to dispense on day 3 or day 4 in extreme circumstances. Acute prescriptions are different and can be issued immediately albeit with the customer waiting in the pharmacy for a few minutes while the prescription is being put together. Dossett trays need to be in a cycle for prescriptions for the following week; they need to be a week ahead for those trays which are for vulnerable members of the community. Dossett trays are the most complex and time consuming to put together due to medication physically being put into individual boxes for the days of the week which is then checked by the Pharmacist. These are often delivered by the pharmacy to patients – a driver often works for more than one branch.

Stock availability of some medicines is a cause of complaint and locum Pharmacist cover remains an issue. Previous issues have now been resolved including teething problems with a new computer system.

It was felt expectations may need to be addressed by customers and it became apparent throughout the meeting that communications are important and need modifying. The team has faced very unpleasant behaviour, both in person and on the local community Facebook page during a prolonged and difficult time. Customers may not be aware that following receipt of an acute prescription at the medical centre and handing it in to the pharmacy, they will always be required to wait for the prescription to be made up. The pharmacy team is now able to text customers when prescriptions are ready for collection. Customers are encouraged to register their mobile phone numbers with the pharmacy for this service.

The Council offered to help Lloyds Pharmacy set up its own Eynsham Facebook page. This can be used to provide weekly updates on possible challenges that customers may experience, provide data regarding the volume of prescriptions being processed, which times of day are best avoided for prescriptions or where locum Pharmacist information can be found etc. The Council can help to publicise key messages on its social media platforms and in Eynsham News when appropriate. The Clerk is to liaise with its Communications Officer and Jo Collins accordingly.

Other points raised include the limited size of the shop, its layout and Eynsham's increasing population. The pharmacy is now opening on Saturdays closing at 5.00pm, however this is the most difficult day of the week to have locum Pharmacist cover.

During the recent difficult months, Eynsham Medical Centre has tried to help when the pharmacy is closed which has unfortunately had a knock-on effect with its own pharmacy service. Eynsham Medical Centre is only able to dispense to customers who live more than 1 mile away due to regulations. It is unable to increase its dispensary volume of due to existing capacity limits. Lloyds Pharmacy is to let Eynsham Medical Centre know if they are closing due to lack of pharmacists.

It was felt to be a helpful meeting and all attendees provided permission for their email addresses to be circulated to each other to help with future, direct communications. Clerk is to arrange a further meeting in a months' time for updates on matters raised.