

Secret Shopper IOW Pharmacy Needle Exchange

RESULT – Service User Group

AIMS

- To identify areas of concern and development
- To provide evidence of the standard of provision to discuss with the pharmacies.
- To identify trends.
- To establish ways in which we can improve partnership working
- To identify attitudes and cultures within the service
- To demonstrate service user involvement and increase confidence through experience of this project which will enhance individual skills.

Findings

- Very little time spent with each person
- Menu requests were mostly fulfilled
- Variable levels of discretion given
- Very few promoted safe returns
- Very few offered harm reduction advice

Comments

- I was made to feel like I was doing something I shouldn't and it would make me think twice about using them again.
- I thought they could have been a lot more discreet and helpful the person who served me wasn't very polite.
- When I tried to ask about safe disposal I was given a one word answer then she walked away before I could ask anything else. They weren't horrible but I thought they could have been more helpful and accommodating.



Comments

- I thought they should have let me choose what I needed as I was given 1ml syringes and they aren't suitable for everyone, plus wasn't offered a sharps box.
- When the assistant took my menu into the bag I heard someone say 'don't you give that to him, I hate them' loud enough for everyone in the shop to hear.

Comments

- Very helpful and polite. I said to the assistant that I felt embarrassed and she said I shouldn't be because it's a service they provide like any other.
- The friendliest and most helpful so far
- The assistant didn't know about the service but once she did she was very helpful and discreet

Recommendations

- Update of list of pharmacies providing needle exchange
- More training of pharmacy assistant staff to raise awareness of the needle exchange service.
- All pharmacies involved in the scheme to have harm reduction material and service information to provide with every needle exchange pack

Recommendations

- Safe disposal of sharps should be an integral part of the service provision
- All new people signing up to the scheme must be offered time with the pharmacist, this must be done as discreetly as possible. Offer of a separate consulting room will be good practice.
- Emphasis on the need for discretion for people accessing the service and the importance of confidentiality stressed*

Dr. Masaru Emoto

Using high-speed photography, Dr. Emoto showed that crystals formed in frozen water reveal changes when specific, concentrated thoughts are directed toward them. He found that water from clear springs and water that has been exposed to loving words shows brilliant, complex and colourful snowflake patterns. In contrast, polluted water or water exposed to negative thoughts, forms incomplete patterns with dull colours.



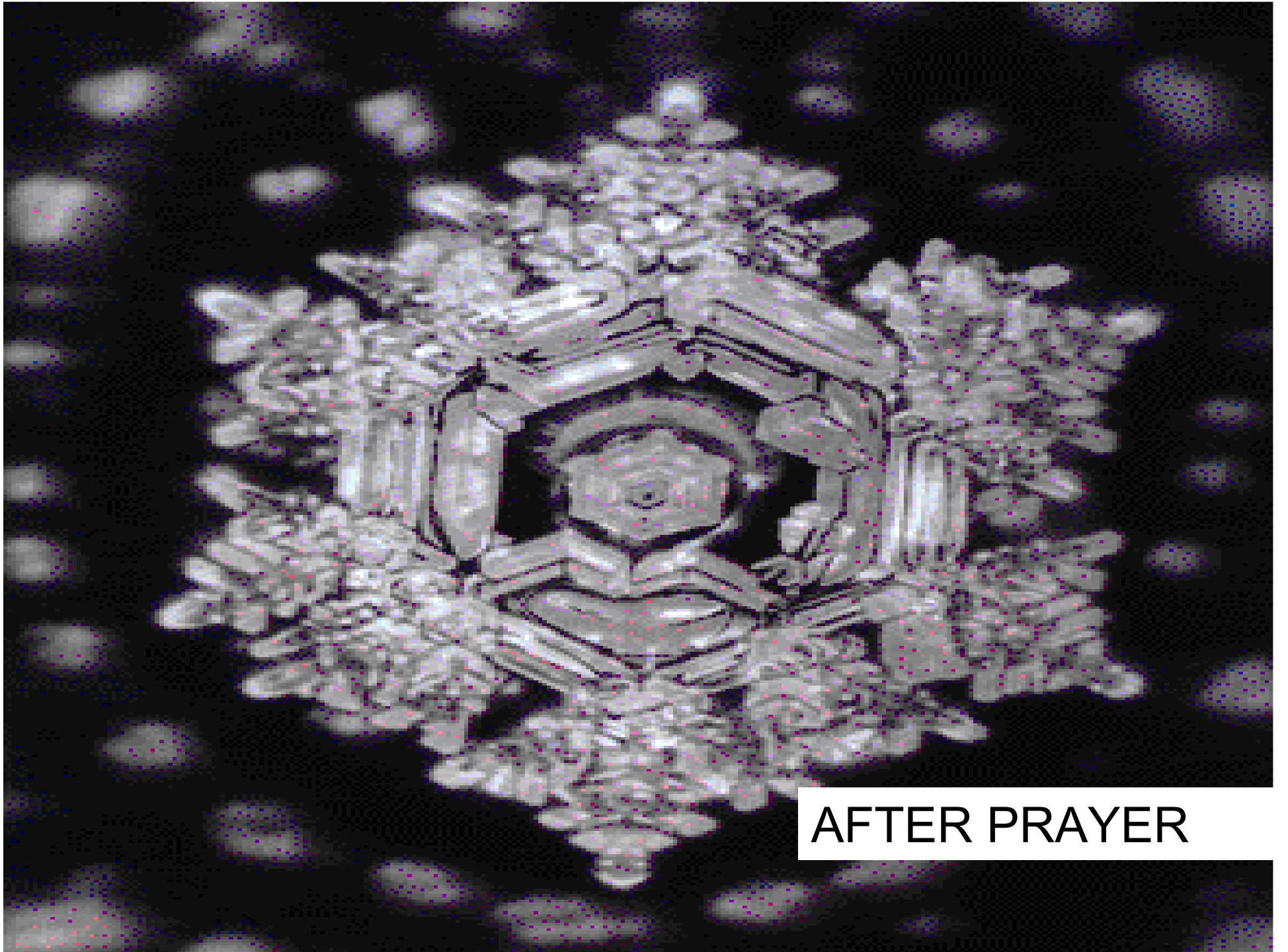
**LOVE AND
GRATITUDE**



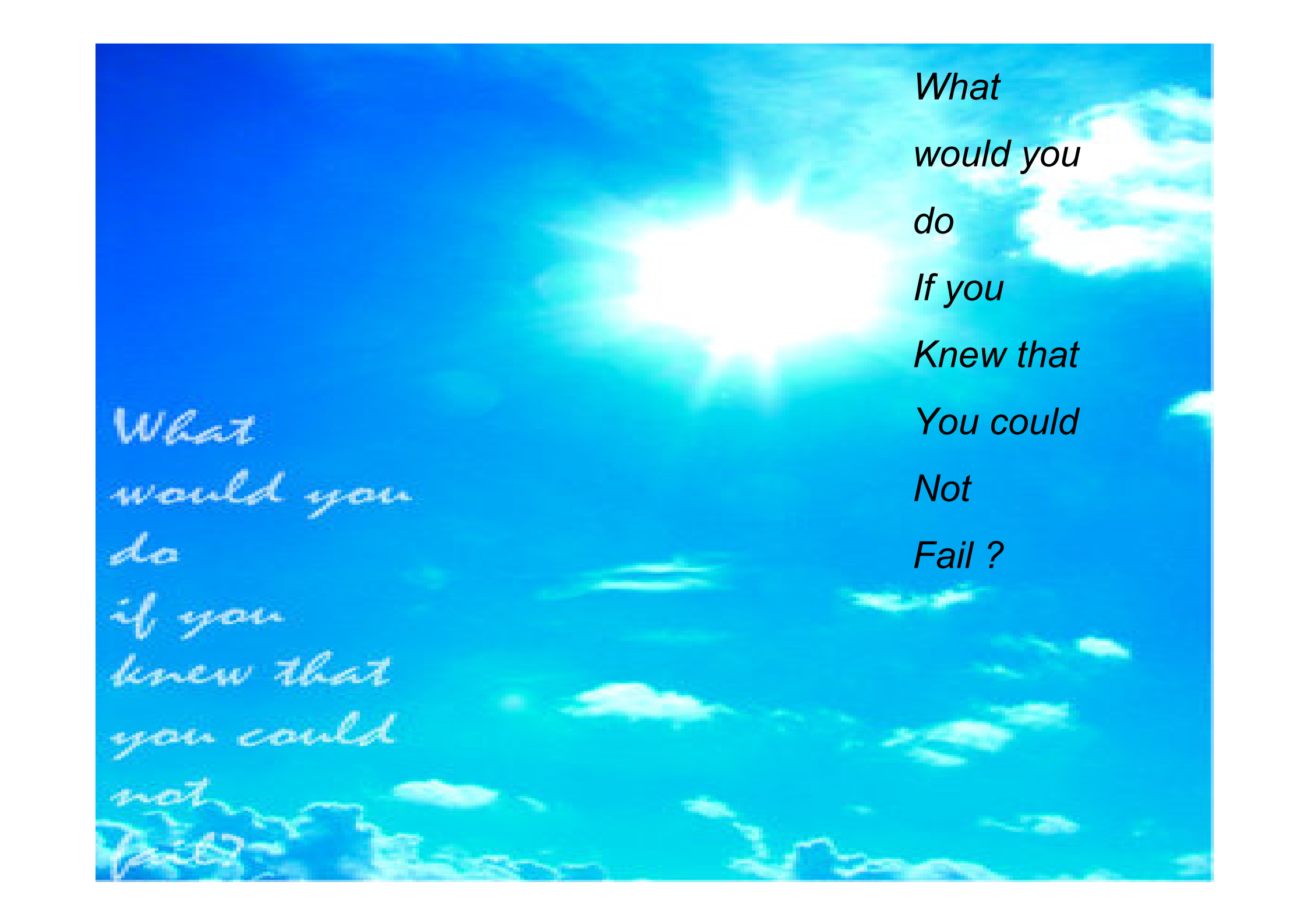
TRUTH



**YOU MAKE
ME SICK**



AFTER PRAYER



*What
would you
do
If you
Knew that
You could
Not
Fail ?*

*What
would you
do
if you
knew that
you could
not
fail?*