

Registered pharmacy inspection report

Pharmacy Name: Pharmasuite, 26 Main Street, Evington, Leicester, Leicestershire, LE5 6DN

Pharmacy reference: 9011434

Type of pharmacy: Travel and other services Clinic

Date of inspection: 23/06/2022

Pharmacy context

This is a private pharmacy based in an optician. It does not have an NHS contract. The pharmacy focuses on providing a range of services using patient group directions (PGDs). It sells a small range of pharmacy (P) medicines but It doesn't dispense any prescriptions. It also offers a range of Covid-19 testing such as fit-to-fly tests.

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. Its team members have defined roles and accountabilities. The pharmacy manages people's personal information safely and it keeps the records it needs by law.

Inspector's evidence

This was a private pharmacy that called itself a clinic and it focused on providing services through patient group directions (PGDs). The pharmacy offered a wide range of services, but it was mainly focused on areas such as travel vaccinations. The pharmacy had completed initial risk assessments for the services provided but the annual audit was overdue. The pharmacist said that she would complete it. PGDs were up to date and the pharmacist had completed appropriate training so she could offer these. The pharmacy dispensed prescription only medicines when appropriate through a PGD. The pharmacy had a dispensing SOP which the pharmacist said that she followed. There were some other services offered such as alcohol reduction which the pharmacist had not completed any specialised training in. This service had not been accessed by people. The pharmacist said that she would review these specialised services before offering them to make sure that she had the knowledge to provide them.

Initial contact was through the pharmacy's website, but all consultations took place face-to-face at the pharmacy. It supplied a small number of P medicines linked to the services it provided. The pharmacy didn't dispense prescriptions. The pharmacy was quiet, and the only member of the team was the pharmacist. The pharmacy had a set of up-to-date standard operating procedures which the pharmacist followed.

In addition to the pharmacy the pharmacist also offered the services from two other clinics based in opticians in other areas. The pharmacist was aware that she could not sell P medicines from the other sites as they were not registered pharmacies. The pharmacist said that so far services had only been provided from the pharmacy. The pharmacist also offered a home visit service, but no one had used this service. The pharmacist had carried out a risk assessment for this service, but this needed review to consider all risks such as personal safety.

The pharmacy had appropriate records to support the delivery of its services. This included the responsible pharmacist (RP) log and records of the consultations it provided. The pharmacy displayed who the responsible pharmacist (RP) in charge of the pharmacy was. There was a complaint procedure in place. The pharmacy had an information governance policy. Access to confidential electronic paper records was controlled. Confidential paperwork was stored and destroyed securely. Professional indemnity insurance was in place. The pharmacist had some understanding of safeguarding requirements but had not fully considered the safeguarding risks with all the services provided. She said that she would review the risks.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacist adequately manages the day-to-day workload within the pharmacy. She generally has appropriate qualifications to provide the services.

Inspector's evidence

During the inspection the pharmacist adequately managed the day-to-day workload. The pharmacist was the only member of the pharmacy team. The pharmacist had completed appropriate training for the services she was providing through PGDs. She had not completed additional training for other services such as alcohol reduction, but she said that she would look to complete appropriate training before providing the service.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy keeps its premises safe, secure, and appropriately maintained. And it has made some changes to help keep staff and people using the pharmacy safe during the pandemic. The pharmacy's website provides relevant information about its service.

Inspector's evidence

The pharmacy was situated in its own room in an optician. It was situated on the main road through the village. The fascia on the front of the building included the name of the pharmacy and the optician. The pharmacy had adequate heating and lighting and there was hot and cold water available. It was a reasonable size for the services available. The pharmacy was able to prevent unauthorised access during working hours and when the pharmacy was closed. It had Covid-19 protocols in place. The pharmacist wore a mask and asked for people accessing the services to wear a mask and hand sanitiser was available.

The website provided information about the services provided and allowed people to book an appointment. People could book at any of the three clinic sites. The website did not clearly differentiate between the pharmacy and the other sites which were not registered premises with the GPhC. The pharmacist said that she would change the website to make it clearer. The superintendent stated that the pharmacy's website met current security requirements. It also displayed the required information apart from clearly stating who the superintendent was. The pharmacist said that she would arrange for this to be added.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy offers healthcare services which are adequately managed and are accessible to people. The pharmacy gets its medicines and medical devices from reputable sources. It stores them safely and it takes the right actions if medicines or devices are not safe to use to protect people's health and wellbeing. But the pharmacy doesn't make a record this, which could make it harder for it to show what action it has taken in response to an alert.

Inspector's evidence

The pharmacy was situated in a room at the back of an optician on the main street of the village. There was clear signage outside indicating that the pharmacy was inside. The optician had a small step which made it harder for people with a disability or with a pushchair to get into the building. Once inside there was a clear route to the pharmacy. The pharmacist understood who she could provide services too and she could signpost people to other organisations where necessary. She gave a range of advice to people using the pharmacy services. For example, how to prevent bites by mosquitoes and the need to drink bottled water when abroad. She also signposted them to websites that could provide additional advice linked to risks when travelling.

The pharmacy sought verbal feedback from people using the service. This had all been positive. There was the option to give feedback on the website, but no one had used this yet. Information on the services provided was on the pharmacy's website. People booked an appointment for the service they required. This allowed the pharmacy to manage the number of people they saw a day. Vaccinations were ordered on an as required basis.

The pharmacy had a small number of P medicines for sale. These were all stored in their original containers. The pharmacist said that she carried out date-checking of medicines before making a supply. A check of the medicines didn't find any that were out of date. A record of invoices showed that medication was obtained from licensed wholesalers. The pharmacist could explain the process for managing drug alerts but didn't make a record of the action taken. She said that she would start making a record.

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 had up-to-date reference sources. Records showed that the fridge was in working order and stored medicines within the required range of 2 and 8 degrees Celsius. When checked the maximum temperature on the fridge was out of range. The pharmacist said that she had been recording the current temperature by mistake and would reset the temperature and record the correct temperature going forward. The pharmacy's portable electronic appliances were new and looked in a reasonable condition. The pharmacy had procedures in place for the destruction of pharmaceutical waste.

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.