

Registered pharmacy inspection report

Pharmacy Name: Well, Gatwick North, Airside 1 Winning Post,
London Gatwick Airport, Gatwick, West Sussex, RH6 0NP

Pharmacy reference: 9011129

Type of pharmacy: Community

Date of inspection: 10/10/2019

Pharmacy context

This is a busy pharmacy located in a branch of WHSmith within the departure area of a large airport. Most people who use the pharmacy are airport passengers or people who work at the airport. The pharmacy opens extended hours all year round. It sells a range of over-the-counter medicines and health and beauty products. And its team provides healthcare advice. The pharmacy doesn't provide NHS services. And it doesn't dispense 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	Good practice	1.1	Good practice	The pharmacy identifies and manages its risks very well.
		1.4	Good practice	The pharmacy team actively asks people and organisations for their views. So, it can improve the safety and quality of its services.
2. Staff	Good practice	2.2	Good practice	The pharmacy provides its team members with the training and support they need. And it actively encourages them to improve their skills.
		2.4	Good practice	Staff work well together as a team and have a work culture of openness, honesty and learning.
3. Premises	Standards met	N/A	N/A	N/A
4. Services, including medicines management	Good practice	4.1	Good practice	The pharmacy makes sure that its services are accessible and meet the needs of the people it serves.
		4.2	Good practice	The pharmacy is good at providing its services safely and effectively. It takes extra care when supplying over-the-counter medicines. So, people have all the information they need to use their medicines safely.
5. Equipment and facilities	Standards met	N/A	N/A	N/A

Principle 1 - Governance ✓ Good practice

Summary findings

The pharmacy identifies and manages its risks very well. And it adequately monitors the safety of its services too. It has appropriate insurance to protect people if things do go wrong. It keeps all the records it needs to by law. And its team actively asks people and organisations for their views. So, it can improve the safety and quality of its services. People who work in the pharmacy can explain what they do, what they're responsible for and when they might seek help. They understand their role in protecting vulnerable people. And they keep people's private information safe.

Inspector's evidence

The pharmacy had appropriate insurance arrangements, including professional indemnity, through the National Pharmacy Association. A business continuity plan was in place and members of the pharmacy team knew where to find it and what it was for. It identified the potential risks to the pharmacy, its services and its staff in the event of an emergency. The pharmacy had up-to-date and bespoke standard operating procedures (SOPs) in place which were tailored to its activities and context. Members of the pharmacy team could access other corporate procedures and policies online if they needed to. And they completed competency assessments to provide assurance that they had read and understood the SOPs which were relevant to their roles.

The pharmacy predominantly sold over-the counter medicines. Its team routinely provided advice to people regarding the condition they were trying to treat. The team members used mobile phone applications and a multilingual prompt card to help ask people questions or provide advice if they didn't speak the same language. The pharmacy had systems to review its services. And its team was required to discuss, document and learn from mistakes. A recent review led to changes in the pharmacy's staffing profile as sometimes there were too many staff on duty at the same time.

The pharmacy displayed a notice that identified the responsible pharmacist (RP) on duty. And its RP records were adequately maintained. The pharmacy also kept a record of any pharmacists who worked alongside the RP. The pharmacy's team members wore name badges which identified their roles within the pharmacy. They explained what they could and couldn't do, what they were responsible for and when they might seek help. Their roles and responsibilities were defined within their job descriptions and the pharmacy's SOPs.

A complaints procedure was in place and details on how people could provide feedback about the pharmacy were displayed at the pharmacy counter and on the company's website. The pharmacy team encouraged people to give immediate feedback about their experience of the pharmacy and the WHSmith's store at the end of their transaction by using the credit card payment terminal. And the data collected could be analysed to improve the service people received. The pharmacy team reported that it had regularly received positive feedback from people using its services and WHSmith's colleagues. Feedback from a GPhC inspector led to the installation of a frosted screen at one end of the pharmacy's counter to provide an area for people to talk to staff in private. And improvements were also made to the pharmacy's security measures following the inspector's feedback.

An information governance policy was in place and staff were required to complete online training on it. The pharmacy didn't hold data about the people who used its services. But it had arrangements to

securely dispose of any confidential waste it collected.

A safeguarding policy was in place and contacts for safeguarding concerns were available. Staff were required to complete safeguarding training relevant to their roles. And they could explain what to do or who they would make aware if they had concerns about the safety of a child or a vulnerable person.

Principle 2 - Staffing ✓ Good practice

Summary findings

The pharmacy has enough team members to provide its services safely and effectively. And it encourages them to give feedback. Staff work well together as a team and have a work culture of openness, honesty and learning. The pharmacy provides its team members with the training and support they need. It actively encourages them to improve their skills. Staff know how to raise a concern if they have one. And their professional judgement and patient safety are not affected by targets.

Inspector's evidence

The pharmacy opened for 105 hours a week. The pharmacy team consisted of three full-time pharmacists, two part-time pharmacists, a full-time pharmacy manager, three full-time medicine counter assistants (MCAs) and one part-time MCA. The pharmacy relied upon its team, the cluster manager and four relief pharmacists to cover any absences. And staff members working at the pharmacy needed airport security passes to gain access to the premises. Two pharmacists, the cluster manager and one of the MCAs were working at the time of the inspection. The pharmacists led by example and worked well with the team and their WHSmith's colleagues to make sure people were served promptly.

The pharmacy had an induction training programme for its staff. Its team members needed to complete mandatory training during their employment. And they were required to undertake accredited training relevant to their roles after completing a probationary period. The pharmacy's team members regularly discussed their performance and development needs with their line manager. And they helped each other to learn. They were encouraged to ask questions and familiarise themselves with new products. They were also encouraged to read any company newsletters and complete online training and assessments to make sure their knowledge was up to date. Staff could train while they were at work. But they could also choose to train during their own time. They were comfortable talking about their own mistakes and weaknesses with their colleagues. And a 'WhatsApp' group, team meetings and one-to-one discussions were used to update them and share learning.

The team members didn't feel under pressure to complete the tasks they were expected to do. And they didn't feel their professional judgement or patient safety were affected by targets. They felt comfortable about making suggestions on how to improve the pharmacy and its services. The pharmacy had a whistleblowing policy in place. And staff knew who they should raise a concern with if they had one or how to raise it anonymously. The team's feedback led to changes to the pharmacy's staffing rota and its ordering process.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy's premises are clean and provide an appropriate environment for people to receive healthcare. But the pharmacy doesn't have a consulting room. So, its team members make reasonable adjustments when people want to speak to them in private.

Inspector's evidence

The pharmacy consisted of a suitably-sized kiosk and counter. It was bright, clean, modern and air-conditioned. And it had the space it needed for the services it provided. But, it didn't have a dedicated consulting room. So, people wanting to speak to a team member in private used a quiet area of the store or a part of the counter that was separated from the rest by a frosted glass screen. The pharmacy team was responsible for keeping the registered pharmacy premises clean and tidy. And it had access to the cleaning equipment its WHSmith's colleagues used. The pharmacy didn't have a sink. So, its team members used the airport's handwashing facilities when they needed to. And they had access to hand sanitising gel too.

Principle 4 - Services ✓ Good practice

Summary findings

The pharmacy makes sure that its services are accessible and meet the needs of the people it serves. It is good at providing its services safely and effectively. It takes extra care when supplying over-the-counter medicines. Its team members are helpful. And they make sure that people have all the information they need. So, they can use their medicines safely. The pharmacy gets its medicines from a reputable source and stores them appropriately and securely. And it disposes of waste medicines safely too.

Inspector's evidence

The WHSmith's store and the pharmacy were located on the ground floor of the airport's departure area. The store's entrance was level with the departure area's flooring. The aisles leading to the pharmacy were wide. And a section of the pharmacy's counter was at a lower level to the rest. So, people with mobility difficulties, such as wheelchair users, could access the pharmacy and its services. The pharmacy opened extended hours every day of the year. The pharmacy's team members spoke a range of languages. And they had access to a translation service if needed. They were helpful. And they knew what services the pharmacy offered and where to signpost people to if a service couldn't be provided; for example, someone presenting a prescription.

The pharmacy had a sales of medicines protocol in place which its team needed to follow. Staff were alert to the risks of people attempting to purchase products which could be abused or misused. A member of staff described the questions she would ask when making over-the-counter recommendations and when she would refer people to a pharmacist; for example, requests for treatments for infants, people who were pregnant or breastfeeding, elderly people or people with long-term health conditions. Prompt cards were located next to each till to remind the team of the questions it should ask people. And SOPs were in place to support staff with requests for specific products, such as the morning after pill, which required additional counselling. The pharmacy team often provided people with tailored advice on the most appropriate medication they should take; for example, a medicine to prevent travel sickness depending on the person's departure time and how long they were travelling for. And, when specifically asked, the team could provide advice if a medication, such as a pain relief medicine, was permitted in the country the person was travelling to.

The pharmacy didn't have any valproate stock. And it didn't supply it. But its team members were aware of the valproate pregnancy prevention programme. They knew that people in the at-risk group who were prescribed valproate needed to be counselled on its contraindications. The pharmacy team could access valproate educational materials if it needed to. The pharmacy used a recognised wholesaler to obtain its medicines and medical devices. Its team was aware of the Falsified Medicines Directive. But the pharmacy only stocked non-prescription medicines. And it didn't need to decommission these. The pharmacy stored its medicines appropriately and tidily on its shelving. Its stock was subject to regular date checks which were documented. The pharmacy didn't have any stock that required refrigeration or controlled drugs that needed to be stored securely.

The pharmacy had procedures in place for the handling of obsolete medicines and medical devices. The pharmacy team recently accepted some spent anti-coagulation injections, which a passenger had administered prior to their flight, to make sure these were disposed of appropriately. The pharmacy

had suitable pharmaceutical waste receptacles in place. And these were stored securely when the pharmacy was shut. A process was in place for dealing with recalls and concerns about medicines and medical devices. Drug and device alerts were retained, actioned and annotated following their receipt.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the right equipment to provide its services safely. It makes sure its equipment is stored securely.

Inspector's evidence

The pharmacy team had access to up-to-date reference sources. And its team could contact the superintendent pharmacist’s office to ask for information and guidance. The pharmacy’s computer was secured using a Kensington lock and it was password protected. Its screen was positioned so only staff could see it. The pharmacy had lockable cupboards to keep its equipment secure when not in use.

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.