



Enforcement action summary (Improvement notice)

Pharmacy trading name: Acre Pharmacy

Pharmacy address:

Unit 7B, Unit 5-7 Tintagel Way, Walsall, West Midlands, WS9 8ER

Premises registration number:

9011661

Enforcement action taken:

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

Effective date:

14/12/2021

Premises standards failed:

1.1, 1.2, 1.7, 4.2 and 4.3

Summary:

At an inspection on 24 November 2021, the inspector identified system wide failures in the governance and effective 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 be able to demonstrate that all prescribers have been screened to show that they are registered and eligible to prescribe. These registration checks must take place on an ongoing basis.
2. You must make appropriate checks to confirm and be able to demonstrate that prescription supplies are for the treatment of the named patient only, rather than being used as a means of obtaining stock.

3. You must make sure prescriptions include Patient Specific Directions (PSD) to assist the clinical check and make sure that treatments are administered appropriately under the delegated authority of the prescriber.
4. You must have a process in place to confirm whether the prescriber has carried out a physical examination of the patient before issuing a prescription for an aesthetic treatment if there is any doubt whether this has happened. Records must be available to confirm this has been done.
5. You must make sure the pharmacy's procedure for re-dispatch of undelivered medicines ensures they have been stored in the appropriate conditions and they are fit for supply.
6. You must be able to demonstrate that suitable checks are completed to make sure prescribing is safe and prescriptions are clinically appropriate for the person receiving the treatment. When supplying weight loss medication, evidence should be provided to show how the pharmacy assures itself that monitoring is carried out where necessary prior to initiating or continuing treatment. And you must be able to demonstrate that the stability of medicine(s) and the final product when they are added to sodium chloride bags and the stability of IVNT kits.

Deadline for compliance:

14/01/2022

Outcome:

Met