

Enforcement Action Summary – Improvement Notice

Pharmacy trading name: Westminster Park Pharmacy

Pharmacy address:

7 Castlecroft Road, Westminster Park, Chester, Cheshire, CH4 7QD

Premises registration number:

1029529

Enforcement action taken:

Issuing of an improvement notice - (Article 13 of the Pharmacy Order 2010)

Effective date:

26/03/2025

Premises standards failed:

1.1, 4.2

Summary:

An unannounced re-inspection of the pharmacy was carried out on 19 February 2025 after not met the standard on three consecutive inspections prior to this. Multiple issues were found with the pharmacy's stock management processes which resulted in people not receiving their medicines in a timely manner. This had also been identified at a previous inspection which had not been addressed. The concerns identified fall below the standards expected and increase the risk to patient safety.

Improvements required:

1. You must maintain appropriate stock levels to fulfil prescriptions and meet the needs of patients. You must record the number of prescription items owed each day and show that the number of prescription items owed each day has reduced until the next inspection has taken place.
2. You must implement a system to allocate available stock to prescriptions as they are received on a first come first basis. This ensures that when patients arrive, the required medications are reserved and ready for collection.

3. You must proactively communicate with patients and/or prescribers when stock issues arise. This also includes offering patients with alternative solutions to mitigate against any undue delays, such as referrals to nearby pharmacies, or ensure they are accurately informed about when their medications will be available. Records of communication must be retained to demonstrate this.
4. You must make sure the pharmacy has written policies and procedures relating to dispensing, assembly of prescriptions and stock management, including ordering of medicine stock, which are relevant, up to date and scheduled for regular reviews.
5. You must provide training for all staff members on the updated SOPs to ensure they understand and follow the written processes. Staff must document that they have received the training, read and understood the SOPs and agree to follow the SOPs.
6. You must check each member of staff's adherence to the SOPs at least once per week, and document and keep records of those checks until the next inspection has taken place.

Deadline for compliance:

24/05/2025

Outcome:

ongoing