



Calderdale-based pharmacist:

I had people visiting the pharmacy to ask questions about things I think they would have asked their doctor about before.

Many times these were things we could help with. Some people did not understand why they were able to see us but not their doctor (GP). Staff tried to help them understand.

I know many people in the community so they wanted to speak to me about their symptom. I tried to help them.

We had more people register for prescription collection. The person had spoken to a doctor and the prescription came to us for collection. We always make sure they knew what medication they were taking and how they should take it. I think on a phone call it could be confusing, so we made sure they knew.

Staff had to wear masks from the beginning, I know they were worried, I was too. I think it is ok to feel like that.





Calderdale couple, aged late 60s:

Issue: Male began to feel unwell on May 2; symptoms included pain on the right hand side of his body, his back and he couldn't breathe well.

Services involved: 111; 999; A&E; GP.

Duration of contact with NHS: 20 days from when symptoms first arose to patient being given treatment and diagnosis that began to lead to improvement. Patient was admitted to A&E 4 times in 15 days.

The patient's wife said:

Positives: “The emergency services and 111 were brilliant; they were great with both my husband and me. A&E looked after my husband and did all they could while he was there. “The staff on the wards and doctors were really good to him.”

Negatives: “I believe if the hospital had kept patient in on his first visit we would not have been put through the trauma we had. How can you send someone home who is very ill, with pneumonia and a week later with Pulmonary Embolism?

“We are still surprised at the GP's response when we rang them, they had (the patient's) notes in front of them and they (initially) did not get a doctor to ring us, only a nurse practitioner, who did not give us the correct advice.

“The respiratory department were supposed to ring (the patient) to advise him on his breathing and this did not happen.”

