

Registered pharmacy inspection report

Pharmacy Name: Frizinghall Medical Centre Pharmacy, 278 Keighley Road, Bradford, West Yorkshire, BD9 4LH

Pharmacy reference: 9011324

Type of pharmacy: Community

Date of inspection: 13/05/2024

Pharmacy context

The pharmacy is in a parade of shops close to Bradford city centre. Pharmacy team members dispense NHS prescriptions and sell a range of over-the-counter medicines. They provide some medicines to people in multi-compartment compliance packs. And they deliver medicines to people's 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
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 adequately identifies and manages risks associated with its services. It has documented procedures for most of its services to help the team manage risks. Pharmacy team members understand their role in helping to protect vulnerable people. And they suitably protect people's private information. They record and discuss the mistakes they make so that they can learn from them. But they don't always follow documented procedures to help capture key information or analyse these records, so they may miss some opportunities to learn and improve.

Inspector's evidence

The pharmacy had a set of standard operating procedures (SOPs) in place to help pharmacy team members manage the risks. The pharmacist had reviewed the SOPs in 2023, and they were due to review them again in 2025. Pharmacy team members had signed to confirm their understanding.

The pharmacy had implemented a new electronic patient medication records (PMR) system in September 2023 to help streamline its dispensing process. The system incorporated barcode scanning technology to help improve the safety of the dispensing process. Pharmacy team members clearly explained and demonstrated the system, showing each stage of the prescription dispensing process for various types of prescriptions. Team members were confident about how to use the system and were observed using the system effectively. And the pharmacy had SOPs available in the pharmacy to help team members manage the risks of incorporating the technology into the dispensing process.

The pharmacy had recently started to provide the NHS Pharmacy First service to people. Pharmacy team members explained how the pharmacy had considered some of the risks of providing the service, such as the suitability of the pharmacy's consultation room to deliver the service from. And ensuring they had the necessary equipment. They also ensured they had completed the necessary training and whether the pharmacy had the correct SOPs and supporting documents in place. But the responsible pharmacist (RP) confirmed that these assessments had not been written down to help them manage emerging risks on an ongoing basis as the service developed.

Pharmacy team members highlighted and recorded mistakes identified before people received their medicines, known as near miss errors. And dispensing errors, which were errors identified after the person had received their medicines. There were documented procedures to help team members do this effectively. Team members discussed their errors and why they might have happened. And they used this information to make some changes to help prevent the same or similar mistakes from happening again. For example, team members described how they had separated ramipril tablets and capsules to help prevent the incorrect form being selected. Pharmacy team members did not always capture detailed information about why the mistakes had been made or the changes they had made to prevent a recurrence to help aid future reflection and learning. The pharmacy had a process for analysing the information collected about errors. But team members did not regularly analyse their errors for patterns, so they might miss opportunities to reflect, learn, and make improvements to the pharmacy's services.

The pharmacy had a documented procedure in place for handling complaints or feedback from people. Pharmacy team members explained people usually provided verbal feedback. And any complaints were

referred to the pharmacist to handle. There was no information available for people in the retail area about how to provide the pharmacy with feedback. The pharmacy had current professional indemnity insurance in place. The pharmacy kept accurate controlled drug (CD) registers electronically. It kept running balances for all registers, including registers for methadone. Pharmacy team members audited these balances against the physical stock quantity approximately every three months. The RP accepted that more regular checks of running balances would help to identify and deal with any discrepancies more effectively. A check of the running balances against the physical stock for three products were found to be correct. The pharmacy kept a register of CDs returned by people for destruction. It maintained an RP record electronically. Pharmacy team members monitored and recorded fridge temperatures. The pharmacy kept private prescription and emergency supply records, which were complete and in order.

The pharmacy kept sensitive information and materials in restricted areas. Pharmacy team members shredded confidential waste. They explained how they protected people's privacy and confidentiality. And gave examples of how they would be mindful of people's privacy when speaking to them about their medicines. They were careful not to leave sensitive documents, such as prescriptions, around the retail counter. The pharmacy did not have a documented SOP about confidentiality and data protection to help them achieve this.

Pharmacy team members gave some clear examples of signs that would raise their concerns about vulnerable children and adults. And they explained how they would refer their concerns to the pharmacist. The pharmacy did not have a documented procedure for dealing with concerns about children and vulnerable adults. And this was highlighted at the pharmacy's last inspection. The RP gave their assurance that they would implement an SOP immediately. Team members had completed formal safeguarding training in 2023.

Principle 2 - Staffing ✓ Standards met

Summary findings

Pharmacy team members have the right qualifications and skills for their roles and the services they provide. They complete some additional training to keep their knowledge up to date. Pharmacy team members feel comfortable discussing ideas and issues. And they are confident their suggestions will be considered.

Inspector's evidence

At the time of the inspection, the pharmacy team members present were the regular RP and a dispenser. The pharmacy also employed a trainee pharmacist, a trainee dispenser and a medicines counter assistant. Team members had the right qualifications for their roles or were enrolled on appropriate training courses. And they managed the workload well during the inspection. Pharmacy team members completed training ad hoc by reading various materials and discussing topics suggested by the RP. The most recent training had involved implementing the pharmacy's new electronic patient medication records (PMR) system. The pharmacy did not have an appraisal or performance review process for team members. Team members explained they would raise any learning needs informally with the pharmacist or SI, who would teach them or signpost them to appropriate resources.

Pharmacy team members felt comfortable sharing ideas to improve the pharmacy's services. They explained how they would raise professional concerns with the pharmacist or SI. They felt comfortable raising concerns, and confident that their concerns would be considered. And that changes would be made where they were needed. The pharmacy did not have a whistleblowing policy, and team members were unsure about how to raise concerns anonymously. This was discussed, including where team members could raise concerns outside their organisation, such as the GPhC or the NHS.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy is clean and properly maintained. It provides an appropriate space for the services provided. The pharmacy has a suitable room where people can speak to pharmacy team members privately.

Inspector's evidence

The pharmacy was clean and well maintained, and it was tidy and well organised. Its floors and passageways were free from clutter and obstruction. And it kept equipment and stock on shelves throughout the premises. The pharmacy had a private consultation room available. Pharmacy team members used the room to provide services from and to have private conversations with people.

The pharmacy had a clean, well-maintained sink in the dispensary used for medicines preparation. There was a toilet, with a sink which provided hot and cold running water and other facilities for hand washing. The pharmacy kept its heating and lighting to acceptable levels. Its overall appearance was professional and suitable for the services it provided.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy's services are accessible to people, including people using a wheelchair. It has systems in place to help it provide services safely and effectively. And team members make effective use of the available technology. The pharmacy sources its medicines appropriately. And it generally stores and manages its medicines as it should. Pharmacy team members generally provide people with advice and information about higher-risk medicines.

Inspector's evidence

The pharmacy had ramped access from the street. Pharmacy team members explained how they would support people who may have difficulty accessing the pharmacy's services. They explained how they would communicate in writing or use hand signals and visual aids to communicate with people with a hearing impairment. And provide large-print labels to help people with a visual impairment. Team members were also able to speak several languages spoken locally, including Urdu, Punjabi, and Hindi as well as English. They explained they had also used an online translation tool to help communicate with people who spoke other European languages, such as Polish.

Pharmacy team members clearly explained how they used the PMR barcode scanning technology system at each stage of the dispensing process. Each prescription was clinically checked before it could be released for another team member to dispense. The process of clinical checking could only be carried out by the pharmacist, according to access rights that had been set up for their individual login. The pharmacy did not print prescriptions it received electronically. Team members viewed the electronic prescriptions on screens placed around the dispensary. Team members demonstrated how they picked medicines from the shelves and scanned the barcodes on the packs. The system blocked any further progression of the prescription through the system if a team member scanned the incorrect medicine. They were unable to proceed until they scanned the correct product. The system also alerted them if they scanned a medicine that had exceeded its expiry date or that had been subjected to a manufacturer's alert or recall. The pharmacist performed the final accuracy check of the prescription, which included scanning the box and the QR code on the attached dispensing label. Some dispensed items were flagged for a manual check by the pharmacist, such as boxes containing mixed batches of medicines, packs containing a different quantity to the original pack size and certain higher-risk medicine, such as controlled drugs (CDs). Once the pharmacist had sealed the bag, they scanned the barcode on the bag's label and assigned the bag to a shelf, ready for people to collect or for the pharmacy to deliver. Team members used a handheld device to locate the bag when people arrived at the pharmacy, which helped to reduce the time people waited in the pharmacy.

The PMR system kept an audit trail of every team member involved at each stage of the dispensing process. This relied on the login credentials people used to access the system. During the inspection, a dispenser was using another team member's login credentials to access the system because they did not have their own, which meant the audit trail was inaccurate. This was highlighted at the pharmacy's last inspection and was discussed again with the RP. The RP accepted the importance of keeping an accurate audit trail of people involved in preparing prescriptions. And they rectified the dispenser's access rights during the inspection by setting up their own login. Pharmacy team members used dispensing baskets throughout the dispensing process to help prevent prescriptions being mixed up. The pharmacy delivered some medicines to people. It recorded the deliveries it made. The delivery

driver left a card through the letterbox if someone was not at home when they delivered. The card asked people to contact the pharmacy.

The pharmacist counselled people receiving prescriptions for valproate if appropriate. And they checked if the person was aware of the risks if they became pregnant while taking the medicine. They also checked if the person was on a Pregnancy Prevention Programme. The pharmacy had recently completed an audit of female patients who received valproate from the pharmacy, to help make sure they had received the necessary guidance and information. But they had not audited their male patients. And the pharmacy did not record the conversations it had with people about valproate to refer to later. Team members were aware of the requirements to provide valproate to people in the manufacturer's original packaging.

The pharmacy supplied medicines to people in multi-compartment compliance packs when requested, to help people use their medicines safely. It attached backing sheets to the packs, so people had written instructions of how to take their medicines. Pharmacy team members included descriptions on the backing sheets of what the medicines looked like, so they could be identified in the pack. And provided people with patient information leaflets about their medicines each month. Team members documented any changes to medicines provided in packs on the PMR, which kept a record of all their medicines and where they were placed in the packs.

The pharmacy obtained medicines from licensed wholesalers. It had disposal facilities available for unwanted medicines, including CDs. Team members monitored the minimum and maximum temperatures in the pharmacy's fridges each day and recorded their findings. The temperature records were within acceptable limits. Pharmacy team members checked medicine expiry dates every three months. But they did not always record their checks. The pharmacy had some records of a partial date check in March 2024. The records indicated the check had not been completed. Team members gave their assurances that the check was completed, but the records had not been updated. Team members highlighted and recorded any short-dated items up to twelve months before their expiry. They also relied on the PMR system to alert them to expired items when they selected them to dispense. After a search of the shelves, the inspector did not find any medicines that were out of date. Pharmacy team members responded to manufacturers alerts and recalls. They kept records of the recalls they had received and any action they had taken to remove affected medicines.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the necessary equipment available, which it properly maintains. And the team manages and uses the equipment in ways that protect people's confidentiality.

Inspector's evidence

The pharmacy had the equipment it needed to provide the services offered. The resources it had available included the British National Formulary (BNF), the BNF for Children, various pharmacy reference texts and use of the internet. It had access to a shredder to destroy its confidential waste. It kept its computer terminals in the secure areas of the pharmacy, away from public view, and these were password protected. And bags of medicines waiting to be collected were kept in the secure areas of the pharmacy, away from public view, so people's private information was protected. The pharmacy restricted access to its equipment. It had a set of clean, well-maintained measures available for liquid medicines preparation. And it had a separate set of measures exclusively to prepare methadone.

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.