

Registered pharmacy inspection report

Pharmacy Name: Well, Heathrow Terminal 2, Units RU1002 and RU1003, London Heathrow Airport, Hounslow, TW6 1EW

Pharmacy reference: 9011385

Type of pharmacy: Community

Date of inspection: 10/05/2021

Pharmacy context

This is a pharmacy situated inside a branch of WHSmith at Heathrow airport in Hounslow, West London. People using its services include airport staff and those who are leaving the UK or coming in from other countries. The pharmacy is open for long hours through the week. It sells over-the-counter medicines. And its team provides healthcare advice.

Overall inspection outcome

✓ **Standards met**

Required Action: None

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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	2.2	Good practice	Members of the pharmacy team are competent. They have the appropriate skills and qualifications (or are enrolled on accredited training) for the roles and the tasks they undertake.
		2.4	Good practice	The pharmacy has embedded a culture of openness, learning and honesty into its practice. The company provides its team members with an online learning portal and staff are given time to complete this. This has helped improve their knowledge and skills.
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 is operating safely and is complying with the company's policies. It has appropriate systems in place to identify and manage the risks associated with COVID-19. Members of the pharmacy team understand their role in protecting the welfare of vulnerable people. And the pharmacy maintains its records as it should.

Inspector's evidence

The pharmacy had a range of updated electronic standard operating procedures (SOPs). They provided guidance on how to carry out tasks correctly. Team members understood their roles and responsibilities. The correct notice to identify the pharmacist responsible for the pharmacy's activities was on display. At the time of the inspection, the pharmacy only sold over-the-counter (OTC) medicines and its staff provided healthcare advice. A notice was on display about the company's complaints policy. The responsible pharmacist (RP) described several examples where positive, written feedback had been received regarding the service provided. Due to the nature of the business, staff could provide one-to-one tailored support to people with more time available to counsel them appropriately (see Principle 4).

The pharmacy had systems in place to identify and manage risks associated with COVID-19. The premises had been modified (see Principle 3). The pharmacy had a business continuity plan. The team had been provided with personal protective equipment (PPE), staff were wearing masks at the time of the inspection and the RP wore a face visor as well. Hand sanitisers were present for staff to use. The pharmacy was cleaned frequently. Risk assessments for COVID-19, including occupational ones for the team had been completed. The RP was aware of the requirement to report any cases of staff contracting COVID-19 during work and the team had received both doses of the COVID-19 vaccination.

The pharmacy had policies to protect people's confidential information and for safeguarding vulnerable people. Staff had been trained on both, certificates to verify this were seen. They knew who to refer to in the event of a concern and described having access to the NHS mobile application. This meant that the relevant information about the local agencies was readily available. There was no confidential information present and a sign was on display outlining the company's data protection policy. The RP record had been completed and the pharmacy's professional indemnity insurance arrangements were through the National Pharmacy Association. The latter was due for renewal after 30 June 2021.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough staff to sell medicines safely. The pharmacy's team members are suitably trained or undertaking the appropriate training. And the company provides them with ongoing resources to keep their knowledge and skills up to date.

Inspector's evidence

The pharmacy's staffing profile included three regular pharmacists and six healthcare assistants. The manager was described as having left recently but the company had been recruiting for this position. Staff worked in shifts. Two of the healthcare assistants were undertaking accredited training for their role. They were described as being ahead of their training schedule and were waiting to complete the experience and assessments required from a dispensing store. Two members of staff (a pharmacist and a healthcare assistant) were present at any one time during each shift.

Team members wore name badges and lanyards with photographic ID and the appropriate passes so that they could easily clear the airport's security. Members of staff from WHSmith were not involved in selling medicines. The team leader for the latter was present during the inspection and alongside the healthcare assistant and RP was observed asking people if they needed any assistance. The pharmacy's team members were seen to be attentive to people's needs.

Staff were observed to work well together and required little direction from the RP. They felt confident to raise concerns. The healthcare assistant described enjoying his role because of the professionalism of the job, the remuneration, and the ongoing training that he had been able to complete since he started at the pharmacy. He had worked at this store for the past two months but had over 20 years of experience working in pharmacy. The healthcare assistant used an established sales of medicines protocol, he asked people relevant questions before OTC medicines were sold and was knowledgeable about the medicines available. He could refer to the pharmacist appropriately and knew when to refuse sales for people's safety or when medicines could be abused.

The company provided online resources through an e-learning platform. This was updated every month. The team used this as ongoing training and certificates of relevant topics that had been completed were seen. The healthcare assistant explained that this had helped refresh and improve his memory because he had been given the time to complete the additional training. The RP also kept her knowledge up to date by completing relevant ongoing continuing professional development and revalidation. She used journals, books, guidelines from the company and online resources to do this and described using the knowledge she had gained to help others. The RP explained that the previous manager had completed one-to-one performance reviews with staff regularly. The pharmacy team had not been set any formal targets relating to the sales of medicines.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy's premises are suitable to deliver healthcare services effectively and safely. The pharmacy has introduced measures to help reduce the spread of COVID-19 inside its premises. Its team members keep the premises very clean. And it has a separate space where confidential conversations or services can take place.

Inspector's evidence

The pharmacy's premises consisted of a spacious retail area with pharmacy (P) medicines situated behind a counter and an entrance which opened with a key code. This meant that only authorised staff could access these medicines. Stock for WHSmith was located to the right-hand side of the unit but both areas were clearly highlighted. The pharmacy was bright, with air conditioning and modern fixtures and fittings. It was also very professionally presented.

A signposted consultation room with lockable cabinets was situated to one side of the retail area and was available if people wanted a quiet word. It was an appropriate size for its purpose and was kept locked. A key code was required to gain access. The pharmacy's front counter also had a separate space to one side with a divider between the remainder of the counter. This meant that confidential conversations could potentially take place here if needed as well.

The pharmacy had been modified to help with the pandemic. A one-way system was in place with markers on the floor to highlight where people could stand. This meant that people were always an appropriate distance away from one another which helped ensure they could socially distance. The size of the retail space meant that several people could be present at any one time. A screen had been positioned in front of the medicines counter as a barrier and staff explained that the pharmacy's touch points as well as its surfaces were cleaned every hour. A station for people to sanitise their hands had been set up at the front of the store. And, the airport also had systems in place to keep it clean. It used an ultraviolet machine to help disinfect large areas, seats in the waiting areas were regularly cleaned and wiped down and all staff were observed wearing face masks.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy provides its services safely. People with different needs can easily access the pharmacy's services. The pharmacy stores its medicines suitably and manages them well. So, the medicines it sells are safe for people to use.

Inspector's evidence

The pharmacy was open from 5am until 10.30pm Monday to Sunday. People could enter the premises from one level. The airport itself was very accessible with lifts, escalators and wide, open spaces. The pharmacy's premises were also made up of wide aisles. This meant that people with wheelchairs or restricted mobility could easily enter the pharmacy. The pharmacy had a hearing aid loop for people with hearing difficulties. Staff knew how to use this and also described speaking clearly if this was required. The team highlighted that braille on the packs of the medicines could help people who were partially sighted, or they would reinforce the instructions and check people's understanding. The two team members who were present during the inspection could also speak Punjabi, they explained that they had used this to help people whose first language was not English.

The pharmacy did not dispense NHS or private prescriptions. It did not provide any NHS services or private ones. The RP mentioned that in the future, vaccination services could potentially be provided. The team used the company's sales of medicines protocol before selling OTC medicines. Staff provided one-to-one support, and several examples of the service they had given were provided. This included liaising with the airport's security team to help retrieve necessary medication and providing additional checks, counselling and the appropriate treatment in response to people's symptoms.

The pharmacy used licensed wholesalers to obtain medicines and medical devices. The team date-checked medicines for expiry regularly and kept the online schedule of when this had happened, up to date. Short-dated medicines were identified, logged and removed from sale. The pharmacy had a system in place to deal with drug alerts. The RP checked the company system daily for recall information and would action this appropriately if needed. However, none had been received relating to OTC medicines.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy stores its equipment securely. And it has the appropriate equipment it needs to provide its services safely.

Inspector's evidence

The pharmacy held cash registers and card readers to process sales, a pharmacy fridge that could be locked but this had no stock within it and computer terminals to assist the staff with their day-to-day tasks. They were all stored behind entrances which were kept locked and required a key code to gain entry. This ensured that only authorised staff could gain access to them.

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.