

Registered pharmacy inspection report

Pharmacy Name: Boots, Unit B5, Rushden Lakes Shopping Park,
Rushden, Northamptonshire, NN10 6FH

Pharmacy reference: 9010668

Type of pharmacy: Community

Date of inspection: 20/06/2023

Pharmacy context

This pharmacy is situated on a retail park on the outskirts of Rushden. The pharmacy does not have an NHS contract and does not provide any NHS Services. The pharmacy has a travel clinic, provides vaccination services, and also sells medicines over the counter. It is currently open for two days each week during the afternoon and evening.

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

Overall, the pharmacy identifies and manages the risks associated with the provision of its services. It has written instructions to help its team members work safely. Its team members have defined roles and accountabilities. Members of the pharmacy team record and review their mistakes so that they can learn and improve from these events. The pharmacy keeps people's confidential information safely and its team members know how to protect vulnerable people.

Inspector's evidence

The pharmacy had a set of up-to-date standard operating procedures (SOPs) which had been read and signed by staff. Staff understood and followed SOPs. The pharmacist explained the services that the pharmacy provided. Some services such as chicken pox vaccinations were provided through patient group directions (PGDs). Copies of legal and up to date PGDs signed by the pharmacist were available in the pharmacy. Travel services were provided through an App. The pharmacist entered the information provided by the person accessing the service into the App. This then provided the latest advice which was discussed with the person. The information was then passed to a Boots prescriber at a central location who assessed the information and then issued a prescription if appropriate. A dispenser explained how she would sell an over-the-counter medicine safely. She knew the right questions to ask and could explain the appropriate advice that should be given.

The pharmacy had processes for recording dispensing mistakes that were identified before reaching a person (near misses) and dispensing mistakes where they had reached the person (errors). But because the pharmacy only dispensed a small number of prescriptions this rarely happened. The store manager, who was a qualified dispenser, completed a monthly patient safety review. The May review was on display for the team to read. The manager made sure that the review focused on issues relevant to the store. For example focusing on the appropriate sale of over-the-counter codeine-based products and contacting people to make them aware of the shortage of rabies vaccines.

The pharmacy maintained the necessary records to support the safe delivery of pharmacy services. These included the responsible pharmacist (RP) log and the private prescription records. The pharmacy did not dispense any controlled drugs (CDs). The pharmacy displayed who the RP in charge of the pharmacy was. The pharmacy had a complaints procedure and an information governance policy. Access to the electronic patient medication record (PMR) was password protected. Confidential paperwork was stored and destroyed securely. Professional indemnity insurance was in place.

The pharmacy team had completed safeguarding training. The team members were aware of the 'Ask Ani' initiative and could explain the actions they would take to safeguard a vulnerable person.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough team members to manage its current workload. And they have the appropriate range of experience and skills. Team members can raise concerns if needed. And they have access to training resources to help keep their skills and knowledge up to date.

Inspector's evidence

During the inspection there were sufficient people to manage the workload effectively. There was one pharmacist and three qualified pharmacy advisors. Two of the pharmacy advisors had other roles in the store and stepped in when required. The pharmacy advisor asked said that she was up to date with her training, was able to discuss any issues informally with the store manager and knew how to raise concerns if necessary.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy keeps its premises safe, secure, and mainly appropriately maintained. It is designed so that people can receive services in private when they need to.

Inspector's evidence

The pharmacy was a reasonable size for the services provided. Air conditioning kept the pharmacy at an appropriate temperature. There was suitable lighting, and hot and cold water was available. A consultation room was available for people to have a private conversation with pharmacy staff, or access the services provided. Unauthorised access to the pharmacy was prevented during working hours and when closed.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy's healthcare services are suitably managed and are accessible to people. The pharmacy gets its medicines and medical devices from reputable sources. It stores them safely and it knows the right actions to take if medicines or devices are not safe to use to protect people's health and wellbeing.

Inspector's evidence

The pharmacy was part of a modern Boots store. It had good access for those with a physical disability or a pushchair. Staff had uniforms and name badges so that they could be clearly identified. The pharmacist knew the advice about pregnancy prevention that should be given to people in the at-risk group who took sodium valproate.

The pharmacy team gave a range of advice to people using the pharmacy's services. The dispenser explained that when the pharmacy was closed people still visited the store seeking advice. The pharmacy team was able to give advice about minor ailments or signpost people to other local pharmacies or appropriate services. The pharmacy advisor said that the previous weekend they had been particularly busy giving people advice on how to treat hay fever symptoms.

The pharmacy used a dispensing audit trail which included use of 'dispensed by' and 'checked by' boxes on the medicine label and a quad stamp on the prescription to help identify who had done each task. Baskets were used to keep medicines and prescriptions for different people separate to reduce the risk of error. Medicines were stored tidily on shelves in their original containers. The pharmacy had records of regular date-checking of medicines. A quick check of a small number of stock medicines did not find any that were out of date. Opened bottles of liquid medications were marked with the date of opening. A record of invoices showed that medication was obtained from licensed wholesalers. The pharmacist could explain the action she took for drug alerts; records were signed and dated to create a clear audit trail.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

Members of the pharmacy team have the equipment and facilities they need for the services they provide. They maintain the equipment so that it is safe to use.

Inspector's evidence

The pharmacy used suitable measures for measuring liquids. The pharmacy had up-to-date reference sources. Records showed that the fridge was in working order and stored medicines within the required range of two and eight degrees Celsius. But the fridge temperature was only checked and recorded on the days that the pharmacy was providing a service. There was an alarm that was set-off when the fridge went above eight degrees. The dispenser said they would start recording the temperature every day. The pharmacy had appropriate equipment for its travel and vaccination services. The pharmacy's portable electronic appliances had recently been tested to make sure they were safe.

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.