

Enforcement action summary (Improvement notice)

Pharmacy trading name: Clear Chemist

Pharmacy address:

Unit 20, Brookfield Trade Centre, Brookfield Drive Aintree, Liverpool, L9 7AS

Premises registration number:

1123405

Enforcement action taken:

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

Effective date:

21/10/2020

Premises standards failed:

1.1, 1.2, 1.8, 2.2 and 4.2

Summary:

At an inspection on 5 October 2020, the inspectors identified system wide failures in the governance and management of risk at the pharmacy, and a lack of safeguarding. The inspectors took into account the volume and type of medicines supplied, the age range and potential vulnerability of the patients, and the additional risks of working with prescribers based in the EEA and working outside UK regulatory oversight.

Improvements required:

1. You must develop and put in place a comprehensive risk assessment that covers each individual service the pharmacy provides at a distance. The risk assessment must be documented and should identify each of the medicines you are supplying, the conditions they are being used to treat and the associated risks. The risk assessment must take account of the age range of the patients being treated and the way in which the online prescribers are managing their treatment. You will need to be able to demonstrate the action you have taken to mitigate the risks you have identified and show that there is a

clear plan in place, with timelines, setting out how systems and processes within the pharmacy will change to manage the risks.

2. You must develop and put in place a comprehensive contingency plan to provide continuity of care for your patients in the event of any breaks in service.

3. You must put in place and implement clear procedures for the pro-active and regular review of the quality of services you are providing with regard to the supply of medicines prescribed by online providers. You will need to provide evidence of these procedures, showing that they are embedded within the pharmacy working processes, with specific reviews and audits scheduled which link to the risks identified in your risk assessment in action 1.

4. You must review and update your safeguarding policy and procedures taking account of the risks identified in your risk assessment in action 1 and there is a clear plan in place to implement any changes required to the system. You must be able to demonstrate that the pharmacy team have been trained on the updated policy and procedures to ensure that safeguarding risks are effectively managed.

Deadline for compliance:

18/11/2020

Outcome:

Met