

# Enforcement action summary (Improvement notice)

**Pharmacy trading name:** Jhoots Pharmacy

**Pharmacy address:**

Brierley Hill Health and Social Care Centre, Off Little Cottage Street, Brierley Hill, West Midlands,  
DY5 1RG

**Premises registration number:**

1102644

**Enforcement action taken:**

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

**Effective date:**

13/10/2020

**Premises standards failed:**

1.1, 1.2, 1.3, 1.7, 1.8, 2.2, 4.2 and 4.3

**Summary:**

An inspection on 29 September 2020 found serious systemic weaknesses in the management of pharmacy services. These included a failure to adequately manage the risks associated with its hub and spoke service delivery, and failures in the safe provision of its multi-compartment compliance pack dispensing service.

**Improvements required:**

1. You must ensure that all members of the pharmacy team are appropriately trained or training, in accordance with current GPhC guidance.

[https://www.pharmacyregulation.org/sites/default/files/document/gphcrequirements-for-the-education-and-training-of-pharmacy-support-staff-effective-october-2020\\_0.pdf](https://www.pharmacyregulation.org/sites/default/files/document/gphcrequirements-for-the-education-and-training-of-pharmacy-support-staff-effective-october-2020_0.pdf)

2. You must complete a comprehensive risk assessment of the hub/spoke arrangements and the compliance pack dispensing service. This must be fully documented and include the action you have taken to mitigate the risks identified.

3. The pharmacy SOPs must be reviewed to ensure that they are appropriate for all the services provided, including the compliance pack service.

4. You must ensure that the pharmacy SOPs include procedures for the safe operation of the hub/spoke dispensing service.

This should include:

- Arrangement for transferring prescriptions from one pharmacy to another, including obtaining explicit patient consent.
- Clarity about which pharmacies order the repeat prescriptions and how this is done
- Clarity about which pharmacy is responsible for chasing missing items and querying changes with the prescriber
- Arrangements for counselling people about their medicines.
- The process for reporting concerns about the service such as, dispensing errors reported to the spoke/collection point, patient complaints or late deliveries from the hub.
- The arrangements for dispensing controlled drug and fridge items to ensure that the process meets legal, MHRA and NHS contractual requirements.
- The arrangements for managing omissions and medicines that are out of stock or unavailable at the hub.

5. You must put training and monitoring arrangements in place to provide assurance that all members of the pharmacy-team work in accordance with the SOPs

6. You must put procedures in place so that the pharmacy team can demonstrate how they learn from things that go wrong.

7. You must put procedures in place to make sure controlled drugs are supplied, stored, and disposed of safely and effectively.

### **Deadline for compliance:**

11/11/2020

### **Outcome:**

Met