

Registered pharmacy inspection report

Pharmacy Name: Church Crookham Pharmacy, 157 Aldershot Road,
Church Crookham, FLEET, Hampshire, GU52 8JS

Pharmacy reference: 1101844

Type of pharmacy: Community

Date of inspection: 29/06/2021

Pharmacy context

This is an independently run, local community pharmacy. It is in a residential area of Fleet. 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. It conducts a COVID-19 vaccination service from its associated premises. The inspection was conducted during the COVID-19 pandemic.

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 has procedures to identify risk. And it follows its procedures well. 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. The pharmacy protects people's private information and it keeps its records the way it should

Inspector's evidence

While the pandemic continued the pharmacy had limited the number of people in the pharmacy by keeping them socially distanced from one another. The pharmacy had an elongated retail area. And it had marked out two metre sections on the floor with a cross in the middle to indicate where people should stand. And people were seen to comply with these social distancing measures. The pharmacy had a notice on its window advising people to wear a face covering and to enter only if they could stay two metres apart from others in the pharmacy. People coming into the pharmacy were wearing face coverings. The pharmacy had installed a full height Perspex screen across the full length of the counter and a further full height screen on the floor next to the counter where people often stood when talking to team members or collecting their prescriptions. And it had hand sanitiser at the pharmacy counter for people to use. It also had sanitisers in the dispensary for staff use. The team also had a regular cleaning routine. They had taken these measures to protect themselves and others from the transmission of coronavirus.

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. It recorded its mistakes and reviewed them periodically. The inspector and the responsible pharmacist (RP) discussed the benefits of including specific areas of learning in the records. The RP 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. And team members appeared to be following them. Both dispensing assistants consulted the RP when they needed to. 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 30 November 2021. 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 also recorded the details of the RP on duty each day. 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. And completed, bagged prescriptions were stored out of people's view. The RP 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 continually improve the quality of the pharmacy's services.

Inspector's evidence

At the time of the inspection the RP was working alongside two dispensing assistants. The daily workload of prescriptions was in hand and customers were attended to promptly. Team members had read all the relevant SOPs and they referred to each other for advice and support when they needed it. This was a small close-knit team. And the RP and dispensing assistants were seen to work effectively together. Both dispensing assistants took it in turn to work in the dispensary and on the counter. Both dispensers were seen using the pharmacy's PMR system for dispensing and to find people's prescriptions without having to refer to the pharmacist. The RP was able to make her own professional decisions in the interest of patients. And team members could raise concerns with the RP or the superintendent (SI) if they needed to. The RP described how she and the team had decided together to clearly separate the tablet and capsule form of one medicine after one had been picked instead of the other by mistake. The pharmacy had carried out an informal risk assessment for its team members and had supported anyone who had needed to self-isolate or shield. Team members did a COVID-19 lateral flow test twice a week, to help ensure that they did not have COVID-19 before coming to work.

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 retail area was long and narrow. But provided enough space to stock a wide range of products. And it had a small seating area for people waiting. The seating area was separate to the socially distanced areas marked out for people waiting to go to the counter. The team followed a regular cleaning routine to ensure that contact surfaces were clean. And so, the pharmacy was clean and tidy. The dispensary and consultation room occupied rooms to the side of the counter. Access to the rooms was by a doorway from the counter area. 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 RP was also aware of the need to remove any patient confidential information from the room before use.

The pharmacy had had an extension built to the rear since the last inspection. And this provided a large bright and airy room which was mainly used for dispensing multi-compartment compliance packs. The original dispensary had two dispensing benches, one used for dispensing and the other for accuracy checking. The new compliance pack room had plenty of dispensing surface and storage facilities. It had doors to the outside where staff could sit in warm weather. And it also had staff facilities. Room temperatures were appropriately maintained to keep staff comfortable and were suitable for the storage of medicines.

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 and it 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 a step up from the pavement outside. But it had a mobile ramp to place over the step for people who needed it. And people could alert staff by pressing a bell on the wall outside. The customer area was clean and tidy and free of obstacles. This made access easier for wheelchair users and those with mobility difficulties. Entry into the consultation room by a wheelchair user may have been difficult due to the turning angle. But wheelchair users had accessed the room in the past. 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 offered a COVID-19 vaccination service from associated premises. But this service was run completely separately from the pharmacy's usual services. Team members felt that the pharmacy's usual services had not been impacted by the vaccination service. The pharmacy had reduced its range of services provided from the usual premises 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. And also, for people living in care homes and nursing homes. 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 stored its medicines, appropriately and in their original containers. Stock on the shelves was 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 the most recent recalls. But had quarantined and isolated a few packs of the Co-codamol tablets identified for recall two

weeks earlier.

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 four computer terminals. Two in the dispensary, one in the compliance pack room and one on the counter. 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.