

Registered pharmacy inspection report

Pharmacy Name: Touchwood Pharmacy, Unit 43, Kings Norton

Trading Estate, Stockmans Close, Birmingham, West Midlands, B38
9TS

Pharmacy reference: 9011502

Type of pharmacy: Community

Date of inspection: 06/01/2023

Pharmacy context

This is a private community pharmacy situated in an industrial estate in Kings Norton, West Midlands. The pharmacy does not dispense any prescriptions and its main activity is selling a small quantity of pharmacy-only medicines to some people within the estate. The pharmacy holds a Wholesaler Dealer's Authorisation.

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 provides its limited range of services safely. Members of the pharmacy team do training about safeguarding vulnerable people, and they manage confidential waste appropriately. The pharmacy has written instructions to help team members provide its services safely.

Inspector's evidence

The pharmacy provided limited services, and at the time of the inspection it was only occasionally selling pharmacy-only medicines to people working on the business estate.

The pharmacy had a range of in-date standard operating procedures including dispensing SOPs, but the pharmacy did not offer this service. The SOP for selling pharmacy-only medicines did not include the sale and supply of medicines liable to abuse such as pseudoephedrine or codeine linctus. The Responsible Pharmacist (RP) said that the pharmacy did not sell or supply higher-risk medicines that were liable to abuse. Medicines that were sold by the pharmacy included paracetamol, Nurofen for children and non-drowsy antihistamines.

The pharmacy had in-date indemnity insurance certificate and the correct RP notice was displayed in the pharmacy. The RP records were kept in line with requirements. The pharmacy did not hold any Schedule 2 controlled drugs (CDs). And it had not dispensed any private prescriptions or supplied any unlicensed medicines. The pharmacy was registered with the Information Commissioner's office (ICO). Confidential waste was collected by a shredding company for secure disposal. And its computers were password protected. The RP had completed level 2 safeguarding training.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough team members to manage its current workload. Members of the pharmacy team work well together and are supportive of each other. And they do the right training for their roles.

Inspector's evidence

At the time of the inspection, the RP and a trainee healthcare assistant were on duty. The trainee healthcare assistant was enrolled on an accredited training course. The team were managing their workload comfortably and appeared to work well together. There were no targets or incentives set.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy's premises are adequate for the services it provides. They are kept secure from unauthorised access.

Inspector's evidence

The premises consisted of a large warehouse which was fitted to a very basic standard. They were adequate for the services the pharmacy provided. Members of the pharmacy team had access to hygiene facilities and a separate sink was available for handwashing. The premises were well lit and the ambient temperature was suitable for storing medicines. The pharmacy could be secured against unauthorised access when it was closed.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy obtains its medicines from reputable sources and stores them properly. It takes the right action in response to safety alerts so that people get medicines that are safe to use.

Inspector's evidence

The pharmacy did not offer any dispensing services. It solely sold pharmacy-only medicines and these were ordered only when requested by people within the estate. The pharmacy was not linked with any on-line prescribers and it did not sell or supply medicines on-line. Medicines were obtained from licensed wholesalers and these were stored appropriately. No date-expired medicines were found in amongst stock. The pharmacy had some stock of medicines requiring cold storage and these were stored within the required range of 2 and 8 degrees Celsius. The fridge temperatures were monitored and recorded daily. Expired medicines were well separated from regular stock and placed in designated containers. The pharmacy had a process to deal with safety alerts and medicine recalls. Records of these and the action taken by the team were kept, providing an audit trail.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the equipment and facilities it needs to provide its services. And it maintains its facilities and equipment adequately.

Inspector's evidence

The pharmacy had an internet connection and team members had access to on-line reference sources. All electrical equipment appeared to be in good working order and adequately maintained.

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.