

Registered pharmacy inspection report

Pharmacy Name: Medicine Man Pharmacy, At Goodwood Revival,
Goodwood Motor Circuit, Goodwood, CHICHESTER, West Sussex,
PO18 0PH

Pharmacy reference: 1109426

Type of pharmacy: Festival / Temporary

Date of inspection: 08/09/2023

Pharmacy context

This pharmacy is a self-contained mobile unit which is only open for a few days at a time at festivals and events such as the Goodwood Revival. The pharmacy mainly sells over-the-counter medicines and provides health advice to those attending the events. It does not dispense any prescriptions.

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 satisfactorily identifies and manages the risks associated with its services. It has written instructions to help its team members carry out their tasks correctly. And it keeps those instructions up to date. The pharmacy keeps appropriate records of the things it is meant to. And it is suitably insured against things going wrong.

Inspector's evidence

There was a folder containing up-to-date standard operating procedures (SOPs). Examples included an emergency supply SOP, the responsible pharmacist (RP) SOP, medicines storage and temperature control SOP and a codeine- and pseudoephedrine-containing medicines sales SOP. All had been reviewed and updated in March 2022. Team members had signed to say that they had read and understood them, and that they would follow them.

There was a section in the folder for recording incidents and near misses. As the pharmacy didn't dispense any prescriptions, these tended to be related either to requests for advice or for over-the-counter (OTC) medicines. One example noted resulted in a referral to the medical centre for urgent attention. Team members' roles were set out within the SOPs.

There were written risk assessments and those examined included the potential for medicines abuse (such as requests for large quantities of loperamide), emergency supply requests for salbutamol inhalers, and maintaining the cleanliness of the premises. The RP explained that they had to complete a number of general risk assessments as part of the terms for having a site at the festival. They also included a health & safety policy for 2023 to 2024, and a fire risk assessment.

There was a notice on display showing who was the RP on duty. There was also a record showing who had been the RP in the past, complete with dates and times as required. All those entries examined were in order. Staff knew what they could and couldn't do when the pharmacist wasn't on the premises. They were seen asking appropriate questions before selling medicines over the counter. There was a complaints procedure and people could give feedback via a suggestions form. There was a certificate of professional Indemnity Insurance on the notice board by the RP notice. There were also certificates of employer's liability insurance and public liability. The pharmacist explained that they used an insurance company that specialised in festivals.

The pharmacy was registered with the Information Commissioners Office and there was an up-to-date certificate in the folder. There was no confidential information on the premises, and people wanting to discuss sensitive matters could be taken to a room in the adjacent medical centre if necessary. There were safeguarding procedures in place and the pharmacist had completed level two safeguarding training. The pharmacist explained that they didn't sell any medicines to those under 16.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough suitably trained team members who work well together. The pharmacy makes sure they keep up to date and they know when to refer to the pharmacist.

Inspector's evidence

The pharmacy didn't dispense any prescriptions and so the bulk of its workload was in selling medicines and responding to requests for advice. There was one medicines counter assistant and the RP on duty at the time of the inspection. This appeared to be suitable for the level of demand, and they were working well together. There was a staff schedule for each festival.

There were a number of training certificates in the folder. Examples included two medicines counter assistant NVQ2 certificates and the safeguarding level two certificate for the pharmacist. There were also records of inhouse training provided to team members by the pharmacist. The pharmacist attended to all requests for medicines containing codeine and signposted people to other pharmacies in nearby Chichester if they needed specific items not kept in stock.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy's premises are appropriately clean and well organised. And they are suitable for the service provided.

Inspector's evidence

The premises consisted of a mobile unit with a counter at the front and medicines displayed along the rear wall. They appeared to be clean, tidy and well organised. There was a cleaning rota in place. Although the premises themselves didn't have their own water supply, fresh water was easily available if required. The same applied to toilet facilities. There were two air-conditioning units to maintain the temperature at a level comfortable for those working there and suitable for the storage of medicines. The premises were locked and secure when closed. There was onsite security for the duration of the festival as an additional precaution.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy is accessible to people and is easy to find. It offers a limited service which it provides safely and effectively. It obtains its medicines from recognised sources and it makes sure they remain fit for purpose.

Inspector's evidence

The pharmacy had plenty of space in front of it so that people could easily access its services. Or they could wait in the shade of its awning while waiting to be served. There were signs around the grounds to show people where various services could be found, including the pharmacy and the medical centre. The main activity was selling medicines and other pharmacy-related products. Those activities witnessed all appeared to be in accordance with the SOPs. There was a medical centre next door which the pharmacy liaised with as necessary. The pharmacy obtained its stock from suitably licensed pharmaceutical wholesalers. Expiry dates of medicines were regularly checked, and the pharmacist was aware of any due to go out of date in the near future. Medicines were stored in an organised fashion, all within their original manufacturer's packaging. No controlled drugs or items requiring refrigeration were kept in stock, and all medicines were out of reach from the counter so that people couldn't help themselves to them. The pharmacist received alerts and recalls from the MHRA, copies of which were kept in the folder.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the equipment and facilities it needs for the limited activity it undertakes. And it has access to suitable reference sources.

Inspector's evidence

The pharmacist had online access to up-to-date reference sources such as the BNF. He also used an app to help identify the UK equivalents of medicines requested by foreign visitors to the festival. There was no medical fridge or CD cabinet as they were not required by the pharmacy.

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.