

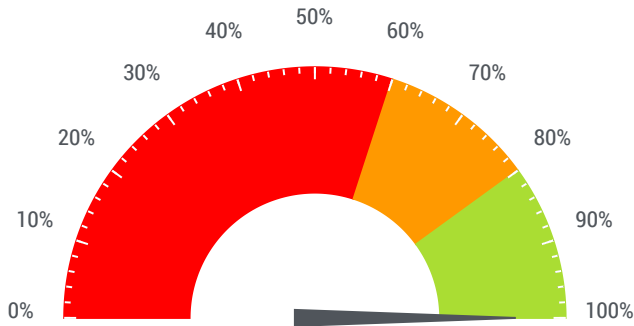
SERVICE EXCELLENCE REPORT

100.0%



YOUR PERFORMANCE:
EXCELLENT

SURVEY SCORE



100.0%

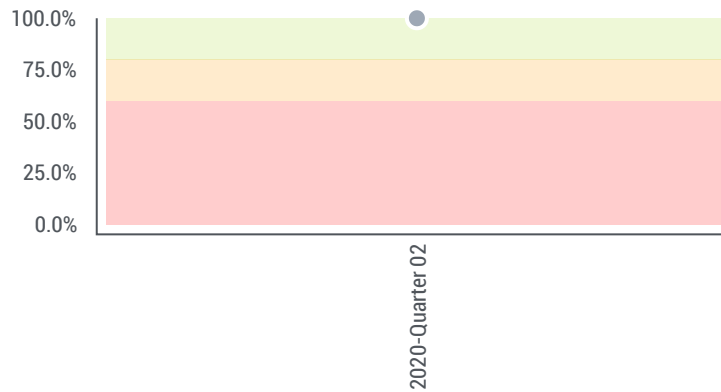
SECTION SUMMARY

	CURRENT	PREVIOUS	DIFF.
Customer & Colleague	100.0%	-	-
Social Distancing	100.0%	-	-
Personal Protective	100.0%	-	-
Hygiene	100.0%	-	-
Processes	100.0%	-	-
Customer (Generic Ob	100.0%	-	-
TOTAL	100.0%	-	-

■ SCORED ■ MISSING

CURRENT: 2020-QUARTER 02
PREVIOUS: PREVIOUS CAMPAIGN (-)

OVERALL TREND BY CAMPAIGN



YOUR RANK

	CURRENT	PREVIOUS	DIFF.
COMPANY OVERALL			
1 (of 294)	-	-	■
NATIONAL			
1 (of 294)	-	-	■
COMPANY: AVICENNA			
1 (of 294)	-	-	■

CURRENT: 2020-QUARTER 02
PREVIOUS

Avicenna COV 19 Hygiene Audit (v2020-05) [20]

Location: 1196701 - Leybourne Pharmacy - 9 Leybourne Parade, Brighton, BN
BN2 4LW
Date: 23/6/2020
Time: 11:07

Survey Total: 100.00% (18 / 18)

Customer & Colleague

100.00% (3 / 3)

1. Is there "change in process" signage posted around the entrance or queuing area outside the shop? 1/1

Yes No

2. Are all greetings and farewells made verbally (only), not physically? 1/1

Yes No

3. Does the business online presence and information reflect amended operations? 1/1

Yes No

Social Distancing

100.00% (4 / 4)

4. Are pharmacy staff enforcing and making colleagues and customers aware of a need to respect the 2m (6 feet) distancing advice? 1/1

Yes No

5. What methods are being used?

- 'Keep 2m distance' signage
- Customer contact points spaced to 2m
- Floor markings, spaced 2m apart
- Messages displayed on TV's
- Other
- Perspex Screens at tills and counters
- Verbal Messages

A table across the front of the shop blocking close access to counter.

6. Is there a 'One Way' customer flow process in operation?

Yes No

7. Is the pharmacy actively managing the number of customers entering? 1/1

Yes No

8. Is there a 2 metre rule/measurement in place outside of the pharmacy ensuring customers are waiting to enter at a safe distance? 1/1

Yes No

9. Are there clearly defined and separate entrance and exit doors, or a clearly defined and managed process to ensure social distancing is adhered to (for single door)? 1/1

- Entrance and Exits clearly defined
- Single door process
- No

Personal Protective Equipment (PPE)

100.00% (1 / 1)

10. Were all staff wearing masks?

1/1

Yes No

11. Were all staff wearing fresh, sterile gloves?

Yes No

12. Were Perspex screens in use at the till areas and other customer facing areas?

Yes No

13. Was there evidence of colleague and/or customer temperature checks taking place?

Yes No

Hygiene

100.00% (3 / 3)

14. Are hand sanitizers available for regular sterilization

1/1

Yes No

15. Is there evidence of staff members regularly washing their hands?

1/1

Yes No

16. Is there evidence of regular cleaning of the store and customer contact points, with a cleaning rota available that is regularly updated?

- General cleaning taking place during visit
- Store shelves being cleaned during visit
- Staff cleaning as they go
- Rota/log in place and kept up to date
- None

17. Were all Counter or till areas clean and uncluttered?

1/1

Yes No

What is the process for cleaning the consultation room?

The consultation room is not currently in use.

Processes

100.00% (6 / 6)

18. Is the pharmacy actively encouraging contactless payment or credit/debit card payments?

1/1

Yes No

19. Is there a contactless Prescription pick up process in place?

1/1

Yes No

The prescription is placed onto the table in front of the counter where the customer can take it with no contact.

20. Is there a contactless medicine returns process in place for disposal?

1/1

Yes No

Returns are taken from the customer and put into a bag which are then held out the back for 48 hours to avoid contamination.

21. Is there a contactless Customer Consultation process in place?

N/A

The pharmacist is not currently carrying out customer consultations.

22. Are there regular cleaning processes in place?

1/1

Yes No

In addition to the regular processes, the counters and doorhandles are being cleaned regularly throughout the day.

23. Are there processes in place to ensure deliveries from wholesalers are done in a safe manner?

1/1

Yes No

Deliveries are put down on the shopfloor and no signature is currently required.

24. Is there a contactless process for Customer prescription deliveries?

1/1

Yes No

The delivery driver was present in the shop and I saw he was wearing PPE. When delivering to a customer, they ring the bell and then leave the goods on the doorstep and stepping back until the customer picks them up.

Customer (Generic Observations)

100.00% (1 / 1)

25. Were customers actively observing and adhering to measures advised in COVID -19 signage/processes?

1/1

Yes No

There were no customers during my visit.

26. Were customers actively using their own PPE?

- All wearing own PPE
- Some wearing own PPE
- Few wearing own PPE
- None wearing PPE

Best Practice

27. Did you see any examples of particularly good practice in the pharmacy that could work well at other sites? If yes please detail in full and take photos where possible.

Yes No

Table of cleaning/hygiene products blocking access to the counter and giving a contactless area for prescription collection etc.



Survey Total: 100.00% (18 / 18)