

Registered pharmacy inspection report

Pharmacy Name: WELL, 205 Milton Road, WESTON-SUPER-MARE,
Avon, BS22 8EF

Pharmacy reference: 1028768

Type of pharmacy: Community

Date of inspection: 17/04/2019

Pharmacy context

This is a community pharmacy located on a high street in Weston-super-Mare. It serves its local population which is mostly elderly. The pharmacy opens six days a week. It sells a range of over-the-counter medicines, dispenses NHS prescriptions and supplies medicines in multi-compartment medicine devices for people to use living in their own homes.

Overall inspection outcome

✓ **Standards met**

Required Action: None

Follow this link to [find out what the inspections possible outcomes mean](#)

Summary of notable practice for each principle

Principle	Principle finding	Exception standard reference	Notable practice	Why
1. Governance	Standards met	1.1	Good practice	The pharmacy team regularly record and learn from near misses and this improves patient safety by reducing the risk of similar incidents occurring in the future.
		1.2	Good practice	The pharmacy team regularly monitor the safety and quality of pharmacy services well.
		1.8	Good practice	The pharmacy team have robust safeguarding procedures in place and can demonstrate having used these for the benefit of their patients.
2. Staff	Good practice	2.2	Good practice	The pharmacy team can access training to keep their knowledge up to date and receive protected time to complete it.
		2.4	Good practice	The pharmacy team maintain a clear and embedded culture of openness, honesty and learning.
3. Premises	Standards met	N/A	N/A	N/A
4. Services, including medicines management	Standards met	N/A	N/A	N/A
5. Equipment and facilities	Standards met	N/A	N/A	N/A

Principle 1 - Governance ✓ Standards met

Summary findings

The pharmacy has written procedures to help make sure the team works safely. Pharmacy team members record and review mistakes that happen and use this information and learning to avoid future mistakes. Pharmacy team members are clear about their roles and responsibilities. The pharmacy asks its customers and staff for their views and uses this to help improve services. It manages and protects people's confidential information well and it tells people how their private information will be used. The pharmacy has appropriate insurance to protect people when things do go wrong. The pharmacy generally maintains the records that it must keep by law. However, some records were not always completed correctly which could mean that the pharmacy is not able to show exactly what has happened if any problems arise.

Inspector's evidence

Processes were in place for identifying and managing risk in the pharmacy. Near miss logs were kept and these were reviewed monthly by the pharmacy team. Incidents would be discussed with the members of staff involved and coaching and advice would be given as necessary. 'Look alike' and 'sound alike' medicines such as amitriptyline and amlodipine had been highlighted and separated on the dispensary shelving. The pharmacy team demonstrated how they had highlighted where medicines come in slightly different pack sizes to mitigate the risk of quantity errors.

Dispensing errors were all reported electronically to the company's head office and a root cause analysis was carried out. There was an established workflow in the pharmacy where labelling, dispensing and checking activities were carried out at dedicated areas of the work benches. The team used stackable containers to hold dispensed medicines to prevent the mixing up different prescriptions. Dispensing labels were also seen to have been signed by two different people indicating who had dispensed and who had checked a prescription.

SOPs were in place for all the dispensary tasks and were reviewed regularly. The SOPs were all held electronically and staff would carry out SOP training online. The pharmacy team explained that they were all aware of their roles and responsibilities.

A complaints procedure was in place within the SOPs and the staff were all aware of the complaints procedure. The pharmacy carried out a Community Pharmacy Patient Questionnaire annually as part of their NHS contract. Previous feedback was very positive.

An indemnity insurance and public liability certificate was held at the company's head office and was valid and in date. Records of controlled drugs (CDs) and patient returned CDs were all seen to be in order. Examples were seen where annotations had not been signed and dated. The address where a CD was received from was often omitted from the records. The majority of patient returned and out of date CDs were separated and labelled appropriately. An out-of-date box of MST Continus 60mg was not clearly marked as being out of date and the inspector proffered advice about this.

The responsible pharmacist record was seen as complete and the responsible pharmacist notice was displayed in pharmacy where patients could see it. The fridge temperatures were recorded daily and was always in the two to eight degrees Celsius range.

The private prescription records were retained and were in order. The specials records were examined and some entries omitted details such as the prescriber's name and address. The emergency supply records were examined and some entries omitted the date of the supply and the directions of the medicine supplied. Date checking was carried out in a manner which meant the whole pharmacy is date checked four times in a year and records of this were completed appropriately.

The computers were all password protected and the screens were not visible to the public. Staff were required to complete online training for information governance and had undertaken to complete training on the new General Data Protection Regulation (GDPR). Patient confidential information was stored securely. Confidential waste paper was collected in confidential waste bags which were removed by the company for destruction.

The pharmacy team had also been trained on safeguarding children and vulnerable adults. Staff could locate contact details for local safeguarding advice, referral and support on request. On questioning, staff were aware of what signs to look out for when identifying potential safeguarding concerns.

Principle 2 - Staffing ✓ Good practice

Summary findings

The pharmacy staff have the appropriate skills, qualifications and training to deliver services safely and effectively. The pharmacy team members work well together. They are comfortable about providing feedback and raising concerns and are involved in improving pharmacy services.

Inspector's evidence

At the time of the inspection there was one pharmacist, one accuracy checking technician and two dispensing assistants present in the pharmacy. The staff were observed to be working well together and supporting each other. Staffing levels were seen as being appropriate for the services delivered during the inspection.

Staff performance was monitored and reviewed formally once a year. In these reviews, a development plan would be introduced to help further develop and train pharmacy staff. The staff reported they were required to complete online training modules when they became available. The pharmacy manager described how staff had completed an information governance update in relation to the General Data Protection Regulation (GDPR). Staff received adequate time to complete any required training.

Staff held patient safety meetings monthly. There was a daily noticeboard in the dispensary that was used to notify staff of important patient safety updates or when there are new standard operating procedures. The company had an annual staff survey which was an opportunity for the staff to feedback any opinion they had about their roles and the company anonymously.

Staff reported they were than happy to raise any concerns they had immediately with the pharmacist or with one another. There was also a whistleblowing policy in place which staff were aware of and were happy to use should they require it. There were targets in place for MURs and NMS but the team explained that they did not feel any pressure to deliver these targets and would never compromise their professional judgement to achieve targets.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy provides a safe and appropriate environment for the provision of pharmacy services. The pharmacy team protect private information and the pharmacy is secure and protected from unauthorised access.

Inspector's evidence

The pharmacy had a dispensary which was separated from the waiting area by a medicines counter to allow for the preparation of prescriptions in private. The pharmacy was clean and tidy and was presented in a professional manner. There was a sink available in the dispensary with hot and cold running water with sanitiser to allow for hand washing.

Medicines were stored on the shelves in a generic and alphabetical manner and the shelves would be cleaned when the date checking was carried out. The consultation room was kept locked when not in use. Conversations that took place inside the consultation room could not be easily overheard from outside. The ambient temperature was suitable for the storage of medicines and the lighting throughout the store was appropriate for the delivery of pharmacy services.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy's services are accessible, effectively managed and delivered safely. The pharmacy obtains, stores and manages medicines safely and ensure that all of the medicines it supplies are fit for purpose. The pharmacy team take appropriate action where a medicine is not fit for purpose.

Inspector's evidence

Access to the pharmacy was step free. Leaflets and posters were available to advertise pharmacy services. There was space for the movement of a wheelchair or pushchair in the store. There was seating available for patients and customers waiting for services. A hearing loop was available for people with hearing difficulties. Large label printing was possible to help people with sight difficulties.

The pharmacy team dispensed MDS trays for 60 patients. The trays were dispensed on a four weekly rota. One MDS tray was examined and an audit trail to demonstrate who dispensed and checked the tray was complete. Descriptions were provided for the medicines contained within the MDS trays. Patient information leaflets were regularly supplied.

The pharmacy team had also been offering the flu vaccination service from September to March and reported that they had completed 271 vaccinations in total. The pharmacy manager reported that issues with obtaining the vaccine had led to some patients being turned away. The PGD was examined and was valid for the period that the vaccination was offered. The pharmacist had completed the relevant flu vaccination refresher course and anaphylaxis training.

The pharmacy team had an awareness of the strengthened warnings and measures to prevent against valproate exposure during pregnancy. Valproate patient cards were available for use during dispensing valproate to all female patients. The pharmacy team reported that they would check that that the patient's prescriber had discussed the risks of exposure in pregnancy with them and they are aware of these and query if they were taking effective contraception.

The pharmacy manager reported that the pharmacy was compliant with the Falsified Medicines Directive (FMD). The appropriate hardware and software was in place and the pharmacy team had received online training.

The pharmacy used recognised wholesalers such as AAH and Alliance Healthcare to obtain medicines and medical devices. Specials were ordered via IPS specials. Invoices from these wholesalers were seen.

CD destruction kits were available for the destruction of controlled drugs at the time of the inspection. Doop bins were available for use. A bin for the disposal of hazardous waste medicines was also available for use. Waste collection was regular and the team explained they would contact the contractors if they required more frequent waste collection.

Medicines and medical devices were stored in an organised fashion within their original manufacturer's packaging. Date checking was regular and stock was marked if short dated. The fridges were in good working order and the stock inside was stored in an orderly manner.

MHRA alerts came to the pharmacy electronically through the company's intranet and the pharmacist explained that these were actioned appropriately. Records to demonstrate this were kept and included audit trails.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the appropriate equipment and facilities to provide the services offered. The pharmacy uses its facilities to protect patient privacy.

Inspector's evidence

There was a satisfactory range of crown stamped measures available for use. Measures were seen to be clean. Amber medicines bottles were seen to be capped when stored and there was a counting triangle and a capsule counter. Electrical equipment appeared to be in good working order and was PAT tested annually. Pharmacy equipment was seen to be stored securely from public access.

Up-to-date reference sources were available in the dispensary and the consultation room and included a BNF, a BNF for Children and a Drug Tariff. Internet access was also available should the staff require further information sources.

There were two fridges in the pharmacy and temperatures were recorded daily and were seen to be between two to eight degrees Celsius. Doop bins were available for use and there was sufficient storage for medicines. The computers were all password protected and patient information was safeguarded.

What do the summary findings for each principle mean?

Finding	Meaning
✓ Excellent practice	The pharmacy demonstrates innovation in the way it delivers pharmacy services which benefit the health needs of the local community, as well as performing well against the standards.
✓ Good practice	The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.
✓ Standards met	The pharmacy meets all the standards.
Standards not all met	The pharmacy has not met one or more standards.