

GPhC Pharmacy Inspections

The General Pharmaceutical Council sets the standards for registered pharmacies in Great Britain to ensure that every pharmacy has the correct environment for safe and effective care. GPhC has provided guidance to support pharmacy owners to meet and maintain the standards.

Standards

- As a pharmacy owner, you are responsible for the safe running of the pharmacy to improve people's health and wellbeing.
- The purpose of these standards is to create and maintain the right environment in every registered pharmacy in Great Britain.
- All staff in the pharmacy team should be familiar with these standards, however pharmacy owners are accountable for making sure that the standards are met.

The principles for registered pharmacies

The standards are grouped under five principles:

- The governance arrangements safeguard the health, safety and wellbeing of patients and the public.
- Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public.
- The environment and condition of the premises from which pharmacy services are provided, and any associated premises, safeguard the health, safety and wellbeing of patients and the public.
- The way in which pharmacy services, including the management of medicines and medical devices, are delivered safeguards the health, safety and wellbeing of patients and the public.
- The equipment and facilities used in the provision of pharmacy services safeguard the health, safety and wellbeing of patients and the public.

Guidance

GPhC guidance to support pharmacy owners in providing safe and effective care can be found [here](#). Whilst everyone in the pharmacy team should be aware of the guidance, the pharmacy owners are responsible for ensuring it is followed.

Standards which play a key part in a pharmacy's overall performance:

The standards below are ones for which pharmacies provide evidence to either demonstrate good performance or show a lack of evidence driving poor performance.

- Standards found to drive both **good and poor** overall performance:
 - Standard 1.1 (risk identification and management)
 - Standard 1.2 (reviewing and monitoring the safety and quality of services)
 - Standard 4.2 (safe and effective service delivery)
- Standards found to drive **good** overall performance:
 - Standard 2.2 (staff skills and qualifications)
 - Standard 2.4 (culture of openness, honesty and learning)
- Standards found to drive **poor** overall performance:
 - Standard 4.3 (sourcing and safe, secure management of medicines and devices)

Top Tips based on standards that play a key part in performance

- Ensure you have the right governance, systems and culture in place.
- Ensure service delivery is of the best quality as this is often associated with poor performance. This can be driven by local need and working with commissioners, the LPC and other healthcare providers.
- Invest in improving the quality of your staff, this will result in an overall better performance.
- Reflect on your performance and learn from your mistakes but ensure to share this knowledge and learning with the entire pharmacy team.
- Strong leadership is key.
- Putting people using your services at the heart of what you do and responding proactively to their needs is more likely to ensure better performance against the standards.

For the GPhC insights report – learning from inspections, please click [here](#). The report identifies common themes around good and poor performance, performance against standards and using this learning in practice. You may find this report useful in preparing for an inspection.

Top Five Tips to prepare for an inspection

- Familiarise yourself with the [current inspection methodology](#) and the [premises standards](#) GPhC inspect against.
- If you are providing services at a distance, such as through a website or a delivery service, you must ensure you are following the current [GPhC guidance for providing pharmacy services at a distance](#).

- Keep all necessary documents, paper or online, on the premises so they are available for inspection. This includes, and is not limited to, SOPs, near miss and error records, CD registers, private prescription records etc, and make sure there is always someone available who knows where to find them.
- Make sure all those involved in entering data on your PMR system, especially when labelling private prescriptions in particular, select the correct prescriber's name and address so that the PMR-based private prescription register contains the necessary details to comply with the law.
- Ensure that all those working in the pharmacy have either completed, or are working through, an accredited training course relevant to their role post their probation period

How can CPSS support?

CPSS works to ensure that contractors are providing **commissioned services** in line with service specifications. We offer support to contractors through various methods, further information on how we can support you in ensuring quality service delivery can be found [here](#).