

Registered pharmacy inspection report

Pharmacy Name: Superdrug Pharmacy, 85-87 Broadway, London, W13 9BP

Pharmacy reference: 9011278

Type of pharmacy: Community

Date of inspection: 26/04/2021

Pharmacy context

The pharmacy is in a Savers store on a busy road running through the centre of Ealing. It relocated from premises opposite in December 2019. The pharmacy provides a core range of services and delivers medication to some people's homes. The pharmacy was inspected 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 identifies its risks well. And its team members have adapted their working practices suitably to minimise risks to people's safety during the COVID-19 pandemic. The pharmacy has written procedures in place to help ensure that its team members work safely. And it has insurance to cover its services. Team members know how to protect people's private information and know how to protect the safety of vulnerable people. The team records its errors and reviews them to identify the cause so that changes can be made to stop mistakes from happening again. The pharmacy keeps all the records it needs to keep.

Inspector's evidence

Due to the pandemic the general store area had adopted a one-way system to reduce the chance of people crossing paths unnecessarily. The one-way system provided a route past the pharmacy, round the store and on to the exit. The pharmacy had placed transparent plastic screens at the counter to protect its team and people using its services from transmitting the coronavirus to one another. Team members had also placed tape marks on the floor which showed people where they should stand to keep themselves socially distanced when standing in front of the pharmacy. And they also had hand sanitisers at the pharmacy counter for people to use. The team had a regular cleaning routine and wore personal protective equipment (PPE) which they changed between tasks and when leaving and re-entering the premises. When asked, team members said they felt safe at work.

The pharmacy provided a core range of essential services as well as a flu vaccination service in winter. Its main service was dispensing prescriptions and delivering them to people who could not collect them. It recorded its mistakes and reviewed them regularly. Team members reviewed their mistakes so that they could learn from them and improve. The inspector discussed the pharmacy's near miss records with the provisionally-registered responsible pharmacist (RP) and it was agreed that records should identify what could be done differently next time to prevent mistakes and promote continued improvement. The RP and the inspector discussed how the team could benefit from discussing all its mistakes openly.

The pharmacy had procedures in place. Its procedures had been standardised by the superintendent pharmacist so that they could be followed in all Superdrug pharmacies. And team members appeared to be following them. The dispensing assistant was seen putting stock away in a tidy organised fashion and described carrying out regular checks on stocks. She also served customers promptly. And she referred to the RP when she required his intervention. The RP had put his RP notice on display showing his 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. And they could also leave comments with head office. Formal feedback surveys had not been conducted over the last year due to the pandemic. But in general people had liked the new pharmacy premises after the pharmacy had relocated at the end of 2019 and had given the team positive comments about the new premises. People had also been positive about the pharmacy remaining open throughout the pandemic and the team being available for them to consult. But the team had also received complaints from some people when their prescriptions had not been ready when they expected them to be. But although this was often due to

prescription availability or stock issues which were out with the team's control. Team members generally tried to explain the situation to people. And offered the pharmacy's delivery service where appropriate.

The pharmacy had a complaints procedure which corresponded with NHS guidelines. It had information available explaining the procedure for people. And it had a standard operating procedure (SOP) for staff to refer to. But customer concerns were generally dealt with at the time by the regular pharmacist. Staff could provide details of the local NHS complaints advocacy service and the Patient Advice and Liaison service (PALS) if necessary. The pharmacy had professional indemnity and public liability arrangements so it could provide insurance protection for the pharmacy's services and its customers. Insurance arrangements were in place until 31 January 2022 when they would be renewed for the following year.

The pharmacy was keeping its records in the way it was meant to. This included controlled drug (CD) registers, private prescriptions, unlicensed 'specials' and the RP record. Records for emergency supplies were generally in order but would benefit from further explanation in some cases. When this was discussed with the RP it was clear that he recognised the importance of maintaining the pharmacy's essential records so that they were complete.

The pharmacy's team members understood the need to protect people's confidentiality. Confidential waste was set aside for collection and subsequent disposal by a licensed waste contractor. The pharmacy stored its completed prescriptions in the dispensary where they were out of people's view. Team members had completed appropriate safeguarding training. And the team could access details for the relevant safeguarding authorities online. Staff had not had any specific safeguarding concerns to report. But felt that they had been of good service to people locally throughout the pandemic by answering their queries, listening to their concerns and signposting when appropriate.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy team manages its workload safely and effectively. And team members work well together. They are supported by colleagues. And they are comfortable about providing feedback to one another, so that they can maintain the quality of the pharmacy's services.

Inspector's evidence

The pharmacy had a dispensing assistant on duty with the RP at the time of inspection. Staff had read all the relevant SOPs. And the dispensing assistant was observed consulting the pharmacist when she needed to. The pharmacy had carried out specific risk assessments for individual team members but had not had to make any special adjustments for anyone. During the height of the pandemic the pharmacy had experienced staff shortages but had been helped out by team members from a neighbouring branch. Team members wore PPE and were seen cleaning down surfaces during the inspection.

The RP and dispensing assistant were observed to work effectively together. They were seen assisting each other when required and discussing prescription issues. The daily workload of prescriptions was in hand and customers were attended to promptly. The pharmacy had a small close-knit team and staff could to raise concerns and discuss issues when they arose. The RP was able to make his own professional decisions in the interest of patients and felt supported by the superintendent, regional managers and his supervising pharmacist who were available to answer his queries and offer guidance when he needed it. He had been provided with enough study time to prepare recently for his professional exam.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy's premises provide a suitable environment for people to receive its services. 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 had relocated 18 months previously from its Superdrug store. And was now situated on the rear wall of a new Savers store opposite. The premises were modern, clean and bright. The dispensary layout was suitable for the activities undertaken and provided enough space to work safely and effectively. It had distinct areas for different dispensing and checking activities. It had a clear workflow and its work surfaces and floors were tidy and free of clutter. The team followed a regular cleaning routine to ensure that contact surfaces were kept hygienically clean.

The medicines counter was immediately in front of the dispensary and consisted of three separate units. One of the units had a lower level surface attached for wheelchair users. There was a large Perspex screen across the length of the counter to help reduce the spread of the coronavirus. While the gated entry into the general pharmacy area did not have a screen, the dispensing assistant was seen to steer people to a screened area. There were notices in the front window advising people of the need to maintain social distancing and to wear a face covering. Savers store staff managed the numbers of people allowed into the store, including the pharmacy, at any one time. The pharmacy had a consultation room available for confidential conversations, consultations and the provision of services. The RP described how he would clean the room and wash or sanitise his hands between consultations. The pharmacy also had a small seating area for waiting customers. Room temperatures were appropriately maintained to keep staff comfortable and were suitable for the storage of medicines. Staff facilities were in a separate area of the building.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy provides its services safely. And makes them easily accessible for people. Staff understand the actions to take if any medicines or devices are not safe to use to protect people's health and wellbeing. The pharmacy team gets its medicines and medical devices from appropriate sources. And it stores them properly. 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.

Inspector's evidence

The store entrance provided step-free access from the pavement outside. This made access easier for wheelchair users and those with mobility difficulties. It had a sign in its front window advertising the times of opening. The retail area was free of obstructions. So, it was suitable for wheelchair users. The consultation room was also suitable for wheelchair access. The pharmacy also delivered medicines to people who found it difficult to visit the pharmacy. The RP described how demand for deliveries had increased during the pandemic. Superdrug had recently introduced an 'app' through which people could order their prescriptions. Once their prescriptions had been received and dispensed by the pharmacy people could collect their medicines.

The pharmacy team used baskets to hold individual prescriptions and medicines during dispensing. It did this to keep prescriptions and their corresponding medicines together. The pharmacy had a coded retrieval system for storing its completed prescriptions. And it generally removed any items uncollected items after one month. Team members used stickers to identify prescriptions which had additional items stored elsewhere such as the fridge, so that they did not leave any items behind when transferring people's prescriptions to them.

The pharmacy provided multi-compartment compliance packs for people who needed them. Team members labelled compliance packs with a description of each medicine, including colour and shape, to help people to identify them. And they included patient information leaflets (PILs) with new medicines and with regular repeat medicines. The labelling directions on compliance packs gave the required advisory information to help people take their medicines properly. The RP gave people advice on a range of matters. And would give appropriate advice to anyone taking other high-risk medicines.

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. And stock on the shelves was tidy and organised to assist selection of the correct item. The pharmacy team date-checked the pharmacy's stocks regularly, checking a different section each week. And they kept records to help them manage the process and to show what had been checked, when and by whom. 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 daily to ensure that the medication inside was kept within the correct temperature range. The pharmacy responded promptly to drug recalls and safety alerts and kept appropriate records. The team had not found any stock affected by recent recalls.

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 used crown marked measures for measuring liquids. It had equipment for counting tablets and capsules. 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. Team members changed their gloves or washed or sanitised their hands at regular intervals throughout the day and after handling money.

The pharmacy had three computer terminals. Two were in the dispensary and had a facility for keeping patient medication records (PMRs). The third was in the consultation room. The dispensary computers were located at different work areas of the dispensary, in a way that meant that staff members using them were not close to one another. 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.