

Registered pharmacy inspection report

Pharmacy Name: PPRX, Room 112 Bizspace, 6 Wadsworth Road,
Perivale, Greenford, UB6 7JJ

Pharmacy reference: 9011513

Type of pharmacy: Internet / distance selling

Date of inspection: 10/02/2022

Pharmacy context

This is an internet pharmacy in an office unit on an industrial estate. It is closed to the public. The pharmacy dispenses prescriptions. And it sells medicines and provides health advice through its website <https://www.pprx.co.uk/> . It delivers its medicines to people by post using a track and trace system. The inspection was conducted during the COVID-19 pandemic after restrictions in England had lifted.

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 has adequate procedures to identify risk. It has written procedures to help ensure that it works safely. And it has insurance to cover its services. The pharmacy can keep the records it needs to. It protects people's private information. And it knows how to protect the safety of vulnerable people.

Inspector's evidence

The pharmacy was closed to the public. And it offered its services over the internet. The most frequent visitors to the pharmacy were delivery drivers from the pharmacy's wholesalers. The pharmacy team consisted of the regular responsible pharmacist (RP) only. The RP was also the superintendent (SP). The pharmacy had opened less than two months previously and activity was low. But the RP was in the process of marketing and developing the pharmacy's services. The RP generally worked alone, and he kept the pharmacy clean and tidy. He had access to hand washing facilities and hand sanitiser. And he had access to personal protective equipment in the form of gloves and masks if he needed them.

The pharmacy had an NHS contract. And most of the prescriptions it dispensed were NHS electronic prescriptions. It had also dispensed a small number of paper prescriptions. And it could dispense private prescriptions, but at the time of the inspection it had not yet had any. People were required to register their details on the pharmacy's website. And after giving their consent and their doctor's details, the pharmacy could access their prescriptions. The RP could also request repeat prescriptions for people who wanted him to. People could request their prescriptions through the website or through the pharmacy's 'app'. Not many people had used the app yet, but the RP hoped that this would increase as the business grew. The pharmacy sent its medicines to people by registered post, aiming to deliver them by the following day. The pharmacy had a system in place for recording its mistakes. But it had not yet had to use it. The RP agreed that it was important to keep a record of any mistakes he made. And to review them regularly. He recognised that it was important to learn as much as possible from mistakes. The RP and inspector discussed that records should identify what could be done differently next time to prevent future mistakes and promote continued improvement. The pharmacy had standard operating procedures (SOPs) in place. The RP had placed 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. And they could leave a review on the website. The pharmacy's website also gave details of the pharmacy's complaints procedure. And it provided information on how people could contact the pharmacy if they had any queries or were experiencing problems with the service. In general, the RP sought feedback through the pharmacy's online chat facility. In general, the pharmacy team had received many positive comments from people. It had received positive comments from people who preferred not to have to visit a pharmacy to get their medicines.

The RP could provide details of the local NHS complaints advocacy service and the Patient Advice and Liaison service (PALS) if necessary. But he generally dealt with customer concerns at the time. The pharmacy had professional indemnity and public liability arrangements so it could provide insurance protection for the pharmacy's services and its customers. It had professional indemnity and public liability insurance in place until 22 July 2022. It is understood that the pharmacy will renew its insurance arrangements for the following year when the current insurance cover is due to expire. In general, the

pharmacy kept its records in the way it was meant to. This included its controlled drug (CD) register. The RP recognised that the pharmacy should ensure that it keeps all of its essential records in the way that it should including the RP record. The pharmacy had systems for recording its private prescriptions and emergency supplies. But it had not yet had to use them.

The RP understood the need to protect people's confidentiality. And the inspector and RP discussed the importance of observing GDPR and data protection laws. Medicines were posted in plain packaging to prevent the contents from being identified. Confidential paper waste was shredded. And online systems were encrypted. People did not generally enter the pharmacy, so people's prescription details could be kept secure. The RP had completed appropriate safeguarding training. He knew where to report any concerns. And could access details for the relevant safeguarding authorities online. But he had not had any specific safeguarding concerns to report.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough staff with the right skills to manage its workload. The pharmacist is supported in his work. And he is comfortable about providing feedback to the owner, so that he can improve the quality of the pharmacy's services.

Inspector's evidence

At the time of the inspection the RP was the sole member of the team working at the pharmacy. As the SP he had produced the pharmacy's SOPs and tailored them to the pharmacy's ways of working. The RP was supported by the company director.

The pharmacy was quiet at the time of the inspection. But the RP was up to date with the workload. This included attending to people's queries online. The RP was able to make his own professional decisions in the interest of patients. And he felt supported by the director. He could also raise concerns with the director if he needed to.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy's premises provide a suitable environment for people to receive its services. They are tidy and organised. And they are sufficiently clean and secure.

Inspector's evidence

The pharmacy was in a room in an office unit which was on a busy industrial estate. The office unit had a reception area which was staffed during most of the pharmacy's opening hours. The pharmacy had a desk, and an area for dispensing and checking. And an area for packing medicines for delivery. It stored its medicines on shelving units which ran along one of the pharmacy's walls.

The RP kept the pharmacy clean. And stock on shelves was stored tidily. The pharmacy had access to staff facilities along the corridor nearby. Which it shared with the other occupants of the building. At the time of the inspection room temperatures were appropriate to keep staff comfortable and were suitable for the storage of medicines.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy provides its services safely. And it makes them adequately accessible for people. The pharmacy gets its medicines and medical devices from appropriate sources. And it makes the necessary checks to ensure that the pharmacy's medicines and devices are safe to use to protect people's health and wellbeing. The pharmacy stores its medicines properly.

Inspector's evidence

The pharmacy's website gave its times of operation. And a description of its services. The pharmacy could order people's repeat prescriptions for them. And while it could deliver prescriptions across the UK, the majority of people using its services lived within the local area. The pharmacy provided multi-compartment compliance packs for people living at home who needed them. The compliance packs used were disposable and clean. They were labelled with the person's name, the name of the medicine and the time the medicine was to be taken. The labelling directions on compliance packs gave the required advisory information to help people take their medicines properly. Compliance packs had also been labelled with a description of each medicine, including colour and shape, to help people to identify them. And patient information leaflets (PILs) were supplied with new medicines and generally with regular repeat medicines. The RP gave people advice on a range of matters. He did this through the pharmacy's online chat facility or by telephone. And he gave appropriate advice to anyone taking high-risk medicines. The RP had additional leaflets and information booklets on a range of medicines including sodium valproate. The pharmacy did not have anyone taking it who was in the at-risk group. The RP was aware of the precautions he would need to take, and counselling he would give, if it was to be prescribed for someone new. When selling medicines online, the pharmacy asked for people's consent to access their summary care records. And the RP monitored the amount and frequency of requests for pharmacy (P) medicines to make sure people's health was protected.

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. The RP understood the need to date-check the pharmacy's stocks regularly. And he knew to keep records to help him manage the process effectively. A random sample of stock checked by the inspector was in date. In general, short-dated stock was identified and highlighted. And the RP put any out-of-date and patient returned medicines into dedicated waste containers. The pharmacy stored items in a CD cabinet and fridge as appropriate. And it posted its fridge items in packaging which would keep the medicines at the appropriate temperature. It monitored its fridge temperatures to ensure that the medication inside was kept within the correct temperature range. The inspector and RP agreed that the system used for recording temperatures should demonstrate that fridge items had been stored at the correct temperature every day. The pharmacy responded promptly to drug recalls and safety alerts. But it had not had 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 pharmacy uses its facilities and equipment to keep people's private information safe.

Inspector's evidence

The pharmacy had the appropriate equipment for counting tablets and capsules and for measuring liquids. The RP had access to a range of up-to-date reference sources. And he had access to PPE, in the form of sanitiser, face masks and gloves, which were appropriate for use in pharmacies.

The pharmacy had one computer terminal which had been placed at the dispensing work- station. The computer was password protected. And the RP understood that he had to use his own smart card when working on PMRs, so that he 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.