

We are the independent champion for people who use health and social care services

What we do:

- Listen to the views of patients and service users
- Provide young people with a voice within health & social care
- Visit community groups and services to talk to people
- Inform the decision makers and commissioners
- Provide information & signpost people to appropriate services



To find out more about our work scan here



Get in touch

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Healthwatch Sunderland is a local health and social care champion. Working city wide, we make sure NHS leaders and other decision makers hear patient and service user voice and use their feedback to improve care. We can also help people to find reliable and trustworthy information and advice.

We receive very positive feedback from many people of Sunderland about local pharmacies. People explain about how welcoming they are, that they feel supported and listened to by the pharmacy staff.

As part of our role, we listen to what people tell us. Recently we delivered a feedback session with service users from Sunderland and County Durham Royal Society for the Blind, who informed us about some of the struggles they have with accessing their medications from local community pharmacies.

Some of the people with sight loss explained how their local pharmacy appear unaware of their sight loss or are aware but have never asked if they require any adjustments to the way they receive their medication. One person said, "They have never asked me if I need information in a different format and I didn't realise I had a choice. I walk in with a white stick, so feel it should be obvious that I have sight loss."

Several people stated that labels are often put over the braille on their medication boxes and others said that the text on the labelling of their medicines are too small and that they would simply benefit from large print on the labels.

Most people explained that they have their own systems for recognising their medications. These include; relying on the colour of the box, putting an elastic band around the box for them to feel or tearing the left or right hand flap on the box to identify the medication they are taking.

Many of the people we spoke to rely on friends and family members to ensure they are taking their medication correctly, which is taking away their independence.

We are bringing these issues to your attention so where possible you can support those who may use your service.

Thank you for your time and please do not hesitate to get in touch if you would like to discuss this or any aspect of our work.

www.healthwatchsunderland.com

