

Registered pharmacy inspection report

Pharmacy Name: Boots, Holsworthy Medical Practice, Dobles Lane,
HOLSWORTHY, Devon, EX22 6GH

Pharmacy reference: 1086981

Type of pharmacy: Community

Date of inspection: 09/01/2024

Pharmacy context

The pharmacy is in Holsworthy, Devon. It sells over-the-counter medicines and dispenses NHS and private prescriptions. The pharmacy team offers advice to people about minor illnesses and long-term conditions. The pharmacy offers a range of services including flu vaccinations, the NHS New Medicine Service (NMS), the NHS Hypertension Case Finding Service and the Community Pharmacy Consultation Service (CPCS). The pharmacy offers services to drug misusers. The pharmacy offers a delivery service.

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 provides its services safely and effectively. It has suitable systems in place to identify and manage the risks associated with its services. Team members record any mistakes they make and review them to identify the cause. The pharmacy team then makes the necessary changes to stop mistakes from happening again. The pharmacy has written procedures in place to help ensure that its team members work safely. And these procedures are reviewed and updated regularly. The pharmacy asks people for their feedback on its services and responds appropriately. It has the required insurance in place to cover its services. And it keeps all the records required by law. The pharmacy keeps people's private information safe. Pharmacy team members know how to protect the safety of vulnerable people.

Inspector's evidence

The pharmacy had processes in place to identify, manage and reduce its risks. It had standard operating procedures (SOPs) which reflected the way the team worked. Each team member had an online learning account which held a record of the SOPs that had been read. The SOPs were reviewed regularly by both the superintendent pharmacist and the pharmacy team. The pharmacy team could describe the activities that could not be undertaken in the absence of the responsible pharmacist (RP). Team members had clear lines of accountabilities and were clear on their job role. The pharmacy had risk assessments in place to cover its activities. And it had a written business continuity plan.

Pharmacy team members recorded any mistakes they made which were picked up during the final accuracy check, known as near misses, on a paper log. Each team member maintained their own individual log of their errors. Dispensing errors that reached the patient were reported in a more detailed way using an online reporting tool. Team members considered why the mistake had happened and learned from their mistakes. The pharmacist and manager reviewed the errors regularly. When errors occurred, the pharmacy team discussed them and made changes to prevent them from happening again. The pharmacy team had taken action to reduce the likelihood of the incorrect quantity of medicines being dispensed.

The pharmacy received regular training materials from the superintendent pharmacist's office which shared learning on incidents that had happened in other pharmacies. Members of the pharmacy team attended a regular conference calls and meetings with other nearby branches of the chain where they discussed incidents and learnings as a group.

The pharmacy had a documented procedure in place for handling complaints or feedback from people. There was information for people displayed in the retail area about how to provide the pharmacy with feedback. Any complaints were passed straight to the pharmacist or the manager to deal with. The manager made sure to pass any compliments received to the team. Public liability and professional indemnity insurances were in place.

The pharmacy kept a record of who had acted as the RP each day. The correct RP notice was prominently displayed. Controlled drug (CD) registers were in order. Balance checks were completed regularly and any discrepancies were promptly rectified. A random balance check was accurate. Patient returned CDs were recorded in a separate register. The pharmacy kept records of private prescriptions

on a register on the patient medication record (PMR) system. The pharmacy kept appropriate records of any emergency supplies it made through the Community Pharmacy Consultation Service. The pharmacy kept records of the receipt and supplies of unlicensed medicines ('specials'). Certificates of conformity were stored with all required details completed.

All team members completed yearly training on information governance and general data protection regulations. Patient data and confidential waste were dealt with in a secure manner to protect privacy and no confidential information was visible from customer areas. A privacy policy and a fair data use statement were displayed in the retail area. Team members ensured that they used their own NHS smart cards. Verbal consent was obtained before summary care records were accessed and a record of access was made on the person's PMR.

All staff were trained to an appropriate level on safeguarding. The pharmacist and the pharmacy technicians had completed the Centre for Postgraduate Pharmacy Education (CPPE) level 2 safeguarding training. And all other members of the pharmacy team had completed appropriate training on safeguarding. Local contacts for the referral of concerns were available. Team members were aware of signs of concerns requiring escalation and knew what action to take.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy employs a team of people who work effectively and enthusiastically in their roles. Pharmacy team members complete regular learning to keep their knowledge and skills up to date. They work well together by engaging in regular conversations to identify how improvements can be made in the pharmacy. And they understand how to raise concerns at work.

Inspector's evidence

On the day of the inspection, the RP was an employed pharmacist who worked at the pharmacy four days each week. There were two pharmacy technicians and three pharmacy advisors in the main dispensary. Two of the team members working were store managers from other nearby branches who had come to support the pharmacy whilst the store manager was on annual leave.

Despite a recent increase in prescription items, the pharmacy team seemed to be coping with the workload well and dispensing was mostly up to date. The pharmacy team felt very well supported by the manager and the area manager. It was clear that they worked well together and supported each other. They had a good rapport. The team were encouraged to discuss concerns and give feedback to the manager, who they found to be receptive to ideas and suggestions. Team members were aware of the internal escalation process for concerns and a whistleblowing policy was in place. The team felt able to make suggestions for change to improve efficiency and safety.

Team members were seen to give appropriate advice to people in the pharmacy. And they referred to a pharmacist for further clarification when needed. A pharmacy advisor knew what tasks could not be completed if the RP was not in the pharmacy.

Team members were given time during working hours to learn. They accessed learning on an e-learning platform. Recent learning had included reading new SOPs and learning about new products. The team were enthusiastic about learning and encouraged and helped each other. Each team member had regular appraisals where they could discuss their progress. The company was supportive of development opportunities.

The manager felt that the targets set were manageable. And the pharmacist did not let targets affect their professional judgement. They ensured all services provided were appropriate for the person requesting them.

Principle 3 - Premises ✓ Standards met

Summary findings

Despite its small size, the pharmacy's premises are adequate and present a professional image to people. And the pharmacy has appropriate facilities to provide services to people and maintain their privacy and confidentiality.

Inspector's evidence

The pharmacy was adjacent to a GP practice on the outskirts of Holsworthy, Devon. There were two entrances, one from the carpark and one from the GP practice. The entrance from the practice was currently closed with a shutter to create a more ordered queuing system. However, this meant that the queue stretched outside meaning people were sometimes waiting in inclement weather conditions.

There was a spacious and well-equipped consultation room. It was locked when not in use. And no confidential information was stored in it. There was no sink in the consultation room. The dispensary was relatively small compared to the number of items dispensed. A large proportion of the dispensary was taken up with shelving units, leaving little workbench space. But the team members kept what space there was clean and tidy. They tried to put stock and completed prescriptions away promptly to avoid having tote boxes on the floor. Prescriptions were dispensed and accuracy checked in different areas. This gave the pharmacist the required space and reduced distractions.

The pharmacy was cleaned regularly and records were made of this in a daily log. Medicines awaiting collection were stored together with the prescription on shelves and confidential information was not visible to waiting customers. Lighting was appropriate and the temperature was satisfactory for the provision of healthcare and the storage of medicines.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy team make sure that people with different needs can access its various services. The pharmacy supplies medicines safely to people with appropriate advice to ensure they are used correctly. Team members take steps to identify people prescribed high-risk medicines to ensure that they are given additional information. And they make detailed records of the information given. The pharmacy obtains its medicines from reputable suppliers. It stores them securely and makes regular checks to ensure that they are still suitable for supply. The pharmacy accepts unwanted medicines and disposes of them appropriately.

Inspector's evidence

The pharmacy was next to a GP practice. It had step-free access through an automatic door and was wheelchair accessible. There was a large carpark. The pharmacy provided additional support for people with disabilities, such as producing large print labels. A range of health-related posters and leaflets were displayed. Team members explained that if a person requested a service not offered by the pharmacy at the time, they referred them to other nearby pharmacies or providers, calling ahead to ensure the service could be provided there. Up-to-date signposting resources and details of local support agencies were accessed online.

The pharmacy had a clear flow to ensure prescriptions were dispensed safely. Team members used baskets to store dispensed prescriptions and medicines to prevent transfer between patients as well as to organise the workload. There were designated areas to dispense and accuracy check prescriptions. Team members initialled the labels of medicines when they dispensed and checked them.

Coloured alert cards were used to highlight prescriptions containing fridge items and CDs in schedules 2 and 3. The RP described that they checked if patients receiving high-risk medicines such as lithium, warfarin and methotrexate had had blood tests recently, and gave additional advice as needed. And they made records of this advice on the PMR. The pharmacy team also made comprehensive notes on the PMR of any interventions they made including querying prescriptions and dose changes.

The pharmacy offered a range of additional services including flu vaccinations. The signed patient group direction for the current flu vaccination service was available. The pharmacy supplied opioid replacement medicines to a small number of people, some of whom were supervised taking their medication. Those receiving their medication to take home and measure it themselves each day were often supplied it in the stock bottles with a child-resistant cap applied. The RP liaised with the drug and alcohol team and the person's key worker in the event of any concerns or issues. The pharmacy offered the NHS New Medicines Service. Pharmacists contacted people prescribed new medicines to check how they were getting on and to offer any advice needed.

The pharmacy had a health promotion zone and provided advice to people on living healthy lifestyles. The pharmacy was registered to receive referrals as part of the Community Pharmacy Consultation service (CPCS) and received regular referrals, from both NHS111 and the GP practice.

The pharmacy team was aware of the risks associated with people becoming pregnant whilst taking sodium valproate as part of the Pregnancy Prevention Programme (PPP). The pharmacy team took care

not to apply labels over the warning cards on the boxes of valproate products when dispensing. The pharmacy team were aware of the new requirement to only dispense valproate in original packs to ensure people receiving it could see the warning about the risks of becoming pregnant whilst taking it. The RP had regular conversations with the people at risk who were prescribed valproate to ensure they were on adequate contraception. And records were made on the PMR.

The dispensary stock was generally arranged alphabetically on shelves around the dispensary. It was generally well organised, although space was limited. Date checking was undertaken regularly and records were kept. Spot checks revealed no date-expired medicines or mixed batches. Prescriptions containing omissions were appropriately managed and the prescription was kept with the balance until it was collected. The pharmacy team proactively sought alternatives when medicines were unavailable and liaised well with the GP practice to facilitate the prescribing of alternatives. Stock was obtained from reputable sources. Records of recalls and alerts were actioned promptly. Relevant alerts were printed and stored with any quarantined stock.

CDs were stored in accordance with legal requirements in approved cabinets. A denaturing kit was available so that any CDs awaiting destruction could be processed. Expired CDs were clearly marked and segregated in the cabinet. Patient returned CDs were recorded in a register and destroyed in the presence of a witness. The dispensary fridge was clean, tidy and well organised and records of temperatures were maintained. The maximum and minimum temperatures were within the required range.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the appropriate equipment and facilities to provide its services. It keeps these clean, tidy and well-maintained. The pharmacy uses its equipment in a way that protects people's confidential information.

Inspector's evidence

The pharmacy had up-to-date written reference resources available including the British National Formulary (BNF). Team members had access to the internet to support them in obtaining current information. The pharmacy's computer system was password protected. And information displayed on computer monitors was suitably protected from unauthorised view.

The pharmacy had clean equipment available for counting and measuring medicines. It highlighted equipment for measuring and counting higher-risk medicines. This helped to reduce any risk of cross contamination. A range of consumables and equipment to support the services provided by the pharmacy was available within the consultation room. Electrical equipment was visibly free of wear and tear and in good working order. PAT testing stickers were present and in date. The sinks and fridges in each dispensary were clean and well-maintained.

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.