



Enforcement action summary (Improvement notice)

Pharmacy trading name: Evercaring Pharmacy

Pharmacy address:

Unit 4 Acorn House, Longshot Industrial Estate, Longshot Lane, Bracknell, Berkshire, RG12 1RL

Premises registration number:

1116378

Enforcement action taken:

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

Effective date:

10/03/2021

Premises standards failed:

1.1, 1.2, 1.6, 2.2, 3.1 and 4.2

Summary:

At an inspection on 2 November 2020, the inspectors identified system wide failures in the governance and management of risk at the pharmacy. The inspectors took into account the way the services were provided online and the additional risks of working with a prescriber based in the EEA and working outside UK regulatory oversight.

Improvements required:

1. All members of the pharmacy team must receive appropriate training relevant to their roles. Training records must be available showing their training and qualifications, together with records to show which SOPs they have read and agreed to follow. Regular audits must be completed to monitor compliance with SOPs.

2. You must ensure that all sales of medicines are supervised by the pharmacist. And you must be able to demonstrate that the pharmacist has oversight of customer service activity, including any communications the team members have with people accessing the service.
3. Appropriate and effective identity checks must be carried out for all people who use the pharmacy's services. You must be able to clearly demonstrate how you check a person's identity when they are purchasing medicines via your websites, including those people who live overseas.
4. You must only work with prescribers who are licensed to practise and lawfully able to prescribe for people accessing your services, and you must be able to provide evidence to demonstrate this.
5. You must ensure people who use your services are able to communicate directly with the responsible pharmacist during normal working hours without unreasonable delay.
6. Your websites must contain accurate and up to date information.
 - You must not offer medicines for sale on your websites if these items are not available to purchase, including codeine linctus and preparations where the sole active ingredient is promethazine.
 - Your websites and any communications with members of the public must not incentivise sales of medicines in ways that encourage people to buy medicines that they do not need.
 - You must ensure the layout of your website does not allow a person to select a prescription only medicine and/or its quantity before commencing a consultation.
 - All information on your website must be accurate and up to date. This should include accurate details of your superintendent pharmacist, responsible pharmacist and any active prescribers. And you must clearly explain how people can check their professional registration.
7. You must ensure and be able to demonstrate that risk assessments, SOPs and online consultations should reflect UK prescribing policies and guidance. They must be agreed by your superintendent pharmacist and/or prescriber(s) depending on their use.
8. You must ensure all online questionnaires are specific to the condition being treated and include sufficient information for the prescriber to be able to make an informed decision. Decisions not to supply should not be attributed to individual answers and any subsequent alterations to answers should be visible to the prescriber.
9. You must only supply prescription medicines to the named person on the prescription following a consultation with that person. People should not be able to request prescription medicines on behalf of another person.
10. Clinical records must be available and should clearly justify prescribing decisions.

11. You must ensure that a person's GP is informed when medicines for chronic conditions requiring ongoing monitoring are supplied, and that people explicitly consent to this. For example, on every occasion an asthma inhaler is supplied. Records must be available to confirm this has been done.

Deadline for compliance:

21/04/2021

Outcome:

Met