

# Enforcement action summary (Improvement notice met)

**Pharmacy trading name: Medicines2Patient**

**Pharmacy address:**

127 Bradford Road, Shipley, West Yorkshire, BD18 3TB

**Premises registration number:**

9011487

**Enforcement action taken:**

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

**Effective date:**

09/12/2024

**Premises standards failed:**

1.1, 1.2, 4.2

**Summary:**

A routine unannounced inspection was undertaken on the 1 November 2024. During the inspection it was found that the pharmacy was supplying medicines against private prescriptions issued by a third party online prescribing service company, with inadequate risk management in place to ensure the pharmacy was operating safely. The pharmacy cannot demonstrate that it identifies and manages all risks associated with the dispensing of private prescriptions supplied by the online prescribing company. And there are insufficient safeguards in place to provide assurances that supplies against these prescriptions are always safe and appropriate.

**Improvements required:**

1. You must make sure the pharmacy has up to date and relevant written policies and procedures for the process of dispensing private prescriptions for third-party online prescribing services and there is a defined and documented review process for these. These include:

- Standard operating procedures covering all aspects of the process of dispensing private prescriptions for third party online prescribing services, which have been read by team members.
  - Documented risk assessments for dispensing and supply of medicines from private prescriptions received from third party online prescribing services. This includes for each medicine and condition supplied for, new medicine/conditions considered, and unlicensed products and unlicensed indications. The risk assessments must have documented actions to show how risks have been mitigated and supplies to patients are safe. And the pharmacy team must have completed the actions to mitigate the identified risks.
2. You must make sure the pharmacy has available to all team members:
    - Documented guidance of maximum limits of quantities and the minimum frequencies between prescriptions for repeat supplies for all medicines. The limits in the guidance need to be based on clinical evidence and guidelines, for example from NICE.
    - Guidance about when interventions are required, when referral back to the prescriber is necessary and when prescriptions should be rejected.
    - A process to record all interventions made.
    - There must be a documented schedule of review for these guidance documents.
  3. You must make sure the pharmacy documents and undertakes a schedule of clinical audits of its dispensing data with at least one audit to be completed by the end of this improvement notice. This includes for specific medicines/conditions dispensed for and to identify any instances of where the pharmacy is supplying medicines outside of its set parameters. The pharmacy must document the actions taken following review of the audits undertaken.
  4. You must be able to demonstrate how you identify, record, investigate and learn from patient safety incidents resulting from the dispensing of prescriptions from third party private prescribing companies.
  5. You must demonstrate that the pharmacy team follow the SOPs and related guidance when dispensing prescriptions from third party online prescribing services, including:
    - using a scope of parameters such as previous diagnosis, medical history and contacting patients and prescribers when necessary.
    - reviewing intervention records to ensure dispensing for third party prescribing services is done safely.

**Deadline for compliance:**

03/02/2025

**Outcome:**

Met