

Registered pharmacy inspection report

Pharmacy Name: Boots, T2-L30-019 (Terminal 2, Level 30 – unit 19),
Airside Concourse, Manchester Airport Super Terminal, Atlanta
Avenue, Manchester, Greater Manchester, M90 3HG

Pharmacy reference: 9011969

Type of pharmacy: Community

Date of inspection: 30/04/2024

Pharmacy context

This pharmacy is in the airside departure lounge of an international airport terminal. It is open extended hours seven days a week. It mainly sells over the counter (OTC) medicines, and it provides an anti-malaria prophylaxis consultation service.

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 manages its risks adequately. The pharmacy team follows written instructions to help make sure it provides safe services. Pharmacy team members receive training on protecting people's information, and they understand their role in protecting and supporting vulnerable people. And the pharmacy keeps the records it needs to by law.

Inspector's evidence

The pharmacy had written procedures for selling OTC medicines, which team members had read and understood. It had complaint handling procedures, so staff members knew how to respond to any concerns.

The pharmacy had professional indemnity insurance for the services it provided. The RP, who was one of three regular pharmacists, displayed their RP notice, so the public could identify them. The pharmacy maintained the records required by law for the RP. The pharmacy did not supply prescription only medicines, so it did not need a provision to record them.

The pharmacy kept records of anti-malaria OTC consultations and any prophylaxis medicine it subsequently supplied. These records were retained for two years. Pharmacy team members had completed data protection training. All the pharmacists had level three safeguarding accreditation, and the other staff members had completed company safeguarding training.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough staff to provide safe and effective services. Team members work well together.

Inspector's evidence

The pharmacy employed three regular pharmacists, all of whom were Boots employees. The pharmacy was recruiting another full-time pharmacist. In the interim three Boots relief employee pharmacists were providing cover at the pharmacy.

The manager and assistant manager were qualified as medicines counter assistants (MCAs). The second assistant manager, who was a trainee MCA, had almost completed their training.

The OTC medicines counter only opened when a pharmacist was present. The pharmacy reviewed airline flight departure schedules for workforce planning one month in advance. This helped to make sure there was a pharmacist and enough team members during peaks in service demand. A pharmacist always manned the counter when the pharmacy was open. An MCA was available if needed, but they were not usually required. So, the pharmacy had enough staff for the service it provided, and it did not experience sustained workload pressures.

Staff members worked well both independently and collectively and they used their initiative to manage their assigned roles and required minimal supervision. Team members used private online channels to communicate with each other, which helped to maintain service quality and address any issues.

Principle 3 - Premises ✓ Standards met

Summary findings

The premises are clean, secure and suitable for the pharmacy's services. It has areas where people can have confidential conversations with pharmacy team members and maintain their privacy.

Inspector's evidence

The pharmacy was situated in a purpose-built retail store unit, alongside other shops and restaurants around the airside departure lounge concourse. The whole store constituted the registered pharmacy premises.

The store was modern and professional in appearance and retail fittings were suitably maintained. The medicine counter, which occupied a small section of the premises, could accommodate the number of people who usually presented at any one time. The pharmacy did not have a dispensary because it did not prepare or supply prescription medicines.

The medicine counter was located away from the main retail area of the premises. So, team members could have confidential discussions with people without others overhearing their conversation. The level of cleanliness was appropriate for the services provided.

Blinds covered the pharmacy only medicine shelves behind the medicines counter when the counter was closed. The store was usually open before and after the medicine counter operated. A staff member was always on the retail floor while the store was open. They monitored medicine counter security when the counter was closed to prevent unauthorised persons gaining easy access to pharmacy only medicines. Retractable belt barriers were placed around the medicines counter to signify when it was closed and deter people from approaching it.

Staff members could secure the premises to prevent unauthorised access. Shutters were installed to secure the store when it was closed. The CCTV system stored a rolling two-week video record that was accessed remotely. The pharmacy team regularly completed security audits to help protect medicines from unauthorised access.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy's working practices are generally effective, which helps make sure people receive safe services. It gets its medicines from licensed suppliers.

Inspector's evidence

The OTC medicines counter opening times varied between 4am to 8pm across the week depending on flight schedules. The pharmacy planned to increase the medicine counter opening times to match the store's times when it recruited a fourth regular pharmacist. The pharmacy had agreed with the airport authority to make sure the medicine counter was open from the first passenger entering through airport security each morning to the last passenger passing through the departure gate each evening, including when flights are delayed. This helped to make sure people had access to OTC medicines and associated advice.

As part of the OTC anti-malaria prophylaxis consultation service the pharmacy team checked the traveller's destination and duration of their stay. The team checked Boots' latest information on the appropriate OTC anti-malaria prophylaxis medicine suitable for their destination. The team also verified if people had specific conditions or were taking medication that may affect their suitability to receive medication. The pharmacist routinely provided mosquito bite avoidance and travel health advice and reminded people that the medication supplied may not be effective if they delayed taking it.

The pharmacy obtained its medicines from a range of MHRA licensed pharmaceutical wholesalers and stored them in an organised manner. The pharmacy did not stock any prescription only medicines (POMs). The team assisted people who needed their prescription medication urgently by checking if the other pharmacy located in the airport had stock or by signposting them to a pharmacy at their destination. But, the pharmacy rarely received urgent requests for prescription medicines.

Pharmacy team members understood what questions to ask people when selling medicines to make sure requests were appropriate. This included refusing to sell OTC medication to travellers who requested large quantities of products including higher risk medicines, such as opiated based pain killers, sleep aid medicines, and promethazine tablets .

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy team has the equipment and facilities that it needs for the services it provides. The equipment is appropriately maintained and used in a way that protects people's privacy.

Inspector's evidence

The team kept the pharmacy's sink clean; it had hot and cold running water and an antibacterial hand sanitiser. The team members had online access to the British National Formulary (BNF) and Medicines Complete, which contained information on the safe and effective use of medicines.

The team had facilities to secure people's OTC anti-malaria prophylaxis consultation records. This helped to protect their confidentiality.

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.