

Registered pharmacy inspection report

Pharmacy Name: Well, 32 Shotton Lane, Shotton, DEESIDE, Clwyd,
CH5 1QW

Pharmacy reference: 1043113

Type of pharmacy: Community

Date of inspection: 23/01/2024

Pharmacy context

The pharmacy is situated in a residential area of Shotton, north Wales. The pharmacy premises are accessible for people, with adequate space in the retail area. The pharmacy sells a range of over-the-counter medicines and dispenses both private and NHS prescriptions. It has a consultation room available for private conversations. And some medicines are supplied in multi-compartment compliance aids to help people take their medicines at the right time.

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	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 manages the risks associated with its services and protects peoples' information. Members of the pharmacy team work to professional standards and are clear about their roles and responsibilities. They record some things that go wrong, so that they can learn from them. But they do not always record or review all their mistakes, so they may miss some opportunities to improve. The pharmacy keeps the records required by law.

Inspector's evidence

There were up to date standard operating procedures (SOPs) for the services provided, with sign off records showing that members of the pharmacy team had read and accepted them. Team members completed online training modules to demonstrate they had read and understood each SOP. Roles and responsibilities of staff were set out in SOPs. A member of the pharmacy team was able to clearly describe her duties. Dispensing errors were reported on the computer system and learning points were included. Near miss incidents were discussed with the pharmacy team member at the time they occurred, but not routinely recorded or reviewed.

A complaints procedure was in place. The pharmacist explained that he aimed to resolve complaints in the pharmacy at the time they arose, but he would refer to head office if necessary. A customer satisfaction survey was carried out annually. The company had professional indemnity insurance in place. The correct responsible pharmacist notice was displayed conspicuously. The emergency supply record, private prescription record, unlicensed medicines (specials) record, and the CD register were in order. CD running balances were kept and audited regularly. Patient returned CDs were recorded appropriately. The responsible pharmacist (RP) record was generally in order but had the time the RP ceased their duty missing from some occasions in the last six months. Therefore, it wasn't always clear when an RP had been present.

The pharmacy team placed confidential waste into a designated container that was sealed when full and collected by an authorised carrier, and confidential information was kept out of sight of the public. The pharmacy team completed information governance training when they commenced their employment. Computers were all password protected and faced away from the customer. Assembled prescriptions awaiting collection were being stored in a manner that protected patient information from being visible. A privacy notice was displayed, explaining how the pharmacy used patient's personal data. The pharmacy team had read the safeguarding policy, and the pharmacist had completed level 3 safeguarding training. There were details of local safeguarding contacts available.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough staff to manage its workload safely. And the team members are comfortable about providing feedback to the pharmacist. The pharmacy enables its team members to act on their own initiative and use their professional judgement. And the team has access to ongoing training.

Inspector's evidence

There was a locum pharmacist, two dispensers – one of which was the team supervisor, and a trainee dispenser on duty. This was the usual staffing level. The pharmacy team worked well together in a busy environment and managed the workload adequately. The pharmacy team participated in ongoing training using an e-learning platform. The team members had completed an online training module on Mental Health in December 2023. A member of the pharmacy team explained that training was completed when the workload permitted. A dispenser explained that a permanent pharmacist manager had been recruited and they were due to commence their role soon.

The pharmacy team were aware of a whistle blowing policy in place and knew how to report concerns about a member of the team if needed. Details outlining the policy were available for the team to refer to. The pharmacy team members had not received appraisals previously. This meant there was a missed opportunity to help them improve. They said that the regular locum pharmacist was approachable, supportive and they were more than happy to ask him questions or provide feedback when needed.

A member of the pharmacy team covering the medicines counter was clear about her role. She knew what questions to ask when making a sale and when to refer the patient to a pharmacist. She was clear which medicines could be sold in the presence and absence of a pharmacist and was clear what action to take if she suspected a customer might be abusing medicines such as Nurofen Plus which she would refer to the pharmacist for advice. The pharmacist said there were no specific professional service targets in place, in his role as locum.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy is clean and generally tidy. It is a suitable place to provide healthcare. It has a consultation room so that people can have a conversation in private.

Inspector's evidence

The pharmacy was clean and generally tidy. It had a waiting area. The temperature in the pharmacy was controlled by heating units. Lighting was good. The pharmacy team cleaned the floor, dispensing benches and sinks regularly, and a record was kept.

The premises were maintained in an adequate state of repair. Maintenance problems were reported to head office. The pharmacy team had use of a WC with wash hand basin and antibacterial hand wash. The consultation room was uncluttered and clean in appearance.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy's services are accessible to most people, and they are managed, so people receive their medicines safely. The pharmacy sources medicines safely and carries out checks to help make sure that medicines are in good condition and suitable to supply.

Inspector's evidence

The pharmacy, consultation room and pharmacy counter were accessible to all, including people with mobility difficulties and wheelchairs. There was a selection of healthcare leaflets in the retail area. The opening hours were displayed. The pharmacy had a prescription retrieval area where assembled prescriptions awaiting collection were stored tidily on shelves. Schedule 2 CD prescriptions were highlighted with a CD sticker attached to the assembled prescription bag, to act as a prompt for team members to add the CD and to check the date on the prescription before handing out. The pharmacy team explained that they were highlighting schedule 3 and 4 CD prescriptions, and an example of this was present for a gabapentin prescription awaiting collection.

The pharmacy team members said that prescriptions for warfarin, methotrexate and lithium were highlighted for monitoring purposes, but there were no prescriptions for these medicines present to demonstrate this. The pharmacy team were aware of the risks associated with the use of valproate during pregnancy. An audit of valproate had been carried out, and the pharmacy had patient information resources to supply with valproate.

The workflow in the pharmacy was organised into separate areas with dispensing bench space and designated checking area for the pharmacist. Dispensed by and checked by boxes were initialled on the medication labels to provide an audit trail. Baskets were used to separate prescriptions, to reduce the risk of medicines becoming mixed up during dispensing. A dispenser explained the process for delivering prescriptions to people. The delivery driver asked patients to provide an electronic signature for receipt of delivery. If nobody was available to accept a delivery a note was left, and the medicines were returned to the pharmacy.

Multi-compartment compliance aids were labelled with individual medicine descriptions and a dispensing audit trail. Hospital discharge prescriptions were kept for the pharmacist to review and liaise with the GP if needed, regarding medication changes. Patient information leaflets were not routinely supplied. This meant that patients may not always have the most up-to-date information about their treatment.

Stock medicines were sourced from licensed wholesalers and specials from a licensed manufacturer. Stock was stored tidily. CDs were stored appropriately. Patient returned CDs were destroyed using denaturing kits. There were three clean medicines fridges, equipped with thermometers. The minimum and maximum temperatures were being recorded daily. Patient returned medicines were disposed of appropriately.

Stock medicines were divided up into sections for date checking purposes, with different sections date checked periodically. Short-dated medicines were highlighted. No out-of-date stock medicines were found present from a number that were sampled. The date of opening for liquid medicines with limited

shelf life was added to the medicine bottles. Alerts and recalls were received via email from the NHS and head office. These were read, acted on by a member of the pharmacy team, and a record was kept.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the equipment it needs to provide services safely. It is used in a way that protects privacy. And the electrical equipment is regularly tested to make sure it is safe.

Inspector's evidence

The pharmacy team used the internet to access websites for up-to-date information. For example, Medicines Complete. Copies of the BNF and BNFc were present. Any problems with equipment were reported to the head office. All electrical equipment appeared to be in working order. According to the PAT test stickers attached, the electrical equipment had been PAT tested in April 2023.

There was a selection of liquid measures with British Standard and Crown marks. Designated measures were used for methadone. The pharmacy had equipment for counting loose tablets and capsules, including tablet triangles. Computers were password protected and screens were positioned so that they weren't visible from the public areas. A cordless telephone was present, and it was used to hold private conversations with people when needed.

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.