



Guidance for Community Pharmacies when providing services to Visually Impaired patients.

Visually impaired patients may need more help than others, although not all visually impaired patients will need additional help.

CPNY recommends reading [PSNC-Briefing-001.16-Equality-Act-2010.pdf](#) and [PSNC Briefing 060.17 Equality Act 2010 A quick reference guide](#) as part of this guidance. (Further guidance can be found on the RNIB website [RNIB | Homepage of the Royal National Institute of Blind People](#)) and ([Creating accessible resources for health and social care | RNIB](#))

Visually impaired patients should in the first instance, make the pharmacy staff aware that they are visually impaired. At that point, the pharmacist should engage in a dialogue with the patient to ascertain what the patient needs, and whether that need can be met by the pharmacy making “reasonable” adjustments.

During discussions with the patient, it is for the regular pharmacist at the pharmacy premises to decide what reasonable adjustment/s (if any) are required. If the regular pharmacist is unavailable, it is reasonable for temporary adjustments to be made until such time as a review with the regular pharmacist is possible.

Examples of reasonable adjustments:

- Large Print Labels min 18pt
- Typed large instructions (suggested 18pt, but patient may inform otherwise as this is personal to their type of sight loss) referenced to a large number on the box, See App A
- Braille, ensuring that the dispensing labels are not placed covering any braille that may be present by the manufacturer.

CPNY recommends that the outcome of any discussions around a patient's needs and what adjustment the pharmacy agrees is reasonable, should be noted in the patient's PMR, so that others, at a later date, are aware of the agreed adjustment/s.

(Remember: an initial check of the SCR can be made to check if any reasonable adjustments are already recorded).

Pharmacies can share reasonable adjustments with other parts of the NHS with consent, where possible.

Please see Appendix B for letter to be sent to YCSS members.

APPENDIX A

Note the packaging with the corresponding number to the number and drug details listed on the sheet to be supplied in large print to the patient

Example:

1. Atenolol 50mg Tablets
ONE to be taken Daily
28 Tablets

2. Aspirin 75mg Tablets
ONE to be taken Daily
28 Tablets

3. Amoxicillin 500mg Capsules
ONE to be taken FOUR times a day
21 Capsules

APPENDIX B - LETTER TO BE SENT TO YCSS MEMBERS

Dear (can we mail merge name in here please)

Yorkshire Coast Sight Support have had a very positive meeting with Community Pharmacies North Yorkshire.

Community Pharmacy North Yorkshire are the local pharmaceutical committee and are the local voice for community pharmacy, representing the interests of all NHS pharmacy contractors. They provide support and guidance to pharmacy contractors and are a point of contact of contact for health and social care organisations. Thus, ensuring fairness and transparency when agreeing local pharmacy services.

We have agreed that Community Pharmacy North Yorkshire will write to all the Pharmacies in the area to remind them of their obligation to make reasonable adjustments to how they work to best support someone visually impaired. We have now seen a copy of the agreed guidance and a copy of this guidance will be circulated to Pharmacies.

In order for this to work and to ensure you all get an improved service, large print information medication dosage, typed large print instructions re the medication itself, clear access to the Pharmacy etc. These are all things you have asked for from the pharmacy services so it's over to you to. You will need to let the Pharmacist know that you are visually impaired so they can make the reasonable adjustments happen. If the Pharmacist

doesn't know, and they won't know unless you tell them, nothing will improve.

As far as we are aware we are the only sight support centre to have made this step forward and we need to play our part in making it work and in reporting back to the Team at the centre if you don't think it's working.

YCSS would like to thank Community Pharmacies North Yorkshire for working with us in make steps to help with your support.