



Enforcement action summary - Improvement Notice Met

Pharmacy trading name: mychemistplus Pharmacy

Pharmacy address:

327 Halliwell Road, Bolton, Greater Manchester, BL1 3PF

Premises registration number:

9011081

Enforcement action taken:

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

Effective date:

11/08/2021

Premises standards failed:

1.1, 1.6 and 4.2

Summary:

At an inspection on 8 July 2021, the inspector identified system wide failures in the governance and management of risk at the pharmacy. The inspector took into account the way the services were provided online and the lack of suitable controls in place, which present an ongoing risk to patient safety.

Improvements required:

1. You must review all risk assessments to ensure they cover all the risks and be able to demonstrate that the appropriate action is taken to mitigate all the risks identified.
2. Private prescription records must be accurate and must be available at the pharmacy for inspection.

3. You must maintain prescribing records. These must be accessible and should clearly explain the reasons for prescribing decisions and any arrangements for follow-up and monitoring. You must be able to demonstrate that the pharmacy gets all of the information it needs for prescribing decisions to be made safely. This may include the patient's medical records and, for chronic conditions such as asthma, should not rely only on information provided on an online questionnaire.
4. 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. Records must be available to confirm this has been done.
5. All information on your website must be accurate and up to date. This should include details of the active prescriber and their dual roles as the responsible pharmacist, if this is the case, so people have sufficient information to make informed decisions about their care.

Deadline for compliance:

08/09/2021

Outcome:

Met