

Registered pharmacy inspection report

Pharmacy Name: Boots, 47 London Road, BOGNOR REGIS, West Sussex, PO21 1PQ

Pharmacy reference: 1037265

Type of pharmacy: Community

Date of inspection: 06/11/2019

Pharmacy context

This is a busy pharmacy, based in a large Boots Health & Beauty store, located in Bognor Regis town centre. It serves the local population as well as those living in the outlying rural surrounding areas. The pharmacy offers NHS dispensing services and a flu vaccination service as well supplying medicines in multi-compartment compliance aids to help patients living in their own homes to remember to take their medication. The pharmacy also has a busy homecare department providing medicines for patients in approximately 70 nursing and care homes in the area.

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	N/A	N/A	N/A
2. Staff	Standards met	2.4	Good practice	Staff worked effectively together as a team and showed a good 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 provides services safely in line with clear processes and procedures, which are being followed by staff. Team members record, review and learn from mistakes that occur during the dispensing process to prevent similar mistakes in future. The pharmacy team asks people for their views and deals with any complaints. And it uses the feedback to improve the service it provides. The pharmacy keeps all of the records it needs to, and it has appropriate insurance to protect people if things go wrong. The pharmacy protects patient information and the team members understand their roles in protecting vulnerable people.

Inspector's evidence

Procedures were in place to record, review, and learn from adverse events. The pharmacy adviser demonstrated that dispensing incidents and near misses were recorded, reviewed and feedback provided to staff. Following the analysis of near miss incidents and trends both within the pharmacy and across the company, had led to greater care being taken with the selection of 'look alike and sound alike drugs' (LASA). The pharmacy used shelf highlighters and separated sound alike and look alike drugs on the shelves, to minimise risks as well as utilising the pharmacist information form (PIF) to highlight LASA drugs. The pharmacy could be better at ensuring that more detail is recorded in relation to the causation and learning gained from incidents to maximise the benefit to improving patient safety.

Up-to-date and relevant standard operating procedures (SOPs) were in place to ensure the safe and effective operation of professional services provided from the pharmacy and these were continually reviewed with a number of new SOPs being re-issued during 2019. SOPs had been read and signed by staff. The pharmacy staff also completed regular SOP audits to ensure understanding and compliance. The pharmacy staff were able to clearly explain their roles and responsibilities. On questioning, they explained that they would refer any requests for advice and certain Pharmacy only medicines (for example regular requests for codeine preparations) to the pharmacist.

The pharmacy had a procedure in place for obtaining feedback and handling complaints highlighted in the pharmacy practice leaflet. The pharmacy carried out the Community Pharmacy Patient Questionnaire (CPPQ) patient satisfaction survey, although the results of the most recent survey were not available either at the pharmacy or on the NHS choices website. Staff explained that feedback had been received about waiting times and how as a consequence they took care to highlight the availability of seats in the waiting area for patients awaiting prescriptions. The pharmacy was also using the texting service to try and ensure customer expectations are met around waiting times. Professional indemnity insurance arrangements were in place for the pharmacy services.

The responsible pharmacist sign was clearly displayed and responsible pharmacist records were maintained appropriately. The CD register, specials records, private prescription records and emergency supply records examined were in order. Running balances were checked and recorded weekly and those checked during the inspection were in order. Records of patient returned controlled drugs were maintained in accordance with good practice. The pharmacist explained that staff completed online information governance training and the procedure itself was also available online via the e-Learning system. All staff were required to complete this and compliance with this was monitored and followed up by head office.

The pharmacy computer and the patient medication record (PMR) systems were restricted to authorised members of staff and password protected. A confidential waste bin was used to dispose of patient identifiable and confidential waste. Confidential waste was stored securely awaiting collection. All staff had completed the e-Learning module associated with safeguarding and the pharmacy team had access to the telephone numbers for safeguarding contacts. In addition the pharmacists and technicians had all completed the CPPE safeguarding training course. On questioning, both the pharmacist and staff were able to explain what to do or who they would make aware if they had concerns about the safety of a child or a vulnerable adult.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has satisfactory levels of staff cover for the services it provides. Pharmacy staff either have the appropriate skills and qualifications for their roles or are currently completing appropriate training course for their roles. The team works well together with openness and honesty to help support the safe and effective delivery of pharmacy services and they undergo ongoing training to keep them up-to-date.

Inspector's evidence

The pharmacy was busy but well organised and staff were clear on their roles and worked well together as a team. There were two pharmacists and four pharmacy advisers working in the main dispensary. Together with a further seven pharmacy assistants and two pharmacy technicians, working in the care home dispensary and assembling blister packs for community based patients. All staff had either completed or, were in the process of completing appropriate training courses for their roles. Staff wore name badges and uniforms and were identifiable to patients.

The pharmacist explained that all staff received regular reviews, where development needs were individually discussed and documented. Staff were encouraged to continue their own personal development by completing regular training courses e.g. e-Learning, 30 minute tutors, audit quizzes on the SOPs, CPD and reading the Professional Standards newsletter. Staff were provided with some time for training during working hours. The pharmacist was observed supervising and overseeing the sales, supply and advice given by staff and staff were observed to be working well as a team. Staff were observed following the sales of medicines protocol asking appropriate questions and providing advice when making OTC recommendations and were also seen referring patients to the pharmacist when necessary.

On questioning, staff were able to explain how they would raise any concerns they had about the provision of a pharmacy service with the company. Staff were aware of the company whistleblowing procedure and the confidential hotline. Regular informal staff meetings and briefings took place both in the main dispensary and within the care homes unit. In addition, larger store training meetings for managers and pharmacists were provided across the area. The pharmacist explained that the pharmacy was set targets for NMS and MURs. However, she did not feel that these were inappropriate and felt able to make appropriate independent professional decisions about providing such services.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy is secure and provides a satisfactory environment for the delivery of its services. The pharmacy has suitable facilities to protect the privacy, dignity and confidentiality of people. The team uses these facilities effectively to ensure confidentiality is protected. The pharmacy keeps its premises adequately maintained.

Inspector's evidence

The dispensary was of a good size, well lit, clean and well maintained. The ambient temperature of the pharmacy was maintained at a steady temperature by the in-store air conditioning units. There were also three separate dispensary areas located on the upper floor of the building for the assembly of multicompartment compliance aids and supplies for patients in care and nursing homes. The dispensary areas were well fitted and there was sufficient bench space for the activities carried out. The dispensaries had designated separate areas available for preparing and dispensing prescriptions, as well as for items awaiting checking.

Hand washing facilities were available for staff to use and the sink was clean and had a supply of hot and cold water. A consultation room was available for use to ensure that patients could have confidential conversations with staff when necessary. The consultation room was checked during the inspection and no conversations could be heard in the area next to it. Confidential information was stored securely within the consultation room and the room was secured when not in use.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy delivers its services in a safe and effective manner and people receive advice and support to help them use their medicines properly. The pharmacy advertises its services and people can easily access them. The pharmacy sources, stores and manages medicines safely, and so makes sure that all the medicines it supplies are fit for purpose.

Inspector's evidence

The pharmacy provides a range of services tailored to the needs of the specific local population, in particular the elderly population. The pharmacy works closely with local surgeries and the hospitals in identifying, monitoring and providing multi-compartment compliance aids to vulnerable patients living in the community. The pharmacy also has a nursing and care home dispensary which provides services to around 70 homes in the area. The pharmacy has been working hard with the homes over the recent months to review the requirement and reduce the dependency on compliance aids, in line with NICE guidance.

Pharmacy services were clearly advertised. The pharmacy had access for wheelchair users. The consultation room and pharmacy counter were accessible to all, including patients with mobility difficulties. Staff were clear about what services were offered from the pharmacy and where to signpost patients to if a service was not provided.

In accordance with the SOPs the dispensed-by and checked-by boxes of the dispensing labels on assembled medicines were completed using initials, as well as the use of a quad stamp on all prescriptions to provide a full audit trail of personnel involved in the dispensing process. Fridge lines and CDs were dispensed into clear plastic bags to assist with counselling and reduce the risk of errors. Patient information leaflets (PILs) were seen to be supplied with medicines.

Dispensing baskets together with highlighting cards and pharmacist information forms (PIFs) were used in the dispensing process to manage the workflow, separate prescriptions, reduce the likelihood of errors and highlight any high-risk individual prescriptions to the pharmacist requiring specific attention eg counselling for warfarin patients and females on valproate preparations. Procedures were also in place to highlight high-risk medicines (for example valproate preparations) to ensure that appropriate action was taken including counselling patients where necessary in relation to the Pregnancy Prevention Program (PPP). The pharmacy had also carried out an audit of patients on valproate to identify patients at risk and had access to appropriate counselling materials for valproate patients and the PPP. In addition the pharmacy was in the process of carrying out ongoing clinical audits in relation to asthma, diabetes and high-risk medicines eg lithium.

Pharmaceutical stock requiring refrigeration was stored between 2 and 8 degrees Celsius. The pharmacy staff demonstrated that the maximum and minimum temperatures of the pharmacy refrigerators were recorded daily and stock was rotated and stored in an orderly manner in the fridges. Medicines were stored generally in alphabetical order and in appropriate conditions, within their original manufacturer's packaging and in an organised manner to help reduce errors. Pharmaceutical stock was subject to regular date checks and stock close to expiring was appropriately highlighted and removed prior to expiry.

The pharmacist and staff were aware of the recent requirements for compliance with the Falsified Medicines Directive (FMD) in relation to verification and decommissioning of packs. But were still awaiting the installation of the necessary equipment, software and training from Boots head office, to ensure full compliance. This was expected to be rolled out during 2020.

The pharmacy obtained medicines through licensed wholesalers. Specials were generally ordered via Alliance Healthcare Specials. Invoices from a sample of these wholesalers were seen. Waste medicines were stored in appropriate containers and disposed of via licensed contractors. However, the pharmacy did not currently have a facility to dispose of hazardous waste (cytostatic or cytotoxic medicines).

The pharmacy received drug recalls and patient safety alerts and staff were aware of the most up to date safety alerts and could demonstrate that appropriate action had been taken and that auditable records were maintained of this.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the necessary and appropriate equipment and facilities for the services provided. And the pharmacy team maintain this equipment appropriately and use the facilities to protect people's private information.

Inspector's evidence

A range of crown stamped measures were available at the pharmacy. The pharmacy had equipment for counting loose tablets and capsules and these were clean at the time of inspection. Medicine containers were stored securely to prevent contamination by foreign matter.

The pharmacy carries out appropriate calibration checks on its health check testing equipment. The pharmacy had up-to-date copies of BNF, BNF children and drug tariff as well as access to the internet, Medicines Complete and the facility to contact Boots superintendent's office information service. The pharmacy computer terminals and PMR were password protected. The computer screens were out of view of the public. Staff were observed disposing of confidential waste in the special bins provided.

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.