

Enforcement Action Summary- Improvement Notice Met

Pharmacy trading name: Jhoots Pharmacy

Pharmacy address:

5-7 Wyre View, Knott End on Sea, Blackpool, Lancashire, FY6 0AE

Premises registration number:

1033264

Enforcement action taken:

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

Effective date:

26/03/2025

Premises standards failed:

1.7, 2.1, 3.1, 3.3 and 3.5

Summary:

The pharmacy was inspected on 11 March 2025 following information received by the GPhC. Multiple issues were found which showed that the pharmacy did not meet the standards for registered pharmacies. The issues included the accumulation of a large amount of confidential waste not being appropriately managed. The pharmacy did not always have a registered pharmacist present to undertake the role of the responsible pharmacist which restricted services. The pharmacy also had several maintenance issues which had not been resolved which posed a health and safety risk to members of the public and members of the pharmacy team. The concerns identified fall below the standards expected and increase the risk to patient safety.

Improvements required:

1. You must have an active and effective method to destroy confidential information or confidential waste. This includes:
 1. Removing the excess build-up of confidential waste which has accumulated in the pharmacy and providing evidence that this has been disposed of appropriately.
 2. Enabling an effective method to ensure confidential waste is destroyed promptly, to avoid future build-up.
 3. Ensuring members of the pharmacy team fully understand their roles and responsibilities when handling and storing confidential waste. Team members must document that they have received training on this.
2. You must have an effective business continuity plan in place which members of the team have access to. This includes:
 1. Making sure team members are clear about what tasks can and cannot be completed when there is no responsible pharmacist present.
 2. You must provide training for all team members relating to the Business Continuity plan so that they are aware of the correct action to take if the pharmacy cannot operate or if a responsible pharmacist is not present. Staff must document that they have received training on this, understand the business continuity plan and agree to follow it.
 3. Making sure team members are clear about what to do in a lone working situation, which includes mitigating risks to their personal safety and protects the pharmacy's medicines, including controlled drugs.
3. You must demonstrate what steps have been taken to identify and manage the risks associated with the closure of the pharmacy and how you support team members to do this. This includes:
 1. Identifying and managing the risks to patient safety.
 2. Managing the risks associated when people are unable to access medicines and services.
 3. Managing the risks to public perception and trust in pharmacy when your pharmacy is closed, and people are unable to access medicines and services
4. You must take immediate action to address the rodent infestation to help control it. This includes:
 1. Using a licensed pest control company to investigate the current rodent infestation and act upon their recommendations to reduce, or where possible, eradicate rodent activity.
 2. Implement recommendations from a licensed pest control company to reduce the likelihood of a future rodent infestation.
5. You must take immediate action to remedy the maintenance issues that are currently present in the pharmacy. This includes:
 1. Taking action to investigate and correct maintenance concerns related to the odour in the consultation room, to enable its use by members of the team and public.
 2. Taking action to investigate and correct maintenance concerns related to the drain which is leaking effluent into the dispensary.

3. Taking action to investigate and correct maintenance concerns related to the external railings and correcting them to such a state which do not risk injury to members of the public.
6. You must have an effective method for the removal of general waste refuse from the pharmacy. This includes:
 1. Removal of the current excess waste present on the pharmacy premises.
 2. Assessing the amount of waste produced by the pharmacy and implementing an active waste contract with a suitably licensed carrier.
 3. Ensuring the pharmacy team has means to raise concerns if waste accumulates in the future.
7. You must put in place an effective maintenance escalation process to enable a timely response to concerns raised about maintenance at a pharmacy premises. This includes:
 1. Having a clear written process with defined roles and responsibilities, stating how to raise maintenance concerns, and the response expected to be received by the pharmacy team.
 2. Training members of the team in the process and knowing when to follow up on any outstanding requests to ensure they are being appropriately actioned.
 3. Keeping a record of staff training, maintenance concerns which have been escalated, and any action taken.

Deadline for compliance:

25/04/2025

Outcome:

Met