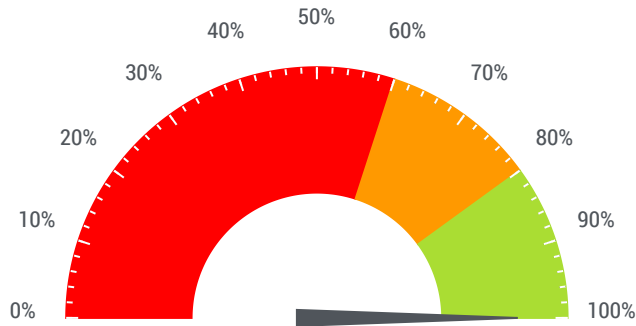


SURVEY SCORE



100.0%

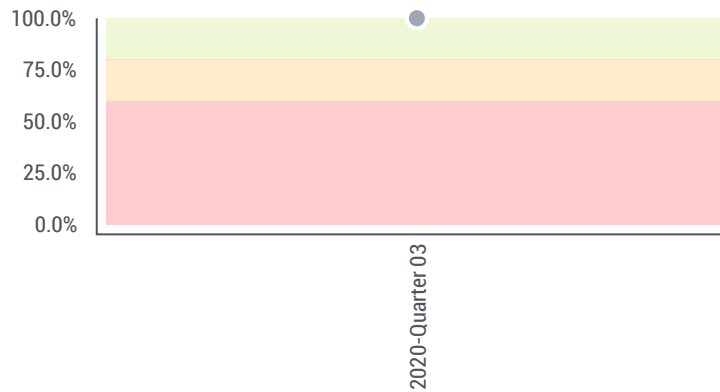
SECTION SUMMARY

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

■ SCORED ■ MISSING

CURRENT: 2020-QUARTER 03
PREVIOUS: PREVIOUS CAMPAIGN (-)

OVERALL TREND BY CAMPAIGN



YOUR RANK

	CURRENT	PREVIOUS	DIFF.
COMPANY OVERALL	1 (of 222)	-	

CURRENT: 2020-QUARTER 03
PREVIOUS

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

Location: 524 - University Pharmacy - University Health Centre Pharmacy,
Falmer, BN BN1 9RW

Date: 22/9/2020

Time: 08:47

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

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

N/A 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?

There is a separate entrance from the outside which is being used. After every customer who uses the room, it is sprayed with anti-bacterial including the chairs. New chairs have been bought which are easy to clean. It is deep cleaned once a week but also at the end of every working day.

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

They are placed through the perspex screen for the customer to pick up contactlessly.

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

1/1

Yes No

The customer hands them over to the member of staff who puts them in a bag. This bag then goes into another bag where they are then sent to be incinerated.

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

1/1

N/A Yes No

The staff member and the patient wear PPE. Chairs are socially distanced and if it is a vaccination, the patient can offer their arm without getting too close to the other person.

22. Are there regular cleaning processes in place?

1/1

Yes No

Cleaning is carried out regularly on the shop floor, in the pharmacy and consulting room. Additional cleaning is done whenever a customer has touched something or sat down in the shop. The perspex screen at the counter is regularly wiped over,

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

1/1

Yes No

They are left in a certain place in the middle of the shop floor and no signature is necessary.

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

N/A

Deliveries are not done from this branch.

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

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

I was impressed that the store place a box outside with reminder notices on it along with had sanitiser for customer use before entry.



Survey Total: 100.00% (18 / 18)