

# Registered pharmacy inspection report

**Pharmacy Name:** Cranbrook Pharmacy, 151 Younghayes Road,  
Cranbrook, Exeter, Devon, EX5 7DR

**Pharmacy reference:** 9010163

**Type of pharmacy:** Community

**Date of inspection:** 01/09/2022

## Pharmacy context

This independent pharmacy is located in Cranbrook, a new town being developed in 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 services including flu vaccinations, a minor ailments scheme, the NHS New Medicine Service (NMS), the Community Pharmacy Consultation Service (CPCS) and the supply of medicines to drug misusers. It also supplies medicines in multi-compartment compliance aids to people living in their own homes.

## 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
<b>1. Governance</b>	Standards met	N/A	N/A	N/A
<b>2. Staff</b>	Standards met	N/A	N/A	N/A
<b>3. Premises</b>	Standards met	N/A	N/A	N/A
<b>4. Services, including medicines management</b>	Standards met	N/A	N/A	N/A
<b>5. Equipment and facilities</b>	Standards met	N/A	N/A	N/A

## Principle 1 - Governance ✓ Standards met

### Summary findings

The pharmacy takes appropriate steps to identify and manage its risks. 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 appropriate written procedures in place to help ensure that its team members work safely. Team members regularly refer to and update these written procedures. The pharmacy responds appropriately when it receives feedback. It has the required insurance in place to cover its services. And it keeps all of the records required by law. The pharmacy keeps people's private information safe and explains how it will be used. 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 reduces its risks. The pharmacy had standard operating procedures (SOPs) which reflected the way the team worked. The superintendent pharmacist (SI) reviewed the SOPs regularly. Each team member signed the SOPs to demonstrate that they had read and understood them. 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. The SI was in the process of updating the 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. The SI then reviewed the errors each month, although this was not documented. The pharmacy team discussed any errors that had been made and made changes to prevent them from happening again. Following a handful of near-misses, the SI had recently reminded the pharmacy team to take extra care to check the directions on the labels were accurate. Stickers had been applied to the shelf-edges where medicines that looked or sounded alike where stored which alerted the dispensers to take additional care. The pharmacy reported any mistakes that reached the patient on a national reporting database. The pharmacy team analysed these incidents in much more detail to understand why they had happened. The SI could not recall any recent incidents that she had reported. The pharmacy had a significant event book which was used to record any accidents or incidents in the pharmacy.

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 SI to deal with. And the SI shared any compliments received with the pharmacy team. The pharmacy team also reviewed any online feedback and responded accordingly. 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 and were destroyed promptly. Appropriate records of private prescriptions and emergency supplies were maintained in a book. The nature of the emergency was always recorded for emergency supplies. The pharmacy kept records of the receipt and supplies of unlicensed medicines ('specials'). Certificates of conformity were retained and full details of

the receipt and supply of specials was made in a book.

All team members completed yearly training on information governance and the 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 patient medication record (PMR).

All team members were trained to an appropriate level on safeguarding. The completed learning during their induction. The SI had completed the Centre for Postgraduate Pharmacy Education (CPPE) level 2 safeguarding training. Local contacts for the referral of concerns were available. Team members were aware of signs of concerns requiring escalation.

## Principle 2 - Staffing ✓ Standards met

### Summary findings

The pharmacy has enough team members to manage its workload. They receive time in work to complete training for their roles and keep their skills up to date. They are confident to suggest and make changes to the way they work to improve their services. The team communicates effectively. And they work well together to deliver the pharmacy's services.

### Inspector's evidence

On the day of the inspection, the SI was working as the RP alongside a trained medicines counter assistant. A dispenser and another MCA were on annual leave. So, the pharmacy had less staff than usual. Despite this, the pharmacy was coping well with the workload. The SI was prioritising the work to make sure prescriptions were labelled and the required stock was ordered. A new team member was due to join the pharmacy in the coming weeks as an apprentice.

All team members had completed approved training courses. And their certificates were displayed prominently in the pharmacy. Team members undertook regular training during working hours. They used the Virtual Outcomes learning platform to complete a variety of courses. Certificates of completion were stored in a folder. The SI was the Primary Care Network lead and had recently attended a funded leadership course.

The SI did not set targets in the pharmacy. She felt empowered to use her professional judgement to make decisions. Both she and the MCA were seen to give appropriate advice to people in the pharmacy. The MCA ensured she gave people all the required information when selling pharmacy medicines to ensure they were used safely.

The team worked well together. Team members felt confident to make ideas and suggestion to improve how they worked. They had yearly appraisals and were given the opportunity to give feedback to the SI. There was a clear culture of honesty and openness. The pharmacy had a whistleblowing policy in place.

## Principle 3 - Premises ✓ Standards met

### Summary findings

The pharmacy provides a safe, secure and professional environment for people to receive healthcare. The pharmacy has two soundproofed rooms where people can have private conversations with members of the pharmacy team. The pharmacy is adequately secured to prevent unauthorised access.

### Inspector's evidence

The pharmacy was located in a parade of shops in Cranbrook, a new town that was still being developed. It had a large, well-designed retail space which led to the medicines counter. The dispensary was of an adequate size and had plenty of storage and workbench space. Stock was stored neatly on shelves. There were dedicated areas to dispense and accuracy check prescriptions. There was a small staff room to the rear of the pharmacy.

The pharmacy had two consultation rooms, although only the larger one was being used as such at the time. It was well equipped with plenty of space and had a sink and a fridge. The second was being used as a training room. Neither room contained any personal information. They were soundproofed to allow conversations to happen in private without other overhearing. They were generally locked when not in use.

Team members cleaned the pharmacy regularly and made records of this in a daily log. The healthcare counter had clear plastic screens fitted to protect team members from COVID-19. Hand sanitiser was available throughout the pharmacy. Team members wore face masks.

Prescriptions awaiting collection were stored using a retrieval system 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 is accessible and advertises its services appropriately. It supplies medicines safely to people with appropriate advice to ensure they are used correctly. The pharmacy keeps records of any conversations it has with other healthcare providers about people's medicine and health which ensures continuity of care. 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 had level access and was wheelchair accessible. The consultation room was also wheelchair accessible. The pharmacy could make adjustments for people with disabilities, such as producing large print labels. A range of health-related posters and leaflets were displayed and advertised details of services offered both in store and locally. 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. The pharmacy used coloured stickers to highlight fridge items and CDs in schedules two and three. Prescriptions for children were stamped with a star to remind team members to take additional care to check the doses were appropriate.

The pharmacy team provided additional counselling to people taking high-risk medicines. A record of all counselling was made on the person's PMR. The SI was aware of the risks of people becoming pregnant whilst taking sodium valproate. She knew to speak to people about the Pregnancy Prevention Programme (PPP). Records were made on the PMR of any conversations of this type. The pharmacy had stickers for staff to apply to valproate medicines dispensed out of original containers to highlight the risks of pregnancy to people receiving prescriptions for valproate. The pharmacy had the information booklets and cards to hand out as appropriate.

The SI and the other team members kept detailed records of interventions they made on the PMR system. This provided an audit trail and was evidence in case of any further queries. It also meant that any other team members working in the pharmacy could clearly see any decisions made about a person's care.

The pharmacy provided substance misuse services to a small number of people. The service seemed well managed. The SI described that she would liaise with the prescriber or the key worker to report erratic pick-ups and to discuss any other concerns about users of the service. The local drug and alcohol action team contacted the pharmacy regularly to enquire if there were any issues that needed to be resolved.

The pharmacy offered a range of additional services including flu vaccinations. The patient group directions for the upcoming season had not yet been released. The SI said that she would print it out, review it and sign it before commencing provision of the service. The SI had completed training on injection techniques and anaphylaxis and resuscitation within the last two years. The pharmacy was registered to receive referrals as part of the Community Pharmacy Consultation service (CPCS) and received regular referrals. The SI contacted people by telephone to discuss how they were getting on with any new medicines they were prescribed as part of the NHS New Medicines Service.

Multi-compartment compliance aids were prepared by the pharmacy for people living in their own homes. Each person requesting compliance aids was assessed for suitability. The workload was organised and well planned. A sample of compliance aids was inspected. Each compliance aid was clearly labelled. Team members signed to show who had dispensed and checked the compliance aid. And they wrote a description of the tablets included so that they could be easily identified. Patient information leaflets (PILs) were supplied each month. 'When required' medicines were dispensed in boxes and a dispenser was aware of what could and could not be placed in trays. A record of any changes made was kept on a patient information sheet, which was available for the pharmacist during the clinical checking process.

The dispensary stock was generally arranged alphabetically on shelves. It was organised and tidy. 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. Stock was obtained from reputable sources. Records of recalls and alerts were annotated with the outcome and the date actioned and were stored in the pharmacy.

The pharmacy stored CDs in accordance with legal requirements in approved cabinets. Denaturing kits were available for safe destruction of CDs. 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 with two signatures recorded. The pharmacy's fridges were 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 uses appropriate equipment and facilities to provide its services. It keeps these clean and tidy. The pharmacy uses its equipment in a way that protects people's private information.

### Inspector's evidence

The pharmacy had crown-stamped measures available to measure liquids, with one reserved for the use of CDs only. A range of clean tablet and capsule counters were present, with a separate triangle reserved for cytotoxics. All equipment, including the dispensary fridge, was in good working order. The dispensary sink was clean and in good working order.

Reference sources were available and the pharmacy could also access up-to-date information on the internet. Computers were positioned so that no information could be seen by members of the public and phone calls were taken away from public areas. Dispensed prescriptions were stored in a retrieval system on shelves with no details visible to people waiting.

### 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.