

Registered pharmacy inspection report

Pharmacy Name: Percy Road Pharmacy, 133 Percy Road, Whitton, TWICKENHAM, Middlesex, TW2 6HT

Pharmacy reference: 1035161

Type of pharmacy: Community

Date of inspection: 10/06/2021

Pharmacy context

This is an independently run, local community pharmacy. It is on a small parade of shops in a residential area of Twickenham. It dispenses prescriptions and sells over-the-counter medicines. And it supplies medicines in multi-compartment compliance packs. It provides a delivery service for the vulnerable and housebound. And the pharmacy also provides a flu vaccination service in winter. The inspection was conducted during the COVID-19 pandemic.

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	N/A	N/A	N/A
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

In general, the pharmacy has adequate procedures to identify risk. It has written procedures in place to help ensure that its team members work safely. And it has insurance to cover its services. The pharmacy team has adapted its working practices suitably to minimise risks to people's safety during the COVID-19 pandemic. And it knows how to protect the safety of vulnerable people. In general, the pharmacy protects people's private information and it keeps its records the way it should.

Inspector's evidence

The pharmacy had a small retail area. And so, while the pandemic continued it limited the number of people in the pharmacy by keeping them socially distanced from one another. The pharmacy had a notice on its window advising people to enter only if they could stay two metres apart from others in the pharmacy. People were seen to follow this. Team members had installed a Perspex screen across the full length of the counter to protect themselves and others. And they had placed hand sanitiser at the pharmacy counter for people to use. The team had a regular cleaning routine and were observed sanitising their hands periodically.

The pharmacy provided a core range of essential services. Its main service was dispensing prescriptions and delivering them to people who could not collect them. In general, it recorded its mistakes and reviewed them periodically. But the responsible pharmacist (RP) had recently returned to the pharmacy to work full time. And she agreed that she and her dispensing assistant colleagues would ensure that mistakes were recorded and discussed with the team regularly. She recognised that it was important to learn as much as possible from mistakes to help prevent them from happening again. It was agreed that records should identify what could be done differently next time to prevent mistakes and promote continued improvement.

The pharmacy had standard operating procedures (SOPs) in place. But team members had deviated slightly from procedures when storing stock after dispensing. The RP agreed that retraining was required and a review of the team's compliance with dispensing procedures. The RP had her RP notice on display showing her name and registration number as required by law.

People could give feedback on the quality of the pharmacy's services. The pharmacy team sought customer feedback from general conversations with people. The pharmacy had not conducted a formal feedback survey over the last year due to the pandemic. But in general, the pharmacy team had received many positive comments from people. It had received positive comments from people who were grateful for the team's advice and support throughout the pandemic. And people had also been positive about the pharmacy's delivery service. Particularly when they had been shielding or were unwell.

The pharmacy had a complaints procedure which corresponded with NHS guidelines. And team members could provide details of the local NHS complaints advocacy service and the Patient Advice and Liaison service (PALS) if necessary. But customer concerns were generally dealt with at the time by the regular pharmacists. The pharmacy had professional indemnity and public liability arrangements so it could provide insurance protection for the pharmacy's services and its customers. It had professional indemnity arrangements in place until 31 October 2021. And it had public liability insurance in place until 08 June 2022. It is understood that when these dates are reached the pharmacy will renew them

for the following year. In general, the pharmacy kept its records in the way it was meant to. This included records for private prescriptions, emergency supplies and controlled drugs (CDs). The pharmacy generally recorded the details of the RP on duty each day, but the record had some gaps. It was clear that the RP recognised the importance of maintaining the pharmacy's essential records so that they were complete and accurate.

The pharmacy's team members understood the need to protect people's confidentiality. Confidential paper waste was shredded. But the pharmacy stored some of its completed prescriptions in the walkway between the counter and the consultation room. And while it was unlikely that people would actively look at other people's prescriptions when passing, the RP agreed that the risk to other people's confidentiality would be improved if the prescriptions were stored so that people's details were out of people's view. The RP and the dispensing assistant had completed appropriate safeguarding training. Other team members had been briefed. And they knew to report any concerns to the RP. The team could access details for the relevant safeguarding authorities online. But it had not had any specific safeguarding concerns to report.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy team manages its workload safely and effectively. And team members support one another. They are comfortable about providing feedback to one another, so that they can improve the quality of the pharmacy's services.

Inspector's evidence

The pharmacy was a family run business. At the time of the inspection the RP was working alongside her husband, a dispensing assistant. In general team members had read all the relevant SOPs. But the RP accepted that they would benefit from refreshing their understanding of the pharmacy's procedures. The pharmacy had carried out an informal risk assessment for its team members but had not had to make any special adjustments for anyone. When asked, team members said they felt safe at work.

The pharmacy was quiet at the time of the inspection. But RP and dispensing assistant were seen to work effectively together. The dispensing assistant was seen using the pharmacy's PMR system to assist the RP in finding some of the pharmacy's records. The pharmacy had a small close-knit team. The RP and her husband had joint ownership of the business and were supportive of one another. They were seen discussing how to improve the storage of people's prescriptions. And the RP described how another member of the team had suggested clearly separating different strengths of the same medicine to draw attention to the difference and reduce the risk of mistakes. The daily workload of prescriptions was in hand and customers were attended to promptly. The RP was able to make her own professional decisions in the interest of patients. Team members could raise concerns with the RP if they needed to.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy's premises provide a suitable environment for people to receive its services. And they are sufficiently clean and secure. The pharmacy has made some sensible adjustments to help keep people safe during the pandemic.

Inspector's evidence

The pharmacy had a small retail area and a small dispensary. The team followed a regular cleaning routine to ensure that contact surfaces were clean. And so, the pharmacy was generally clean and tidy. But it had not been fully upgraded for many years and its fixtures and fittings were slightly dated looking. The dispensary had a single run of dispensing bench which was used for all dispensing and checking. And so, team members tackled one task at a time. They were careful to complete each prescription one at a time to avoid a build-up of prescriptions. In contrast, the pharmacy had a larger back shop area with two further rooms. This included a staff and storage room and a consultation room. The consultation room was also used as an office. The owners planned to refit the premises to make better use of the space and increase the size of the dispensary. Overall, the pharmacy was clean and tidy.

The pharmacy had a walkway connecting the front of the pharmacy to the rooms at the back. And rooms in the back area were generally tidy. The RP agreed that the walkway should be kept tidy and free of clutter and any patient-sensitive material. She agreed that this would provide a more professional appearance. While the RP had not used the consultation room much during the pandemic, she was aware of the need to clean contact surfaces in the room and wash or sanitise his hands between consultations. People using the room would also be asked to sanitise their hands.

The medicines counter was immediately in front of the dispensary. And team members served people from behind the screen. When the RP spoke to people at the open entry from the customer area into the back-shop area, she kept a suitable distance from people. She also wore a face mask. People coming into the pharmacy were also seen to wear face coverings. The pharmacy had a small seating area for waiting customers. Room temperatures were appropriately maintained to keep staff comfortable and were suitable for the storage of medicines. The pharmacy had staff facilities to the rear.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy provides its services safely. And makes them easily accessible for people. The pharmacy team gets its medicines and medical devices from appropriate sources. Team members make the necessary checks to ensure that the pharmacy's medicines and devices are safe to use to protect people's health and wellbeing. The pharmacy generally stores its medicines properly.

Inspector's evidence

The pharmacy had a sign in its front window advertising the times of opening. The pharmacy's entrance had step-free access from the pavement outside. And the customer area was clean and tidy and free of obstacles. This made access easier for wheelchair users and those with mobility difficulties. The inspector and RP discussed whether wheelchair users would be able to access the consultation room. The RP was unsure if the gap between the counter and the back-shop area was big enough for a wheelchair to pass through. And the walkway which provided access to the room was slightly cluttered with stock and tote boxes. Entry into the room by a wheelchair user may have been difficult due to the turning angle. But the RP agreed to remove any clutter and review the way in which they could provide services for people in wheelchairs. But the pharmacy had a delivery service for people who found it difficult to visit the pharmacy. The RP described how demand for deliveries had increased during the pandemic.

The pharmacy had reduced its range of services during the pandemic. And currently offered a core range of services and a flu vaccination service in the winter. It also provided COVID-19 lateral flow tests for people. Its team used baskets to hold individual prescriptions and medicines during dispensing. It did this to keep prescriptions and their corresponding medicines together. The pharmacy provided multi-compartment compliance packs for people living at home who needed them. The labelling directions on compliance packs gave the required advisory information to help people take their medicines properly. Compliance packs had been labelled with a description of each medicine, including colour and shape, to help people to identify them. And patient information leaflets (PILs) were supplied with new medicines and with regular repeat medicines. The RP gave people advice on a range of matters. And would give appropriate advice to anyone taking high-risk medicines. The RP had additional leaflets and information booklets on a range of medicines including sodium valproate. The pharmacy had a small number of people taking sodium valproate medicines. But no-one taking it was in the at-risk group. The RP was aware of the precautions she would need to take, and counselling she would give, if it were to be prescribed for someone new.

The pharmacy obtained its medicines and medical devices from suppliers holding the appropriate licences. The team generally stored its medicines, appropriately and in their original containers. But the inspector found two packs containing mixed brands of tablets. This meant that the outer packaging did not give an accurate description of the tablets inside it, including the tablets' expiry date. The inspector discussed this with the RP, and it was agreed that team members should review their understanding of the correct procedures to follow when putting medicines back into stock after dispensing. Stock on the shelves was generally tidy and organised. The pharmacy team date-checked the pharmacy's stocks regularly. And they kept records to help them manage the process effectively. A random sample of stock checked by the inspector was in date. In general, short-dated stock was identified and highlighted. And the team put its out-of-date and patient returned medicines into dedicated waste containers. The

team stored items in a CD cabinet and fridge as appropriate. And it monitored its fridge temperatures to ensure that the medication inside was kept within the correct temperature range. The pharmacy responded promptly to drug recalls and safety alerts. The team had not had any stock affected by recent recalls.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the equipment and facilities it needs to provide services safely. And, it keeps them clean. The team uses its facilities and equipment to keep people's private information safe.

Inspector's evidence

The pharmacy had the appropriate equipment for counting tablets and capsules and for measuring liquids. Team members had access to a range of up-to-date reference sources. And they had access to PPE, in the form of sanitiser, face masks and gloves, which were appropriate for use in pharmacies.

The pharmacy had two computer terminals. One in the dispensary and one in the consultation room. Computers were password protected and their screens could not be viewed by people. Team members used their own smart cards when working on PMRs, so that they could maintain an accurate audit trail and ensure that access to patient records was appropriate and secure.

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.