

Registered pharmacy inspection report

Pharmacy Name: Well, WH Smith, Airside Terminal 1, Birmingham Airport, Birmingham, West Midlands, B26 3QJ

Pharmacy reference: 9012410

Type of pharmacy: Community

Date of inspection: 26/11/2024

Pharmacy context

This is a pharmacy located inside a branch of WHSmith within the departure area of a large airport. Most people who use the pharmacy are airport passengers or people who work at the airport. The pharmacy opens extended hours all year round. It sells a range of over-the-counter medicines and provides healthcare advice. The pharmacy doesn't provide NHS services and it doesn't dispense prescriptions.

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 the risks associated with its services to make sure people receive appropriate care. It has written procedures to make sure the pharmacy team work safely. Members of the pharmacy team understand their role in protecting vulnerable people. And the pharmacy maintains the records it is required to keep.

Inspector's evidence

A range of standard operating procedures (SOPs) were in place which covered the operational activities of the pharmacy and the services provided. SOPs were available electronically on the pharmacy's intranet system. Team members had a personalised electronic learning (eLearning) library which could be accessed from the pharmacy computers or on their own devices. SOPs that were relevant to the individuals job role were uploaded to the individual eLearning library. Each SOPs had a 'test your understanding' style quiz at the end so team members could demonstrate that they had understood the content. Online SOPs allowed the pharmacist manager and head office to track when training had been completed and address any outstanding training requirements. Roles and responsibilities were defined within their job descriptions and the pharmacy's SOPs.

The pharmacy's sole business was the sale of over-the counter medicines. Its team routinely provided advice to people regarding the condition they were trying to treat. The team members used mobile phone applications to ask people questions or provide advice if they didn't speak the same language. A member of the team answered hypothetical questions related to requests for over-the-counter high-risk medicines, such as co-codamol, correctly.

The pharmacy had up-to-date professional indemnity insurance. The responsible pharmacist (RP) notice was clearly displayed, and the RP log met requirements. A notice was on display about the company's complaints policy.

Members of the team completed annual training on safeguarding and data protection, and completion was monitored by head office. The RP explained some of the safeguarding issues that may be specific to the airport and had a clear understanding of what she would do if she had concerns.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough team members to provide its services safely and effectively. And it encourages them to give feedback. The pharmacy provides its team members with the training and support they need. Staff know how to raise a concern if they have one.

Inspector's evidence

The pharmacy opened extended hours over seven days. The pharmacy team consisted of the pharmacist manager, three pharmacists and four medicine counter assistants. The pharmacist manager produced staffing rotas four weeks in advance and the pharmacists covered each other's holiday and other absences. Staff members working at the pharmacy needed airport security passes to gain access to the premises and needed to complete mandatory safety training to be approved for a security pass. The team appeared to work well together and with the staff within WHSmith's to make sure people were served promptly.

The pharmacy had an induction training programme for its staff. Its team members completed mandatory training which was monitored by the area manager and head office. The pharmacy's team members regularly discussed their performance and development needs with their line manager. Staff completed regular training while they were at work. The pharmacy team used an electronic communications application and had regular one to-one discussions to keep them up to date and to share learning. This was particularly useful due to the shift patterns that the team worked.

The team were encouraged to share their ideas with the pharmacist manager and area manager. The area manager gave several examples of suggestions that they team had made and explained how they had been considered and the outcome fed back. The company's whistleblowing policy was published on the intranet.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy is clean and tidy, and it provides a suitable environment for the delivery of healthcare services. It has a consultation room, so that people can speak to the pharmacy team in private when needed.

Inspector's evidence

The pharmacy consisted of a suitably sized kiosk and counter. It was bright, clean, modern and air conditioned. And it had the space it needed for the services it provided. The pharmacy was in a quieter area of WHSmith, so consultations were possible without other people overhearing. The pharmacy had a large consultation room. And the team used it as an office and break room and as they had not needed to use it as a consultation room.

The dispensary was clean and tidy and was cleaned by pharmacy staff and an in-store cleaner. A secure area of the stockroom was available for the pharmacy team to use as additional storage space. This was used during the summer months when the airport was busier and was empty at the time of the inspection. Excess stock was kept in a lockable cabinet in the consultation room and in drawers behind the counter. Pharmacy staff used bathroom facilities within the departure lounge, and these were cleaned by airport staff.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy provides its services safely. People with different needs can easily access the pharmacy's services. The pharmacy stores its medicines suitably and manages them well. So, the medicines it sells are safe for people to use.

Inspector's evidence

The pharmacy was open from 5am until 8pm Monday to Sunday. People could only enter the premises from one level. The airport itself was very accessible with lifts, escalators, and wide, open spaces.

The pharmacy did not dispense NHS or private prescriptions and did not provide any NHS or private pharmacy services. The pharmacy had a sales of medicines protocol available which team members followed. Staff were alert to the risks of people attempting to purchase products which could be abused or misused. A member of the team was observed asking appropriate questions when responding to requests for medicines. For example, asking people if they were pregnant or breastfeeding, taking any other medicines or had any health conditions.

The pharmacy obtained medicines and medical devices from licenced wholesalers. The team date-checked medicines for expiry regularly and explained the importance of stock rotation when putting deliveries away. Short-dated medicines were identified and removed from sale. The pharmacy had a system in place to deal with drug alerts. The pharmacy team checked the company system daily for recall information and would action this appropriately if needed. The pharmacy didn't have any stock that required refrigeration or controlled drugs that needed to be stored securely.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the equipment it needs to provide services safely. And it uses the equipment in a way to help protect private information.

Inspector's evidence

The pharmacy team had access to up-to-date reference sources. And its team could contact the superintendent pharmacist's office to ask for information and guidance. The pharmacy's computer was password protected. Its screen was positioned so only staff could see it. The pharmacy had lockable cupboards to keep its equipment secure when not in use.

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.