

Registered pharmacy inspection report

Pharmacy Name: Lloydspharmacy, 3 North Street, Wilton,
SALISBURY, Wiltshire, SP2 0HA

Pharmacy reference: 1038731

Type of pharmacy: Community

Date of inspection: 21/08/2019

Pharmacy context

This is a community pharmacy located on a parade of shops in the small town of Wilton in Wiltshire. It serves its local population which is mostly elderly. The pharmacy opens six days a week. The pharmacy sells a range of over-the-counter medicines, dispenses NHS prescriptions, supplies medicines in multi-compartment medicine devices for people to use living in their own homes and provides drug misuse services.

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.
		1.4	Good practice	The pharmacy team have robust feedback gathering processes in place and they can demonstrate having responded to concerns raised by their local population.
2. Staff	Good practice	2.2	Good practice	The pharmacy team can access training to keep their knowledge up to date and receive time to complete it.
		2.3	Good practice	The pharmacy team are empowered to exercise their professional judgement in the best interests of their patients and keep detailed records to demonstrate this.
		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 are clear about their roles and responsibilities. Pharmacy team members record and review mistakes that happen and use this information and learning to avoid future mistakes. 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 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.

Inspector's evidence

Processes were in place for identifying and managing risks. Near misses are recorded and reviewed when they occurred and the pharmacy manager would discuss the incident with the members of the dispensary team. These were then reviewed monthly and a briefing was discussed with all members of staff. Examples of near miss error logs were seen from previous months displayed in the dispensary. 'Sound alike' and 'look alike' medicines, such as amitriptyline and amlodipine, were separated on the dispensary shelf. These were also highlighted to staff on a noticeboard in the dispensary. The pharmacist demonstrated that had completed a risk review process on the disorganisation in the dispensary drawers when he started managing the pharmacy and subsequently rearranged these to reduce the risk of selection errors.

Staff were required to complete a 'safer care checklist' on a weekly basis to ensure the team have the right environment, people and processes to deliver a safe pharmacy service. Dispensing incidents were recorded electronically. The pharmacy team were required to carry out a root cause analysis following significant dispensing incidents. There was a clear and established workflow in the pharmacy where labelling, dispensing and checking were all carried out at dedicated areas of the work benches.

Dispensing labels were seen to have been signed by two different people indicating who had dispensed and who had checked a prescription. All the standard operating procedures (SOPs) had the roles and responsibilities of each member of staff set out and the dispensary team were all clear on this and explained that they would refer to the pharmacist if they were unsure of something.

There was a complaints procedure in place and the staff were all clear on the processes they should follow if they received a complaint. The team completed an annual Community Pharmacy Patient Questionnaire (CPPQ) survey to gather feedback from patients. Previous feedback was displayed in the pharmacy and was positive. Based on previous feedback with regards to waiting times for prescriptions, two new pharmacy staff had been recruited and subsequent feedback had shown improvement.

Professional indemnity insurance from the NPA was in place and was valid and in date until June 2020. Records of controlled drugs (CDs) and patient returned CDs were all seen to be in order. The address that a CD was received from was often omitted from the records. A sample of a random controlled drug was checked for record accuracy and was seen to be correct. The controlled drug balances were checked weekly. Patient returned and expired CDs were separated from regular CD stock and labelled appropriately.

A responsible pharmacist (RP) record was retained and the RP notice was displayed in pharmacy where

patients could see it. Date checking was carried out regularly and records were kept to demonstrate this. The fridge temperatures were recorded daily and were always in the 2 to 8 degrees Celsius range. The fridge temperatures were recorded daily. There was a recent out of range reading in which a reason had not been noted and further monitoring had not been completed. The inspector proffered advice about this.

The private prescription records were retained but some entries omitted the date that the prescription was dispensed. The specials and emergency supply records were retained and were in order. The computers were all password protected and the screens were not visible to the public. Confidential waste was collected in confidential waste bags which were removed by the company for destruction. Staff were required to complete online training for information governance (IG).

The pharmacy team had also been trained on safeguarding children and vulnerable adults. On questioning, staff were aware of the signs to look out for that may indicate safeguarding issues. Contact details for local safeguarding advice, referrals and support were not immediately available to staff and the pharmacy manager agreed to address this.

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 technician and two dispensing assistants present in the pharmacy. Staffing levels were seen as being appropriate for the services provided. They were all seen to be working well together. Completed certificates of training were displayed on the wall in the consultation room. Staff performance was monitored, reviewed and discussed informally throughout the year and formally at regular reviews using the 'annual contribution dialogue' process.

The staff usually completed monthly training online and had a medicines skills assessment at the end of each training session to assess their knowledge and understanding of products and services. Staff had recently completed training on the ellaOne emergency hormonal contraception which is available for women to buy over the counter. A dispensing assistant reported that this made her feel more confident when dealing with requests from people about this medicine. All staff had recently completed training on valproate medicines that they reported had raised their awareness about the use of these medicines in women.

'Safer care briefings' were held monthly to discuss near misses and significant errors and learning from these. A 'safer care noticeboard' was displayed in the dispensary and contained information about patient safety and training updates. Staff felt able to exercise their professional judgement in the best interests of their patients. The pharmacist demonstrated several examples of having referred patients back to their GP because interactions, prescription issues and patient safety concerns. These were all clearly documented in an intervention log which was available in the dispensary for staff to use when required.

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 explained they were happy to raise any concerns they had immediately with the pharmacist or the area manager. There was a company whistleblowing policy in place and staff were aware of this. There were targets in place but the team explained that they did not feel any pressure to deliver these targets and would never compromise their professional judgement to achieve them.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy generally provides a safe and appropriate environment for the provision of pharmacy services. The pharmacy team protects 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. 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.

The consultation room was well soundproofed and patient confidential information was not accessible to the public. 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

Pharmacy services are accessible, effectively managed and safely delivered, pharmaceutical stock is appropriately obtained, stored and supplied. Where a medicinal product is not fit for purpose, the team take appropriate action.

Inspector's evidence

There was a range of leaflets available to the public about services on offer. Services were also displayed on a board in the pharmacy. There was step free access to the pharmacy available. There was adequate seating for patients or customers waiting for services and space for a wheelchair user or a pushchair to navigate.

The pharmacy team dispensed multi-compartment compliance aids devices for 160 people in their homes and one small care home. Audit trails were kept to indicate where each device was in the dispensing process. One compliance aid was examined and an audit trail to demonstrate who dispensed and checked the device was complete. Descriptions were routinely provided for the medicines contained within the devices. Patient information leaflets were regularly supplied.

The pharmacy team had completed 196 medicines usage reviews (MURs) since April. The pharmacist gave of an example of having referred a patient back to their GP because they were prescribed two medicines of the same anti-diabetic class concurrently which could increase the risk of hypoglycaemia. The pharmacist reported that he always obtained signed consent to carry out the MURs.

The pharmacy team had an awareness of the strengthened warnings and measures to prevent against valproate exposure during pregnancy. At the time of the inspection, valproate patient cards were available for use during the dispensing of valproate to all female patients. The dispensary drawer where valproate medicines were stored was marked. The pharmacist reported that he would check that the patient's prescriber had discussed the risks of exposure in pregnancy with them and they were aware of these and query if they were taking effective contraception.

The pharmacy obtained medicinal stock from AAH and Alliance. Specials were ordered from suppliers such as AAH Specials. There were destruction kits available for the destruction of controlled drugs and designated bins for storing waste medicines were available and seen being used for the disposal of medicines returned by patients. A hazardous waste medicines disposal bin was also available for use.

Medicines and medical devices were stored within their original manufacturer's packaging. Pharmaceutical stock was subject to date checks which were documented. Short dated stock was appropriately marked. The pharmacy team were aware of the European Falsified Medicines Directive (FMD). The pharmacy team had the appropriate hardware and reported that the software was currently undergoing updates from their head office.

The fridge was in good working order. Fridge items which had been dispensed and were ready to be collected were stored in clear plastic bags to help identification of high risk medicines like insulin. MHRA alerts came to the team electronically through the company's intranet and these were actioned appropriately. Audit trails to demonstrate this were kept.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has access to the appropriate equipment and facilities to provide the services offered. These are used in a way that helps protect patient confidentiality and dignity.

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 were counting triangles available for use. 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 online and this access included the BNF, the BNF for Children and the Drug Tariff. Internet access was available should the staff require further information sources. There was one fridge which was in good working order and the maximum and minimum temperatures were recorded daily and were seen to always be within the correct range.

Designated bins for storing waste medicines 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.