

Registered pharmacy inspection report

Pharmacy Name: Boots, 8-10 Market Street, PADSTOW, Cornwall,
PL28 8AL

Pharmacy reference: 1030086

Type of pharmacy: Community

Date of inspection: 02/01/2020

Pharmacy context

The pharmacy is located in the town of Padstow, Cornwall. It sells over-the-counter medicines and dispenses NHS and private prescriptions. And it delivers medicines to people's homes. The pharmacy team offers advice to people about minor illnesses and long-term conditions. The pharmacy offers services including Medicines Use Reviews (MURs), the NHS New Medicines Service (NMS), flu vaccinations, a minor ailments service and the supply of emergency hormonal contraception. It also offers services for substance misusers and supplies medicines in multi-compartment compliance aids to people living in their own homes.

Overall inspection outcome

✓ **Standards met**

Required Action: None

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Summary of notable practice for each principle

Principle	Principle finding	Exception standard reference	Notable practice	Why
1. Governance	Standards met	1.8	Good practice	Team members know how to protect the safety of vulnerable people. The pharmacy acts quickly to escalate any concerns it identifies.
2. Staff	Standards met	N/A	N/A	N/A
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 regularly reviews its practices to make them safer and more effective. The pharmacy team identifies and manages risks in the pharmacy appropriately. Team members record their errors and learn from them to stop them happening again. They are clear about their roles and responsibilities and work in a safe and professional way. The pharmacy asks people for their views and acts appropriately on the feedback. It has adequate insurance for its services. The pharmacy keeps up-to-date records as required by the law. The pharmacy keeps people's private information safe and explains how it will be used. Team members know how to protect the safety of vulnerable people and act quickly to escalate any concerns it identifies.

Inspector's evidence

The pharmacy had appropriate processes in place to monitor and reduce risks. Near misses were routinely recorded on a paper log and contained details of the error and a brief reflection on the cause and the learning points. Dispensing incidents were recorded on the pharmacy incident and error reporting system (PIERs). When errors were identified, they were discussed as a team to identify the potential contributing factors. The pharmacy had recently upgraded to a new patient medication record (PMR) system (Columbus). The responsible pharmacist (RP) described how products were now scanned after they had been labelled and dispensed. This had reduced selection errors as the PMR alerted the dispenser when the product did not match the item labelled. Near misses since the upgrade had mainly involved data entry errors, potentiated by the local GP practice not using the electronic prescription service. The pharmacy team were focussing on reducing these errors by ensuring that prescriptions were double checked by dispensers before handing to the pharmacist for an accuracy check.

Shelf-edge alerts had been placed at the locations of selected drugs as part of the company's 'look-alike, sound-alike' (LASA) campaign. But some had been removed as the nature of the shelving made it difficult to keep them lined up with the product. Laminated signs were displayed on computer terminals listing the fourteen drugs highlighted as high risk by the superintendent's office. All staff were briefed to say the name of LASA drugs out loud when picking to try and reduce errors. The pharmacy had recently added LASA alerts to the locations of pregabalin and gabapentin following company-wide incidents. The team used the 'Pharmacist Information Forms' (PIFs) that were attached to all prescriptions to alert the pharmacist to these drugs and the strength dispensed, along with any other clinically relevant information.

Monthly patient safety reports were completed by team members which contained a review of all near misses and dispensing incidents and led to the generation of action plans to reduce errors. The action plans generated through the patient safety report were shared with all team members through individual briefings. The most recent action plan had focussed on ensuring prescriptions were labelled correctly to reduce errors. The pharmacy team received and reviewed the monthly professional standard document supplied by the company's head office. The manager attended a weekly patient safety call with team members from other branches in the area. The outcomes of this call were shared with the pharmacy team.

Standard operating procedures (SOPs) were in place to cover all activities carried out in the pharmacy. They were up to date and were regularly reviewed. They had been adopted by the regular RP. Team

members had signed the SOPs to show that they had read and understood them. Competence and understanding of the SOPs were assessed using written quizzes and through observation. A pharmacy advisor could describe the activities that could not be undertaken in the absence of the RP.

The manager described how, before implementing a new service, she would ensure the pharmacy would be able to accommodate the work, and that it would be applicable to the local population. She would review staffing levels to ensure provision of the service could be maintained and would check that she and her staff had access to the appropriate tools and training to provide the service. She would also ensure that any relevant SOPs and patient group directions PGDs were read and signed.

Feedback was obtained by a yearly Community Pharmacy Patient Questionnaire (CPPQ) survey, and by handing customers cards inviting them to complete an online survey. 97.1% of respondents to the most recent CPPQ survey had rated the pharmacy as very good or excellent. A complaints procedure was available in the practice leaflet which was displayed in the retail area. Following comments that people were not aware that there was somewhere to have a private conversation, the pharmacy team proactively offered the use of the consultation room. The pharmacy was also signed up to the local 'Safe Place' scheme which provided designated spaces where people could escape the crowds of the busy tourist town. The scheme was advertised by a prominent sticker in the window and was regularly used by locals.

Professional indemnity and public liability insurances were provided by the XL Insurance Company SE with an expiry of 31 July 2020.

RP records were maintained in a log. The correct RP certificate was displayed. Records of emergency supplies and private prescriptions were held on the patient medication record (PMR) system and were in order. Emergency supplies were generally made under a locally commissioned service and were also reported on Pharmoutcomes. Records of the supply of unlicensed special medicines were kept. But certificates of conformity did not contain the details of to whom the product had been supplied. Controlled drug (CD) registers were maintained as required by law. Balance checks were completed weekly. A random stock balance check of Oxycontin 10mg tablets was accurate. Patient returns were recorded in a separate register and were destroyed promptly, and records were kept with two signatures.

All staff had completed training on information governance and the General Data Protection Regulation. Patient data and confidential waste was dealt with in a secure manner to protect privacy. A privacy policy and a fair data use statement were displayed in the patient area and confidential waste was segregated appropriately. Verbal consent was obtained from patients prior to accessing their summary care record and a note was placed on the PMR stating the reason for access. NHS Smartcards were used appropriately.

All staff were trained to an appropriate level on safeguarding. The RP had completed the Centre for Pharmacy Postgraduate Education (CPPE) level 2 safeguarding training. The remaining staff had completed level 1 e-Learning provided by the company. Local contacts for the escalation of concerns were displayed on the wall of the dispensary. Staff were aware of the signs requiring referral and gave multiple examples of when appropriate referrals had been made.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough staff. Team members are appropriately trained for their roles. They keep their skills and knowledge up to date and are supported in their development. Team members feel confident to suggest and make changes to improve their services. They communicate well with each other.

Inspector's evidence

Staffing levels were adequate on the day of the inspection. In addition to the RP, there were four pharmacy advisors, one of whom was the store manager. The team had a good rapport and felt they could manage the workload with no undue stress and pressure. The staff had clearly defined roles and accountabilities, and tasks and responsibilities were allocated to individuals on a daily basis. Rotas were completed in advance to plan for absences, which were usually covered rearranging shifts, or by part-time staff increasing their hours. In an emergency, the manager would call on support from other local stores.

The pharmacy team reported that they were allocated protected time to learn during working hours, although some chose to complete their learning at home. Resources accessed included the CPD tutors supplied by the company, e-Learning and CPPE packages and revised SOPs. Staff were set yearly development plans and received regular ad-hoc feedback on their performance. Team members were seen to offer appropriate advice when selling medicines over the counter and were observed referring to the pharmacist when additional information was required. Pharmacy team members reviewed each other's performance when selling medicines or handing out prescriptions. They gave each other feedback to improve performance.

Team members felt able to raise concerns and give feedback to the store manager and the RP, both of whom they found to be receptive to ideas and suggestions. Team members were aware of the escalation process for concerns and a whistleblowing policy was in place. The manager described that she felt well supported by the area manager and team members from the stores in the wider area. The manager said that she found the targets set challenging but manageable. The RP said that he was able to use his professional judgement to make decisions. He would only undertake services such as MURs that were clinically appropriate.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy provides a safe, secure and professional environment for people to receive healthcare. But it is small and often becomes crowded with people waiting for prescriptions. The pharmacy has a soundproofed room where people can have private conversations with members of the pharmacy team.

Inspector's evidence

The pharmacy was in the town centre of Padstow. There was a retail area which stocked a range of health and beauty products. The healthcare counter and the raised dispensary were at the rear of the pharmacy. The waiting area was small and was frequently seen to be crowded during the inspection. There was one chair available, although the manager said that more could be taken from the consultation room if needed. To the side of the main dispensary, there was a room used for the preparation of multi-compartment compliance aids. This led through to a small stock room and a staff room. A large consultation room was available on the shop floor. It was locked when not in use. Conversations could not be overheard from outside.

The pharmacy had a shared garden space to the rear, which team members needed to pass through to empty the bins. It was overgrown and the manager said that it became slippery when it rained. The condition of the garden had been reported to the maintenance department but no clearing had taken place as yet.

The main dispensary was small and wedge shaped. This meant that storage was limited and that team members sometimes found it difficult to store and select stock from the rear shelves. But it was tidy and generally well organised. The pharmacy well-equipped and well maintained, as were the other areas of the store including the staff room and stock room. But the tap in the lavatory was leaking.

Cleaning was undertaken by a cleaner and the pharmacy staff. The pharmacy was clean on the day of the inspection. The benches were clear of clutter. The pharmacy was light and bright, and temperature was appropriate for the storage and assembly of medicines.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy is accessible and advertises its services appropriately. Medicines are supplied safely and the pharmacy gives additional advice to people receiving high-risk medicines. The pharmacy supplies medicines in multi-compartment compliance aids to people in a safe, efficient and organised way. The pharmacy offers a range of additional services and the pharmacy team delivers these services safely. Team members providing the services ensure that their training is up to date. The pharmacy obtains its medicines from reputable suppliers. It stores them securely and makes regular checks to ensure that they are still suitable for supply. The pharmacy accepts unwanted medicines and disposes of them appropriately.

Inspector's evidence

The pharmacy had step-free access and an automatic door. The consultation room was off the retail area and was wheelchair accessible. Adjustments could be made for people with disabilities, such as producing large print labels. A hearing loop was available. As described in principle one, the pharmacy was registered with the local 'Safe Place' scheme. It offered the consultation room as a refuge for people struggling with noise and crowds. As the town was a very popular tourist destination, it did become very busy and crowded, particularly in the summer months. The manager described that local residents often came to the pharmacy to seek peace and quiet. A range of health-related posters and leaflets were displayed and advertised details of services offered both in store and locally. Services provided by the pharmacy were advertised in the pharmacy. The manager described how if a patient requested a service that could not be offered by the pharmacy at that time, she would refer them to other nearby pharmacies. As the nearest pharmacy was at least 20 minutes away, she would always call ahead to ensure the service could be provided there. A sign-posting folder was available with details of local agencies and support networks. Further up-to-date signposting resources were accessed online.

Dispensing tubs were used to store prescriptions and medicines to prevent transfer between patients as well as organise the workload. There were designated areas to dispense walk-in prescriptions and those collected from the GP practice. The labels of dispensed items were initialled when dispensed and checked.

Coloured laminates were used to highlight fridge items and CDs in schedule 2 and 3. Prescriptions for schedule 4 CDs were annotated to highlight the 28-day expiry. Prescriptions containing high-risk medicines or paediatric medicines were also highlighted with laminates. Paediatric doses were routinely checked. The manager and the RP described that team members checked if patients receiving lithium, warfarin and methotrexate had had blood tests recently, and gave additional advice as needed. Laminates were used to highlight prescriptions that had been identified by the RP as requiring additional counselling by a pharmacist. Details of significant interventions were recorded on the patient medication record (PMR). Substance misuse services were provided for two people. The RP described that he would liaise with the prescriber or the key worker to report erratic pick-ups and to discuss any other concerns about users of the service.

The pharmacy offered a range of additional services including flu vaccinations, a minor ailments scheme and the supply of emergency hormonal contraception. The patient group directions covering these services were seen and had been signed by the pharmacists providing the service. The declarations of

competence for the pharmacists offering the flu vaccination service were seen. The pharmacy ensured the smooth running of the services by offering an online booking service. They would block out times when they anticipated being very busy, or when they knew that there may not be an accredited pharmacist available. The RP had completed training on injection techniques and anaphylaxis and resuscitation within the last two years. The pharmacy was a Healthy Living Pharmacy and provided additional advice to people on living healthy lifestyles. It had a health promotion zone displaying leaflets and information on both locally and nationally relevant topics. There was a poster displayed to support the current national campaign of 'help us to help you'.

The pharmacy had completed the audit of people at risk of becoming pregnant whilst taking sodium valproate as part of the Valproate Pregnancy Prevention Programme. Appropriate conversations had been had with affected people and records were made on the PMR. Stickers were available for staff to highlight the risks of pregnancy to women receiving prescriptions for valproate. Information booklets and cards were available to be given to eligible women.

Multi-compartment compliance aids were prepared by the pharmacy for approximately 75 people based in the community. The pharmacy had a proforma to decide if a compliance aid was the most appropriate solution for a person requesting it. The RP was currently assessing all the people receiving compliance aids from the pharmacy to see if it was still appropriate for them. The pharmacy could offer reminder charts or medication administration records as an alternative. A selection of completed compliance aids were inspected. Each compliance aid had an identifier on the front, and dispensed and checked signatures were completed, along with a description of tablets. Patient information leaflets (PILs) were supplied each month. 'When required' medicines were dispensed in boxes and the pharmacy team were aware of what could and could not be placed in trays. A record of any changes made was kept on the patient information sheet, which was available for the pharmacist during the clinical checking process.

The dispensary shelves used to store stock were organised and tidy. The stock was arranged alphabetically on shelves. As described in principle three, the main dispensary was wedge-shaped. This made it difficult for team members to locate and select products stored at the rear where space was very limited. The manager explained that she planned to rearrange the stock in the coming weeks to ensure only rarely used products were stored in the rear of the dispensary. Date checking was undertaken each week and the entire dispensary was checked every three months. Spot checks revealed no date expired stock or mixed batches. Prescriptions containing omissions were appropriately managed, and the prescription was kept with the balance until it was collected. The pharmacy liaised with the local GP practice to arrange alternatives when medicines were likely to be unavailable from the manufacturers for the foreseeable future. Stock was obtained from reputable sources including Alliance and AAH. Specials were obtained from Alliance Specials. Invoices were seen to this effect. Records of recalls and alerts were seen and were annotated with the outcome and the date actioned.

Staff were aware of the Falsified Medicines Directive (FMD). They could check the anti-tampering device on each medicine was intact during the dispensing process. But they were not verifying nor decommissioning stock at the time of the inspection. The updated PMR system had the capability to be FMD compliant. The pharmacy's SOPs were being updated by the Professional Standards Office to reflect the changes FMD would bring to the pharmacy's processes.

CDs were stored in accordance with legal requirements in approved cabinets. Denaturing kits were available for safe destruction of CDs. Expired CDs were clearly marked and segregated in the cabinet. Patient returned CDs were recorded in a register and destroyed with a witness with two signatures were recorded. The dispensary fridge was clean, tidy and well organised and records of temperatures

were maintained. The maximum and minimum temperatures were within the required range of 2 to 8 degrees Celsius.

Logs were kept of deliveries made to people in their own homes with appropriate signatures. Confidentiality was maintained when obtaining signatures. The manager described the process followed in the event of failed deliveries to ensure that patients received their delivery in a timely manner, particularly those considered to be vulnerable, and this was found to be adequate.

Patient returned medication was dealt with appropriately. Confidential patient information was removed or obliterated from patient returned medication. No hazardous waste bin was available due to the collection of them not being commissioned by NHS England in the county.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy uses appropriate equipment and facilities to provide its services. It keeps these clean and tidy. Computers are used in a way that protects people's private information.

Inspector's evidence

Validated crown-stamped measures were available for liquids, with separate measure marked for the use of controlled drugs only. A range of clean tablet and capsule counters were present, with a separate triangle clearly marked for cytotoxics. All equipment, including the dispensary fridge, was in good working order and PAT test stickers were visible. The dispensary sink was clean and in good working order.

Reference sources were available and the pharmacy could also access up-to-date information on the internet. Computers were positioned so that no information could be seen by members of the public and phone calls were taken away from public areas. Dispensed prescriptions were stored in a retrieval system in a cabinet with opaque fronts. People waiting in the pharmacy could not see anyone else's private information.

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.