

Registered pharmacy inspection report

Pharmacy name: Jade Pharmacy (Heston Road)

Address: 174-176 Heston Road, Heston, HOUSLOW, Middlesex, TW5 0QU

Pharmacy reference: 1034943

Type of pharmacy: Community

Date of inspection: 15/01/2025

Pharmacy context and inspection background

This is a community pharmacy in a residential area of Hounslow. The pharmacy provides a range of services including dispensing prescriptions. And supplying medicines in multi-compartment compliance packs for people living at home who need them. It has a selection of over-the counter medicines and other pharmacy related products for sale. It provides a core range of other services, including flu vaccination and travel vaccination services. And the NHS Pharmacy First service.

This was a reinspection following an inspection in May 2024 where the pharmacy did not meet Standards 1.1, 1.2, 1.4, 1.6 and 4.3. This reinspection focused on those standards which had previously not been met. Other standards were also inspected in light of what the inspector observed during the inspection. This inspection found that, in general, the pharmacy had responded to the action plan issued by the GPhC in June 2024. Since then, it had been discussing, recording and reviewing the mistakes it made more regularly. And team members could describe the follow up actions they had taken to reduce the chance of repeating a mistake. Team members had also reviewed their record keeping, to ensure that records were all kept in the way the law required. And they had improved the way they managed medicines by ensuring that they stored them properly. They had also improved the way they monitored storage conditions for medicines to ensure that they were kept within the correct temperature range. And to ensure that they were stored as they should be by law. But while significant improvements had been made, there was scope for the pharmacy to review its procedures further, to ensure they are robust.

Overall outcome: Standards met

Required Action: None

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

Standards that were met with areas for improvement

Standard 1.7

- A small number of forms containing patients details are occasionally left on the counter behind a transparent screen. While people do not often stand at this end of the counter there is a risk that they could view other people's confidential information.

Standard 4.2

- The pharmacy's flu vaccination records are not all fully complete. Records have gaps where further information about the vaccination and consultation should be recorded. This means that there may not be enough information to refer to if any problems arise.

Standard 4.3

- Medicines in multi compartment compliance packs are not labelled with all the information required . This means that people may not get enough information to help them take their medicines properly.

Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 1: Inspection outcomes for standards under principle 1

| Standard | Outcome of individual standard | Area for improvement/ Area of good or excellent practice |
|--|--------------------------------|---|
| 1.1 - The risks associated with providing pharmacy services are identified and managed | Met | |
| 1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored | Met | |
| 1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability | Standard not inspected | |
| 1.4 - Feedback and concerns about the pharmacy, services and staff can be raised by individuals and organisations, and these are taken into account and action taken where appropriate | Met | |
| 1.5 - Appropriate indemnity or insurance arrangements are in place for the pharmacy services provided | Standard not inspected | |
| 1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained | Met | |
| 1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services | Met | Area for improvement |
| 1.8 - Children and vulnerable adults are safeguarded | Standard not inspected | |

Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 2: Inspection outcomes for standards under principle 2

| Standard | Outcome of individual standard | Area for improvement/ Area of good or excellent practice |
|---|--------------------------------|---|
| 2.1 - There are enough staff, suitably qualified and skilled, for the safe and effective provision of the pharmacy services provided | Standard not inspected | |
| 2.2 - Staff have the appropriate skills, qualifications and competence for their role and the tasks they carry out, or are working under the supervision of another person while they are in training | Met | |
| 2.3 - Staff can comply with their own professional and legal obligations and are empowered to exercise their professional judgement in the best interests of patients and the public | Standard not inspected | |
| 2.4 - There is a culture of openness, honesty and learning | Standard not inspected | |
| 2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services | Standard not inspected | |
| 2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff | Standard not inspected | |

Principle 3: The environment and condition of the premises from which pharmacy services are provided, and any associated premises, safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 3: Inspection outcomes for standards under principle 3

| Standard | Outcome of individual standard | Area for improvement/ Area of good or excellent practice |
|--|--------------------------------|--|
| 3.1 - Premises are safe, clean, properly maintained and suitable for the pharmacy services provided | Met | |
| 3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services | Standard not inspected | |
| 3.3 - Premises are maintained to a level of hygiene appropriate to the pharmacy services provided | Standard not inspected | |
| 3.4 - Premises are secure and safeguarded from unauthorized access | Standard not inspected | |
| 3.5 - Pharmacy services are provided in an environment that is appropriate for the provision of healthcare | Standard not inspected | |

Principle 4: The way in which pharmacy services, including management of medicines and medical devices, are delivered safeguards the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 4: Inspection outcomes for standards under principle 4

| Standard | Outcome of individual standard | Area for improvement/ Area of good or excellent practice |
|---|--------------------------------|---|
| 4.1 - The pharmacy services provided are accessible to patients and the public | Standard not inspected | |
| 4.2 - Pharmacy services are managed and delivered safely and effectively | Met | Area for improvement |
| 4.3 - Medicines and medical devices are: obtained from a reputable source; safe and fit for purpose; stored securely; safeguarded from unauthorized access; supplied to the patient safely; and disposed of safely and securely | Met | Area for improvement |
| 4.4 - Concerns are raised when medicines or medical devices are not fit for purpose | Standard not inspected | |

Principle 5: The equipment and facilities used in the provision of pharmacy services safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Not assessed

Table 5: Inspection outcomes for standards under principle 5

| Standard | Outcome of individual standard | Area for improvement/ Area of good or excellent practice |
|---|--------------------------------|---|
| 5.1 - Equipment and facilities needed to provide pharmacy services are readily available | Standard not inspected | |
| 5.2 - Equipment and facilities are: obtained from a reputable source; safe and fit for purpose; stored securely; safeguarded from unauthorized access; and appropriately maintained | Standard not inspected | |
| 5.3 - Equipment and facilities are used in a way that protects the privacy and dignity of the patients and the public who receive pharmacy services | Standard not inspected | |

What do the summary outcomes 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. |