



Enforcement action summary (Improvement notice)

Pharmacy trading name: Derix Healthcare Pharmacy

Pharmacy address:

1065 London Road, Leigh-on-sea, Essex, SS9 3JP

Premises registration number:

1092675

Enforcement action taken:

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

Effective date:

18/04/2024

Premises standards failed:

4.2, 4.3

Summary:

At an inspection of the registered pharmacy on 14 November 2023, the inspector found failures in the operation of the pharmacy which presents a serious risk to patient safety. There are systemic weaknesses in the management of controlled drugs, particularly failures to meet legislative requirements in relation to storage. And the pharmacy has failed to show that its ear irrigation service is being provided safely, including keeping appropriate records for the service.

Improvements required:

1. 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 patient-returned controlled drugs.
2. You must be able to demonstrate that you keep appropriate records for the pharmacy's ear irrigation service to show a clear audit trail about the treatment people have received.

Deadline for compliance:

16/05/2024

Outcome:

Ongoing