

# Registered pharmacy inspection report

**Pharmacy Name:** Clinica Private Healthcare, 163-165 Uxbridge Road,  
London, W13 9AU

**Pharmacy reference:** 9011642

**Type of pharmacy:** Community

**Date of inspection:** 15/02/2022

## Pharmacy context

A privately run, high street pharmacy in a private medical clinic. The pharmacy had been open for approximately 5 months. It did not have an NHS contract. But dispensed private prescriptions. And it had a small selection of medicines for sale. It also gave advice. The inspection was conducted during the COVID-19 pandemic after restrictions in England had mostly 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
<b>1. Governance</b>	Standards met	N/A	N/A	N/A
<b>2. Staff</b>	Standards met	N/A	N/A	N/A
<b>3. Premises</b>	Standards met	N/A	N/A	N/A
<b>4. Services, including medicines management</b>	Standards met	N/A	N/A	N/A
<b>5. Equipment and facilities</b>	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 its team members work safely. And it has appropriate insurance to cover its services. The pharmacy knows how to protect the safety of vulnerable people. The pharmacy protects people's private information, and it keeps the records it needs to.

### Inspector's evidence

The pharmacy had started trading just over five months previously and activity was low. The responsible pharmacist (RP) worked part-time and shared RP duties with the superintendent pharmacist (SP). When on duty, both pharmacists generally worked alone, and they kept the pharmacy clean and tidy. They had access to hand washing facilities and hand sanitiser. And they had access to personal protective equipment in the form of gloves and masks if they needed them. The pharmacy and healthcare clinic had placed hand sanitiser at different locations in the premises for the team and other people to use.

The pharmacy had a system in place for recording its mistakes. But it had not had to use it yet. The RP agreed that it was important to keep a record of any mistakes she made. And to review them regularly. She recognised that it was important to learn as much as possible from mistakes. And 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 her RP notice on display showing her name and registration number as required by law.

The pharmacy had a complaints procedure. It did not have any information on view to assist people who wanted to raise a concern. But people could contact the team through the Clinica website, or they could give feedback in person at the premises. Team members would record the details of the complaint and would resolve it at the time where possible. The team could also provide people with details of how to take their complaint further if necessary. And could provide details of the local NHS complaints advocacy service and the Patient Advice and Liaison service (PALS) if required. The pharmacy had professional indemnity and public liability arrangements in place to cover its services. It is understood that the pharmacy will renew its insurance arrangements for the following year when its current insurance cover is due to expire. In general, the pharmacy kept its records in the way it was meant to. This included records for private prescriptions and the RP record. The RP recognised that the pharmacy should ensure that all of its essential records are kept in the way they should be.

The RP understood the need to protect people's confidentiality. Confidential paper waste was shredded. And people's details could be kept secure. RPs had completed the appropriate safeguarding training. The pharmacy could access details for the relevant safeguarding authorities online. But it 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 her work. And she is comfortable about providing feedback to the owner, so that she 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. The RP worked at the pharmacy four days per week. And the SP was the RP on the remaining two days. The SP had produced the pharmacy's SOPs and tailored them to the pharmacy's ways of working. The RP was supported by the company director who was also present to oversee the medical centre's other services.

The pharmacy was quiet at the time of the inspection. But the RP was up to date with the workload. The RP was able to make her own professional decisions in the interest of patients. And she felt supported by the director. She could also raise concerns with the director if she needed to.

## Principle 3 - Premises ✓ Standards met

### Summary findings

The pharmacy's premises provide an appropriate environment for people to receive its services. They are tidy and organised. And they are suitably professional looking, clean and secure.

### Inspector's evidence

The pharmacy's premises had a small retail area and a medicines counter. It also had a small dispensary. And a consultation room. The team followed a cleaning routine to ensure that contact surfaces were clean. And so, the pharmacy was clean and tidy. The dispensary had a single small run of dispensing bench. Team members generally tackled one task at a time. They did this to keep work surfaces free of unnecessary clutter. And to ensure that each prescription and its items were kept separate from one another. The pharmacy shared a staff room and staff facilities with team members from the wider Clinica healthcare team. Overall, the pharmacy was clean and tidy. 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 also advertised its services on its frontage. And it supplied patient information leaflets (PILs) with its medicines. The RP gave people advice on a range of matters. She generally did this face-to-face or on the phone. She could give appropriate advice to anyone taking high-risk medicines. The RP had additional leaflets and information booklets on a range of medicines. The pharmacy did not currently have anyone taking sodium valproate. But the RP was aware of the precautions she would need to take, and the counselling she would give, if it was to be prescribed for someone new. The pharmacy offered a private flu vaccination service from its consultation room but to date it had not administered any. The RP hoped to have the service ready and fully available to people by the start of the next flu season.

The pharmacy obtained its medicines and medical devices from suppliers holding the appropriate licences. It stored its medicines appropriately and in their original containers. And stock on its shelves was tidy and organised. The RP understood the need to date-check the pharmacy's stocks regularly. And she knew to keep records to help her to 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 RP was also aware of the need to dispose of hazardous waste items in the appropriate containers. The pharmacy stored items in a CD cabinet and fridge as appropriate. The pharmacy 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 have 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 its 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 she had access to PPE, in the form of sanitiser, face masks and gloves, which were appropriate for use in pharmacies. The pharmacy had a lockable medical fridge and a CD cabinet which had been appropriately secured into place.

The pharmacy had one computer terminal which had been placed at the dispensing work- station. The computer was password protected. And access to PMR details was limited to pharmacy staff only to 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.