

Enforcement action summary (Improvement notice met)

Pharmacy trading name: Hallmark Chemists

Pharmacy address:

245a Bevington Road, Aston, Birmingham, West Midlands, B6 6HT

Premises registration number:

1037900

Enforcement action taken:

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

Effective date:

15/09/2023

Premises standards failed:

1.6 and 4.3

Summary:

At an inspection of the registered pharmacy on 31 August 2023, the inspector has found system wide failures in the operation of the pharmacy which presents a serious risk to patient safety. The pharmacy has failed to provide assurances that suitable controls are in place to make sure that medicines are stored and supplied safely. There are also serious systemic weaknesses in the management of controlled drugs, including failures to meet legislative requirements particularly in relation to record keeping and storage. Similar issues have been identified on previous inspections of the pharmacy.

Improvements required:

1. You must ensure the controlled drugs registers are available for inspection and keep these on the premises so that entries can be made within the required timeframe as set out in the Misuse of Drugs Regulations 2001 (as amended). And you must ensure that all entries in the controlled

drug registers are brought up to date and any further records are made in accordance with the requirements in the Misuse of Drugs Regulations 2001 (as amended).

2. You must ensure that all controlled drugs requiring safe storage are stored in accordance with legal requirements and secure. And you must be able to demonstrate that you have robust systems to correctly store and account for out-of-date or patient-returned controlled drugs.

Deadline for compliance:

16/10/2023

Outcome:

Met