

Registered pharmacy inspection report

Pharmacy Name: Rowlands Pharmacy, 20 Castle Street, Conwy, Conwy, LL32 8AY

Pharmacy reference: 9011785

Type of pharmacy: Community

Date of inspection: 09/06/2022

Pharmacy context

The pharmacy is situated amongst other retail shops, in the town of Conwy, north Wales. The pharmacy premises are accessible for people, with adequate space in the retail area. The pharmacy sells a range of over-the-counter medicines and dispenses both private and NHS prescriptions. It has a consultation room available for private conversations. And some prescriptions are dispensed off-site at a hub pharmacy.

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	1.2	Good practice	The pharmacy records and analyses adverse dispensing incidents to identify learning points which are then incorporated into day to day practice to help manage future risk.
		1.7	Good practice	All members of the pharmacy team receive regular training and assessment to make sure they know how to protect confidential information.
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 manages the risks associated with its services and protects peoples' information. Members of the pharmacy team work to professional standards and are clear about their roles and responsibilities. They record their mistakes so that they can learn from them. And act to help stop the same sort of mistakes from happening again. The pharmacy keeps the records required by law.

Inspector's evidence

There were up to date standard operating procedures (SOPs) for the services provided, with sign off records showing that members of the pharmacy team had read and accepted them. Team members completed online training modules to demonstrate they had read and understood each SOP. Roles and responsibilities of staff were set out in SOPs. A member of the pharmacy team was able to clearly describe her duties.

The pharmacy team members adhered to social distancing measures when possible. For example, they maintained a minimum of a two-metre distance from colleagues during the dispensing process. All team members wore personal protective equipment (PPE) throughout the day, which included a facial mask. And they had access to alcohol hand gel. The pharmacy manager had carried out covid-19 risk assessments for the pharmacy and for individual team members prior to relocation.

Dispensing errors were reported on the computer system and learning points were included. Near miss incidents were recorded on a log and were discussed with the pharmacy team member at the time they occurred. The near miss records were regularly reviewed for trends and patterns, with the outcome of the review fed back to the pharmacy team. The pharmacy team provided examples of how they had learnt from near miss incidents or dispensing errors. For example, different formulations of Adcal tablets had been separated because of several near miss incidents with this medicine. The pharmacist clinically checked prescriptions prior to being accuracy checked by the accuracy checking pharmacy technician (ACPT). The pharmacist's initials were added to the prescription to indicate the clinical check had been done.

A complaints procedure was in place. And copies of a practice leaflet explaining the complaints process were present in the retail area. The pharmacist explained that he aimed to resolve complaints in the pharmacy at the time they arose, but he would refer to head office if necessary. A customer satisfaction survey was carried out annually. The company had professional indemnity insurance in place. The correct responsible pharmacist notice was displayed conspicuously. The emergency supply record, private prescription record, unlicensed medicines (specials) record, and the CD register were in order. CD running balances were kept and audited regularly. Patient returned CDs were recorded appropriately. The responsible pharmacist (RP) record was generally in order but had the time the RP ceased their duty missing from some occasions in the last six months. This meant it wasn't always clear when an RP had been present.

The pharmacy team shredded confidential waste and confidential information was kept out of sight of the public. The pharmacy team completed information governance training when they commenced their employment and then received refresher training and assessment on an annual basis. Computers

were all password protected and faced away from the customer. Assembled prescriptions awaiting collection were being stored in a manner that protected patient information from being visible. A privacy notice was displayed, and a practice leaflet was present, with both explaining how the pharmacy used patient's personal data. The pharmacy team had read the safeguarding policy, and the pharmacist had completed level 2 safeguarding training. There were details of local safeguarding contacts available.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough staff to manage its workload safely. And the team members are comfortable about providing feedback to the pharmacist. The pharmacy enables its team members to act on their own initiative and use their professional judgement. And the team has access to ongoing training.

Inspector's evidence

There was a locum pharmacist, a pharmacy manager who was undertaking NVQ level 3 training, an accuracy checking pharmacy technician (ACPT), a pharmacy technician, and two dispensers. The usual staffing level included two additional dispensers and a trainee dispenser. The pharmacy team worked well together in a busy environment and managed the workload adequately. The pharmacy team participated in ongoing training using an e-learning platform. The team members had completed an online training module on Information Governance in May 2022. A member of the pharmacy team explained that training was completed when the workload permitted.

The pharmacy team were aware of a whistle blowing policy in place and knew how to report concerns about a member of the team if needed. Details outlining the policy were available for the team to refer to. The pharmacy team members had not received an appraisal with the pharmacy manager in the last year. This meant there was a missed opportunity to help them improve. They said that the pharmacy manager was approachable, supportive and they were more than happy to ask her questions when needed.

A member of the pharmacy team covering the medicines counter was clear about her role. She knew what questions to ask when making a sale and when to refer the patient to a pharmacist. She was clear which medicines could be sold in the presence and absence of a pharmacist and was clear what action to take if she suspected a customer might be abusing medicines such as Nurofen Plus which she would refer to the pharmacist for advice. The pharmacist said there were no specific professional service targets in place, in his role as locum.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy is clean and generally tidy. It is a suitable place to provide healthcare. It has a consultation room so that people can have a conversation in private.

Inspector's evidence

The pharmacy was clean and generally tidy. It had a waiting area. The temperature in the pharmacy was controlled by air conditioning units. Lighting was good. The pharmacy team cleaned the floor, dispensing benches and sinks regularly, and a record was kept.

The premises were maintained in a good state of repair. Maintenance problems were reported to a facilities management company. The pharmacy team had use of a WC with wash hand basin and antibacterial hand wash. The consultation room was uncluttered and clean in appearance. This was usually kept locked until access was required.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy's services are easy to access. And it generally manages and provides them safely. But members of the pharmacy team do not always know when high-risk medicines are being handed out. So, they may not always make extra checks or give people advice about how to take them. The pharmacy sources medicines safely and carries out some checks to help make sure that medicines are in good condition and suitable to supply.

Inspector's evidence

The pharmacy, consultation room and pharmacy counter were accessible to all, including people with mobility difficulties and wheelchairs. There was a selection of healthcare leaflets in the retail area. The opening hours were displayed. The pharmacy had a prescription retrieval area where assembled prescriptions awaiting collection were stored tidily on hanging rails. Schedule 2 CD prescriptions were highlighted with a CD sticker attached to the assembled prescription bag, to act as a prompt for team members to add the CD and to check the date on the prescription before handing out. The pharmacy team were not highlighting schedule 3 or 4 CD prescriptions. This meant there was an increased possibility of supplying a schedule 3 or 4 CD on an expired prescription.

Prescriptions for warfarin, methotrexate and lithium were not highlighted. Therefore, there was a missed opportunity for the pharmacist to provide the appropriate counselling when handing out the prescription. The pharmacy team were aware of the risks associated with the use of valproate during pregnancy. An audit of valproate had been carried out and two people who met the risk criteria had been identified. Both patients had been flagged to the prescriber for review. The pharmacy had patient information resources to supply with valproate.

The workflow in the pharmacy was organised into separate areas with dispensing bench space and designated checking areas for the pharmacist and ACPT. Dispensed by and checked by boxes were initialled on the medication labels to provide an audit trail. Baskets were used to separate prescriptions, to reduce the risk of medicines becoming mixed up during dispensing.

The pharmacy manager explained the process for delivering prescriptions to people. Due to Covid-19 restrictions, with verbal consent of the patient, the delivery driver was adding a signature to the delivery record book when a delivery had taken place. If nobody was available to accept a delivery a note was left, and the medicines were returned to the pharmacy.

The pharmacy sent some people's repeat prescriptions to be dispensed offsite at a hub. An ACPT provided a detailed explanation and demonstration of how this service worked in practice. Once the prescription was received from the GP it was clinically checked by a pharmacist and accuracy checked by the ACPT. The accuracy check involved checking that the prescription data had been correctly inputted before it was sent to the hub. An audit trail for these tasks was kept on the computer. Each stage of the process was clearly defined, and the pharmacy team were able to track this. If a prescription request was sent to the hub from the pharmacy on a Monday it was assembled and received back in the pharmacy on a Wednesday. The pharmacy team informed people of the timescales and turnaround times for their repeat prescriptions to be dispensed offsite and if necessary, prescriptions were dispensed locally by the branch. Once the assembled prescription was received back

from the hub, it was matched up with the respective prescription form and placed in the retrieval area. Fridge medicines and CDs were dispensed locally by the pharmacy and not the hub.

The ACPT provided a demonstration of how the Pharmaself 24 prescription collection unit worked. A barcoded sticker was attached to the assembled prescription bag to identify it was to be placed inside the collection unit. The ACPT used the collection unit scanner to scan the barcode and she determined what size of storage was required in the unit. The assembled prescription was placed inside the collection unit and an automated grabber stored the prescription away. Once stored, the patient received an automatically generated text to let them know their prescription was ready. This included a four-digit code to be entered upon collection. An online audit trail was in place for the storage and collection of prescriptions.

Stock medications were sourced from licensed wholesalers and specials from a licensed manufacturer. Stock was stored tidily. CDs were stored appropriately. Patient returned CDs were destroyed using denaturing kits. There was a clean medicines fridge, equipped with a thermometer. The minimum and maximum temperature was being recorded daily. Fridge medicines were dispensed into clear bags and an assembled prescription for insulin was stored in the fridge in a clear bag. A member of the pharmacy team explained that the insulin box was shown to the patient upon collection to confirm it was what they were expecting. The pharmacy had a large quantity of patient returned medicines that were stored untidily, in an area situated off the dispensary. This meant there was an increased possibility of an adverse health and safety incident occurring for team members. The pharmacy manager explained that she had requested additional DOOP bins to be supplied, and for patient returned medicines to be collected more frequently by the authorised carrier.

The medication stock had been divided up into sections for date checking purposes, with different sections date checked periodically. Short-dated medicines were highlighted. No out-of-date stock medicines were present from a number that were sampled. The date of opening for liquid medicines with limited shelf life was added to the medicine bottles. Alerts and recalls were received via email from the NHS and head office. These were read, acted on by a member of the pharmacy team, but no record was kept. Therefore, the pharmacy was unable to demonstrate how alerts had been dealt with.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the equipment it needs to provide services safely. It is used in a way that protects privacy. And the electrical equipment is regularly tested to make sure it is safe.

Inspector's evidence

The pharmacy team used the internet to access websites for up-to-date information. For example, Medicines Complete. Copies of the BNF and BNFc were present. Any problems with equipment were reported to the head office. All electrical equipment appeared to be in working order. According to the PAT test stickers attached, the electrical equipment had been PAT tested in November 2021.

There was a selection of liquid measures with British Standard and Crown marks. Designated measures were used for methadone. The pharmacy had equipment for counting loose tablets and capsules, including tablet triangles. Computers were password protected and screens were positioned so that they weren't visible from the public areas. A cordless telephone was present, and it was used to hold private conversations with people when needed.

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.