

Registered pharmacy inspection report

Pharmacy name: Pharmacy Express

Address: Unit 4 The Office Campus, Paragon Business Park, Red Hall Court, Wakefield, West Yorkshire, WF1 2UY

Pharmacy reference: 9012468

Type of pharmacy: Internet / distance selling

Date of inspection: 15/01/2025

Pharmacy context and inspection background

The pharmacy is in a suburb of Wakefield. It has an NHS distance selling to contract to dispense NHS prescriptions and deliver them to patients. The pharmacy supplies multi-compartment compliance packs to help several patients take their medicines. The pharmacy's website www.pharmacy-express.co.uk provides patients with details of the services offered and how to contact the pharmacy team. The pharmacy offers additional NHS services including the NHS seasonal flu vaccination service and the COVID vaccination service. It also provides a private weight loss service.

This was the first inspection of the pharmacy since it was registered.

Overall outcome: Standards not all met

Required Action: Improvement Action Plan

Follow this link to [find out what the inspections possible outcomes mean](#)

Standards not met

Standard 1.1

- The pharmacy does not have a complete set of written procedures to provide the team with

information to perform tasks supporting the delivery of the pharmacy services. There are no procedures for dispensing using the pharmacy's electronic patient medication record system which uses bar code scanning technology and for the private weight loss service. This means there is a risk that team members may not be following the correct procedures.

- The pharmacy has processes to identify and manage the risks with providing its private weight loss service. But it has not documented the identified risk and actions taken to mitigate these risks. So, it is difficult for the pharmacy to review and monitor the safety of this service.

Standard 1.6

- The pharmacy does not keep all the records required by law. It does not maintain a responsible pharmacist record. So, the pharmacy does not have a record of the pharmacists working in case of queries. The records of supplies of unlicensed medicines do not detail the prescriber or the patient the medication was supplied to.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy has a procedure for managing errors identified during the dispensing of prescriptions, known as near miss errors. Team members identify the cause of near miss errors and they take action to prevent them from happening again. But they do not keep records of these errors so it is difficult to identify patterns and review actions they take to ensure they remain appropriate.

Standard 4.3

- The pharmacy generally stores and manages its medicines as it should. But It sometimes removes medicines from the manufacturer's original packaging and does not correctly label the containers with batch number and expiry date. So, the team cannot effectively action safety alerts and drug recalls and cannot effectively check expiry dates of these medicines. This means there is a risk some medicines may not be fit to supply to patients.

Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Standards not all met

Table 1: Inspection outcomes for standards under principle 1

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
1.1 - The risks associated with providing pharmacy services are identified and managed	Not met	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	Area for improvement
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Met	
1.4 - Feedback and concerns about the pharmacy, services and staff can be raised by individuals and organisations, and these are taken into account and action taken where appropriate	Met	
1.5 - Appropriate indemnity or insurance arrangements are in place for the pharmacy services provided	Met	
1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained	Not met	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	
1.8 - Children and vulnerable adults are safeguarded	Met	

Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 2: Inspection outcomes for standards under principle 2

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
2.1 - There are enough staff, suitably qualified and skilled, for the safe and effective provision of the pharmacy services provided	Met	
2.2 - Staff have the appropriate skills, qualifications and competence for their role and the tasks they carry out, or are working under the supervision of another person while they are in training	Met	
2.3 - Staff can comply with their own professional and legal obligations and are empowered to exercise their professional judgement in the best interests of patients and the public	Met	
2.4 - There is a culture of openness, honesty and learning	Met	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Met	
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Met	

Principle 3: The environment and condition of the premises from which pharmacy services are provided, and any associated premises, safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 3: Inspection outcomes for standards under principle 3

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
3.1 - Premises are safe, clean, properly maintained and suitable for the pharmacy services provided	Met	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	
3.3 - Premises are maintained to a level of hygiene appropriate to the pharmacy services provided	Met	
3.4 - Premises are secure and safeguarded from unauthorized access	Met	
3.5 - Pharmacy services are provided in an environment that is appropriate for the provision of healthcare	Met	

Principle 4: The way in which pharmacy services, including management of medicines and medical devices, are delivered safeguards the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 4: Inspection outcomes for standards under principle 4

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
4.1 - The pharmacy services provided are accessible to patients and the public	Met	
4.2 - Pharmacy services are managed and delivered safely and effectively	Met	
4.3 - Medicines and medical devices are: obtained from a reputable source; safe and fit for purpose; stored securely; safeguarded from unauthorized access; supplied to the patient safely; and disposed of safely and securely	Met	Area for improvement
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	Met	

Principle 5: The equipment and facilities used in the provision of pharmacy services safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 5: Inspection outcomes for standards under principle 5

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
5.1 - Equipment and facilities needed to provide pharmacy services are readily available	Met	
5.2 - Equipment and facilities are: obtained from a reputable source; safe and fit for purpose; stored securely; safeguarded from unauthorized access; and appropriately maintained	Met	
5.3 - Equipment and facilities are used in a way that protects the privacy and dignity of the patients and the public who receive pharmacy services	Met	

What do the summary outcomes 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.