

Enforcement action summary (Improvement notice met)

Pharmacy trading name: Cameolord Ltd

Pharmacy address:

Oxford House, 16 Oxford Street, Manchester, Lancashire, M1 5AE

Premises registration number:

1091123

Enforcement action taken:

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

Effective date:

18/04/2024

Premises standards failed:

1.1, 1.2, 1.6, 3.1 and 4.2

Summary:

After receiving information that the pharmacy was supplying excessive quantities of opiate-based OTC medicines to people, an inspection of the registered pharmacy on 19 March 2024 has found system wide failures in the operation of the pharmacy which presents a serious risk to patient safety. The pharmacy does not identify and manage all the risks involved with its services. There are weaknesses in relation to record keeping, particularly around the Responsible Pharmacist (RP) record and which pharmacist is responsible for the approval and supply of medicines online. The pharmacy website also does not display the most up to date information about who the Superintendent Pharmacist is.

Improvements required:

1. You must make sure the of the following:
 - The pharmacy owner must make sure that each entry in the pharmacy's RP record, also known as the pharmacy record, is clear and legible in line with legal requirements so that the GPhC inspector is left in no doubt about the identity of the RP and the date and period for which they were the RP.
 - The pharmacy owner must make sure that there are no missing entries from the RP record so that there is a clear audit trail of the pharmacist who was responsible for the safe and effective running of the pharmacy at any given time.
 - The pharmacy owner needs to provide the RP record that is complete, has no ambiguous entries or omissions twenty-eight days from the date that this Improvement Notice is served.
2. The pharmacy owner must demonstrate to the GPhC inspector the system it shall have in place to record the identity of the pharmacist who is responsible for reviewing and approving each online medicine request that the pharmacy receives.
3. In relation to the pharmacy's online OTC and PGD treatment services, the pharmacy owner must implement and demonstrate to the GPhC inspector the system it shall have in place to inform individual members of the public who the pharmacist responsible for each medicine supplied to them is.
4. The pharmacy owner must update the website yourmedsdelivered.co.uk so that the correct superintendent pharmacist's identity for Cameolord Ltd is prominently displayed to members of the public.

Deadline for compliance:

15/05/2024

Outcome:

Met