

Registered pharmacy inspection report

Pharmacy Name: Allied Pharmacy Skelton Lane, 3 Skelton Lane,
Woodhouse, Sheffield, South Yorkshire, S13 7LY

Pharmacy reference: 9011998

Type of pharmacy: Community

Date of inspection: 05/10/2023

Pharmacy context

This community pharmacy is in a residential area of the area of Woodhouse in the city of Sheffield. Its main services include dispensing NHS and private prescriptions and selling over-the-counter medicines. It provides some people with their medicines in multi-compartment compliance packs and provides a seasonal 'flu vaccination and COVID-19 vaccination service. And it delivers some medicines to people's homes.

Overall inspection outcome

Standards not all met

Required Action: Improvement Action Plan

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 not all met	2.2	Standard not met	The pharmacy does not always ensure that it enrolls its team members on accredited courses relevant to their roles
3. Premises	Standards met	N/A	N/A	N/A
4. Services, including medicines management	Standards not all met	4.3	Standard not met	The pharmacy cannot demonstrate that it stores its medicines requiring cold storage appropriately. This increases the risk of people being supplied medicines that are not fit for purpose.
5. Equipment and facilities	Standards met	N/A	N/A	N/A

Principle 1 - Governance ✓ Standards met

Summary findings

The pharmacy provides its team members with a set of written procedures to support them in managing its services. The pharmacy keeps people's sensitive information secure, and its team members are adequately equipped to safeguard vulnerable adults and children. The pharmacy has a process for team members to record and reflect on mistakes made during the dispensing process. But team members do not record every mistake made and so they may find it difficult to identify specific trends.

Inspector's evidence

The pharmacy had a set of written standard operating procedures (SOPs) available to its team members. The SOPs provided the team members with information to help them complete various tasks. For example, managing controlled drugs (CDs). The SOPs had been created by the pharmacy's head office team. Team members read the SOPs periodically. Once they had read and understood a particular SOP, they were required to sign a document confirming the process had been completed. Some team members explained they had read the SOPs relevant to their role but had not signed the sheet. The SOPs were reviewed every two years. The reviews were completed to ensure the SOPs accurately reflected the pharmacy's practices.

The pharmacy had a process to record mistakes made during the dispensing process which were identified before a medicine was supplied to a person. These mistakes were known as near misses. The pharmacy used a paper log for team members to use for recording near misses. Team members didn't record details of each near miss and had not made any entries since the beginning of September 2023. There were sections within the log for team members to record the cause of a near miss and any action taken to prevent a similar mistake happening again. But team members didn't complete these sections. This may make it difficult for them to identify any trends or patterns and make specific changes to the way they worked to improve patient safety. The team used an electronic reporting system to help report dispensing incidents that had reached people. Team members described the process which included a team meeting to discuss the incident and raise awareness. The report was written by the pharmacy manager. Team members were unable to demonstrate any historic records in the absence of the pharmacy manager. Team members described a recent incident where a person was supplied the incorrect strength of carbocysteine. Team members discussed ways to prevent this mistake happening again and decided to store the different strengths on separate shelves in the dispensary. The pharmacy had a procedure to support people to raise concerns about the pharmacy. It was outlined within leaflets available in the retail area. Any concerns or complaints were usually raised verbally with a team member. If the team member could not resolve the complaint, it was escalated to the pharmacy manager.

The pharmacy had current professional indemnity insurance. It was displaying an incorrect responsible pharmacist (RP) notice at the start of the inspection. This was rectified when the inspector notified the RP of the issue. A sample of the RP record inspected was not all completed correctly as on most days, pharmacists had failed to record the time their responsible pharmacist duties had ended. The importance of doing so was discussed with the team. The pharmacy kept records of supplies against private prescriptions. Some of these records didn't show clearly who had written the prescription. The pharmacy retained complete, electronic, controlled drug (CD) registers. And of the sample checked, the

team kept them in line with legal requirements. The team completed balance checks of the CDs at least each month. The inspector checked the balance of a randomly selected CD which were found to be correct. The pharmacy kept complete records of CDs returned to the pharmacy for destruction.

The team held records containing personal identifiable information in areas of the pharmacy that only team members could access. The team placed confidential waste into a separate container to avoid a mix up with general waste. The waste was periodically destroyed via a third-party contractor. Team members understood the importance of securing people's private information. The pharmacy didn't have a formal written procedure to help the team raise concerns about safeguarding of vulnerable adults and children. Two team members confirmed they had completed some training on the subject. Team members described hypothetical safeguarding situations that they would feel the need to report. They explained they would use the internet to access the contact details of the local safeguarding team.

Principle 2 - Staffing Standards not all met

Summary findings

The pharmacy does not always ensure it enrolls its team members on accredited training courses relevant to their roles. However, it employs enough team members to manage the dispensing workload efficiently. Team members that are enrolled on training courses are well supported by the pharmacy to help them complete their courses effectively. Team members can provide feedback on the way the pharmacy functions to help improve service delivery.

Inspector's evidence

The RP was a locum pharmacist who had not worked at the pharmacy previously. The pharmacy had not had a regular pharmacist for several months. During the inspection the RP was supported by a full-time accuracy checking technician, four full-time qualified pharmacy assistants and a full-time counter assistant. Another team member was seen working in the dispensary who had been employed by the pharmacy for around 12 months. The team member was completing various dispensing tasks including dispensing multi-compartment compliance packs. The team member was not a qualified dispenser and was not enrolled on an approved dispenser training course. The pharmacy employed other team members who were not present during the inspection. These were a full-time pharmacy assistant (who was the pharmacy manager), a full-time accuracy checking technician and a full-time delivery driver. One half of the team managed the process of dispensing medicines into multi-compartment compliance packs and the other half concentrated on managing the dispensing of acute and repeat prescriptions. Throughout the inspection, team members were observed working efficiently. Team members were supporting each other in completing various tasks. They could cover each other's absences by working additional hours if required, however team members explained this was not common as they felt they had enough team members to efficiently manage the workload.

The pharmacy didn't provide a formal training programme to its qualified team members. But they did do some ongoing training which included reading pharmacy-related press material, which they mostly did outside of working hours. One pharmacy assistant had recently completed their dispensing qualifications. The team member explained they received protected training time during their working hours to support them in completing their course. Team members engaged in an appraisal process. The process had previously included team members being asked to complete a pre appraisal form to record their development goals. The process had recently moved to an informal conversation between the pharmacy's manager and the team member. Team members explained how they would raise any concerns with the manager and felt comfortable providing feedback to help improve the pharmacy's services. Team members had recently supported improving the way the pharmacy stored its medicines which helped reduce near misses. The team was set some targets to achieve by the pharmacy's owners. These included the number of prescriptions dispensed and retail sales. Team members felt the targets were generally achievable and were not under any significant pressure to achieve them.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy premises are appropriately maintained and are suitable for the services the pharmacy provides. The pharmacy has the facilities for people to have private conversations with team members.

Inspector's evidence

The premises were modern, spacious, well maintained and kept clean and hygienic. There were several spacious benches for the team to use during the dispensing process. Throughout the inspection, these benches were kept well organised with baskets containing prescriptions and medicines awaiting a final check stored in an orderly manner. There were clearly defined areas used for the dispensing process and there was a separate bench used by the RP to complete the final checking process. This helped reduce the risk of mistakes being made within the dispensing process. The pharmacy had ample space to store its medicines. Floor spaces were kept clear from obstruction. There were two signposted, private consultation rooms. One of the rooms had recently been used to dispense multi-compartment compliance packs. Team members confirmed that the room was not accessible to the public. There was a large storage space at the rear of the premises. The space was used to store bulk quantities of medicines. The medicines were used by the pharmacy and transported to other pharmacies owned by the pharmacy's owners.

The pharmacy had separate sinks available for hand washing and for the preparation of medicines. There was a toilet, with a sink which provided hot and cold running water and other facilities for hand washing. Team members controlled unauthorised access to restricted areas of the pharmacy. Throughout the inspection, the temperature was comfortable. Lighting was bright throughout the premises.

Principle 4 - Services Standards not all met

Summary findings

The pharmacy cannot demonstrate that it stores its medicines requiring cold storage appropriately. This increases the risk of people being supplied medicines that are not fit for purpose. The pharmacy provides a range of services to help people improve their health. And it makes these services easily accessible to people. The services are generally well managed by team members, and they help support people to take their medicines correctly

Inspector's evidence

The pharmacy's entrance was at the rear of the building. There was a large sign at the front of the building directing people to the entrance. There was a ramp to help people with wheelchairs or prams access the premises. The pharmacy advertised its opening hours and its services on the main entrance door and on an exterior wall. The pharmacy had a facility to provide large print labels to people with a visual impairment. Team members described how they supported people with a hearing impairment access the pharmacy's services. This included providing written messages to people and speaking slowly. Team members were aware of the Pregnancy Prevention Programme (PPP) for people in the at-risk group who were prescribed valproate, and of the associated risks. The pharmacy had recently started providing a seasonal 'flu vaccination and COVID-19 vaccination service. Team members ensured the reminded people who were eligible for a 'flu vaccination the importance of being vaccinated.

Team members used various stickers to attach to bags containing people's dispensed medicines. They used these as an alert before they handed out medicines to people. For example, to highlight to the RP the presence of a fridge line or a CD that needed handing out at the same time. Team members signed the dispensing labels to keep an audit trail of which team member had dispensed and completed a final check of the medicines. They used dispensing baskets to hold prescriptions and medicines together which reduced the risk of them being mixed up. The pharmacy had owing slips to give to people when the pharmacy could not supply the full quantity prescribed. The pharmacy offered a delivery service and kept records of completed deliveries.

The pharmacy supplied several people living in their own homes and people living across several local care homes, with medicines dispensed in multi-compartment compliance packs. Team members dispensed the packs at the rear of the dispensary to reduce the risks of distractions from the retail area. Team members explained that the process of dispensing the packs was a significant part of the pharmacy's workload and they had taken several steps to help them manage the process safely and effectively. These steps included spreading the workload evenly over four, colour-coded weeks. Prior to beginning the dispensing process, team members checked prescriptions to ensure they were accurate. They kept electronic records of any changes that prescribers had authorised. For example, if a medicine's strength was increased or decreased. They recorded the date of authorisation and the name of the prescriber. The packs were supplied with patient information leaflets, and they were annotated with descriptions of the medicines inside.

The pharmacy stored pharmacy-only (P) medicines directly behind the pharmacy. The pharmacy checked the expiry date of the pharmacy's medicines every three months. But the team didn't keep any records to support this. No out-of-date medicines were found following a check of approximately 20 randomly selected medicines. Team members highlighted expiring medicines using alert stickers or by

marking the expiry date on the packaging using a highlighter pen. The pharmacy used four fridges for storing medicines that required cold storage. The team didn't check or record the fridges' temperature ranges to ensure they were operating correctly. On the day of the inspection, three of the fridges were operating outside of the correct ranges. The other fridge's LCD temperature display screen was faulty and so its temperature could not be checked during the inspection. The pharmacy received drug alerts via email. Team members actioned the alerts as soon as possible but didn't keep a record of the action taken.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the appropriately maintained equipment that it needs to provide its services. And it uses its equipment appropriately to help protect people's confidentiality.

Inspector's evidence

Team members had access to up-to-date reference sources including copies of the British National Formulary (BNF) and BNF for children. The pharmacy used a range of CE marked measuring cylinders. There were suitable adrenaline pens, sharps bins, plasters, and swabs to support the team in delivering 'flu and COVID-19 vaccinations.

The pharmacy stored dispensed medicines in a way that prevented members of the public seeing people's confidential information. It suitably positioned computer screens to ensure people couldn't see any confidential information. The computers were password protected to prevent any unauthorised access. The pharmacy had cordless phones, so that team members could have conversations with people in private.

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.