

Registered pharmacy inspection report

Pharmacy Name: Verdun Pharmacy, 1 Verdun Road, London, SW13
9AN

Pharmacy reference: 9011621

Type of pharmacy: Internet / distance selling

Date of inspection: 01/03/2022

Pharmacy context

This is an internet pharmacy in a unit attached to a convenience store. It is closed to the public. The pharmacy dispenses prescriptions. And it sells medicines and provides health advice through its website <https://www.verdunpharmacy.co.uk/> . It delivers its medicines to people by post using a track and trace system or by face-to-face delivery. 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 two months previously and activity was low but increasing. The SP was in the process of promoting the pharmacy to local people and care homes. The SP generally worked alone, and he kept the pharmacy clean. 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 also dispensed private prescriptions. But at the time of the inspection it had dispensed only a small number. 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 smartphone 'app'. Not many people had used the app yet, but the RP hoped that this would increase as the business grew. People could also use the app to track the progress of their prescription and set up reminders to place their repeat requests. The pharmacy used baskets to keep people's prescriptions and medicines together during dispensing. And it sent its medicines to people by registered post, aiming to deliver them by the following day. The RP also delivered medicines to people living close-by. 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. The pharmacy's website provided information on how people could contact the pharmacy if they had a complaint, or if they needed to speak to the RP in his role as SP. The RP also sought feedback through the pharmacy's app. 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. And one member of the public had placed a positive review on google.

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 02 January 2023. 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, its RP record and its private prescription records. The pharmacy had systems for recording its emergency supplies. But it had not yet had to use them. The RP recognised that the pharmacy should ensure that it keeps all of its essential records in the way that it should such as those for recording CDs which had been returned for destruction by people.

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 and ensuring that the RP kept his knowledge up to date. Medicines were posted in plain packaging to prevent the contents from being identifiable. 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 by the pharmacy's owner. And he keeps staffing under review to ensure that the quality of the pharmacy's services remains safe and effective.

Inspector's evidence

The RP was a director of the company which owned the pharmacy. The company was a family business. And it owned the convenience store that the pharmacy was attached to. The RP ran the pharmacy independently of the convenience store. But he felt supported by the company's other directors. The RP was the only member of the pharmacy team. But pharmacy activity was at a level which the RP could manage on his own. And he was up to date with the workload. This included attending to people's queries and requests on the pharmacy's smartphone app. The RP described how he would introduce additional team members as appropriate. He would review the need for additional staff if the workload increased to a stage where it needed more staff to manage it. And to maintain the quality of the pharmacy's services. The RP was also the superintendent pharmacist (SP). As the SP he had produced the pharmacy's SOPs and tailored them to the pharmacy's ways of working. The RP was able to make his own professional decisions in the interest of patients. He could also raise concerns with the company's other directors 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 sufficiently tidy, clean and secure.

Inspector's evidence

The pharmacy was in a room which had formerly been part of the convenience store. It had a door connecting it to the store, but the door was kept locked. And it had a coded keypad. The pharmacist was the only person who had the code for the keypad. The pharmacy was long and narrow. It had work benches on either side, with shelves above for storing medicines and other items. And it had shelves and drawers below. It had an area for dispensing and checking. And an area for packing medicines for delivery. The RP kept the pharmacy clean. And stock on shelves was stored tidily. The pharmacy had its own staff facilities. At the time of the inspection room temperatures were appropriate to keep staff comfortable and were suitable for the storage of medicines. The RP and inspector discussed the importance of keeping work surfaces clutter free.

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 asked for people's consent to access their summary care records when appropriate. And he gave people advice on a range of matters. He did this through the pharmacy's online chat facility, through the app or by telephone. And he gave appropriate advice to anyone taking high-risk medicines. The pharmacy did not have anyone currently taking sodium valproate. 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. 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 inspector and RP agreed that all the pharmacy's medicines for dispensing should be kept in the manufacturer's original packaging. 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 would post its fridge items in packaging which would keep the medicines at the appropriate temperature. The pharmacy monitored its fridge temperatures to ensure that the medication inside was kept within the correct temperature range. On the day of inspection the pharmacy introduced a system for responding promptly to drug recalls and safety alerts. And the RP checked that the pharmacy 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 used 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. The pharmacy had a shredder for disposing of confidential paperwork safely.

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.