

New GPhC inspection regime

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New GPhC inspection regime

- Launched 4th Nov 2013
- Based on new GPhC standards
- Pharmacies need to demonstrate compliance with 5 sets of standards
- Inspection label (grade) will be issued
- Publication of report
- Statutory improvement notices

Strategic Relationship
Management

Inspection Cycle

Registration of new premises

Risk assessment

Pre-inspection preparation

On-site pharmacy inspection

Report writing

Quality assurance

Publication



GPhC standards

Principles

1. Governance arrangements
2. Empowered and competent staff
3. Premises environment and condition
4. Delivering pharmacy services
5. Equipment and facilities

Governance arrangements

Satisfactory	Good
Procedures are in place that are appropriate to the risks for all pharmacy services provided	Proactive and regular review of adverse incidents to identify trends, review procedures, train staff
Storage and management of medicines is appropriate to the risks	Risk of potential failure or disruption to services planned for
There are complaints and feedback mechanisms	Systematic monitoring and review mechanisms are in place
Patient identifiable information is not shared	Passwords are used and changed frequently
Staff aware of and apply safeguarding policies	There is a clear culture of safeguarding

Governance arrangements

- Have I got arrangements in place to regularly review systems and processes?
- How have I made sure that staff are clear about what they can and cannot do?
- Do I keep records of near misses?
- Are patients asked for feedback?
- How can I demonstrate that staff act on concerns/complaints from patients?

Governance arrangements

- Evidence

- SOPs in date and reviewed every 2 years
- Patient surveys
- Expiry date checking records
- Indemnity insurance certificate
- Staff knowledge of safeguarding procedures

SOPs

H&S
audit

Near
miss
reg.

PI
insure

Empowered and competent staff

Satisfactory	Good
Staffing levels and roles are appropriate	Staff numbers and skill mix and continually and systematically reviewed in line with workload
All staff are appropriately supervised	Staff are actively encouraged to reflect on their performance
All staff accept responsibility for their mistakes	Regular reporting and review of errors
The pharmacy has a whistle-blowing policy in place	There is a culture in the pharmacy that means that staff are confident to raise concerns

Empowered and competent staff

- Can I demonstrate that there are enough suitably qualified/trained pharmacy staff?
- Do staff have 1-2-1 appraisals or team meetings?
- Do I set targets or offer incentives for staff, and can I assure myself that they don't impact on patient care?

Empowered and competent staff

- Do staff know what to do should they have concerns about the poor professional practice of others?

Empowered and competent staff

- Evidence

- Staff training certificates
- Records of 1-2-1 appraisals or team meetings
- Near miss records
- Records of actions taken following an incident or near miss



Pharmacy premises

Satisfactory	Good
The pharmacy premises are clean, tidy and well organised	Patient and public feedback informs the design and layout of the public area of the pharmacy
Patients are able to have confidential conversations with pharmacy staff	Confidential discussions take place in an area/room which is suitably screened
Security measures prevent unauthorised access and safeguard staff, patients and the public	Security measures are regularly reviewed in light of local incidents

Pharmacy premises

- Can I demonstrate that the size, design and layout of the pharmacy supports safe practice?
- Can I demonstrate that there is a quiet area where patients can have confidential conversations?

Pharmacy premises

- Can I demonstrate that the pharmacy has appropriate heating, lighting and ventilation controls?

Pharmacy premises

- Evidence
 - Pharmacy is clean
 - Cleaning log
 - Floor space clear
 - Evidence of patients being taken to a quiet area to talk about medicines
 - Lighting is sufficient



Delivery of services

Satisfactory	Good
Pharmacy services available are clearly displayed	Pharmacy team can articulate to patients benefits of services offered
Adequate stock management procedures are in place	Patients are actively counselled to promote the return of unwanted/unused medicines
There is an audit trail to identify staff involved in dispensing a medicine	Patients receiving high-risk medicines are proactively counselled
Patients are signposted to other providers when pharmacy can not meet their needs	The pharmacy proactively follows up patients who have received a medicine which is not fit for purpose

Delivery of services

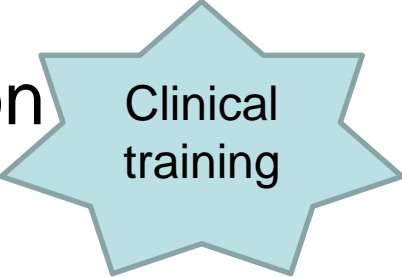
- Do I signpost to other service providers
- Do I tailor services to the local population?
- How can I demonstrate that patients are given the right advice about how to take their medicines?
- Do I have an audit trail for deliveries?
- Can I demonstrate that I have robust stock management arrangements?

Delivery of services

- Evidence
 - Ramps for pushchairs/hearing loops
 - Observed patients being counselled on P medicines
 - Staff training certificates available
 - Delivery audit trail
 - Complaint records
 - Records of actions taken following drug alerts



Ramps



Clinical training



Sales

Equipment and facilities

Satisfactory	Good
Appropriate equipment and facilities readily available (eg, internet access)	Proactive review of equipment and facilities to improve patient care (eg, able to produce large print labels)
All equipment is fit for purpose and validated	Equipment regularly monitored to identify deficiencies and corrective action taken
Equipment is stored securely, safely and appropriately	The pharmacy shares any concerns about equipment deficiencies with other pharmacies/organisations
Equipment and facilities are clean and hygienic	

Equipment and facilities

- Do I have all the equipment I need to provide the services I offer?
- How can I demonstrate that the equipment is clean, working and properly calibrated?
- How can I demonstrate that the pharmacy has up-to-date reference sources?
- Are PMR systems password protected?

Equipment and facilities

- Evidence
 - Appropriate reference sources available
 - Measures cleaned between use
 - British standard/CE marked measures
 - PMR password protected
 - Locked filing cabinet for confidential paperwork



Fridges



CD cabinet

Inspection label (grade)

- Pharmacies will be graded - in line with wider regulatory practice
- Result of inspection no longer “met” or “not met”
- Allows a more realistic judgement
- Use regulation to drive continuous improvement

An excellent pharmacy

- Will meet all the standards consistently well but also demonstrate innovation in the delivery of pharmacy services with clear positive health outcomes for its patients
- It is envisaged that there will be very few pharmacies where the outcome of the inspection is excellent, especially in the early days of the new inspection model.

A good pharmacy

- Will need to be consistently good across the standards and demonstrate some positive outcomes for patients
- A good pharmacy is likely to conduct continuous and systematic reviews of its staff, their skills, operating procedures, records, risks and patient needs

A satisfactory pharmacy

- Meet the vast majority of individual standards
- Any standards not met will only have a low risk of harm to patients/public safety
- **It is highly likely that most pharmacies will fall within this category**

A poor pharmacy

- Has not met the satisfactory standard overall. It is likely to have a range of concerns and/or standards not met
- There may be systemic weaknesses or a collection of aggregated concerns
- Will always have to fill in an action plan with clear and timed commitments to improve.



Publication of report

- Once the prototype period is completed, pharmacy inspection reports will be published
- Look at OFSTED or CQC report to understand the likely style of the GPhC report

OFSTED report

Inspection dates 14–15 March 2013

Overall effectiveness	Previous inspection:	Satisfactory	3
	This inspection:	Good	2
Achievement of pupils		Good	2
Quality of teaching		Good	2
Behaviour and safety of pupils		Outstanding	1
Leadership and management		Good	2

Summary of key findings for parents and pupils

This is a good school.

- Teaching is mainly good. There is some outstanding teaching and none is inadequate.
- Teaching is improving rapidly because leaders ensure that planning of learning, assessment and marking are consistently good across all age groups.
- From average starting points, pupils in Year 6 make good progress and achieve standards which are well above those found nationally.
- Pupils have excellent attitudes to learning and their attendance is good.
- Behaviour in class and around the school is
- Pupils feel safe in school. There are strong and effective systems to ensure they are safe. Incidents of bullying are extremely rare and dealt with effectively.
- The headteacher is highly ambitious for the school and is supported well in this endeavour by a very good staff team to take teaching and pupils' achievement further forward.
- The schools' high emphasis on learning values and respect for all greatly supports pupils' spiritual, moral, social and cultural development.

CQC report

Date of Inspection: 29 January 2013

Date of Publication: May 2013

We inspected the following standards as part of a routine inspection. This is what we found:

Respecting and involving people who use services	✓	Met this standard
Care and welfare of people who use services	✓	Met this standard
Meeting nutritional needs	✓	Met this standard
Safeguarding people who use services from abuse	✓	Met this standard
Cleanliness and infection control	✓	Met this standard
Staffing	✗	Action needed
Assessing and monitoring the quality of service provision	✓	Met this standard

Publication of report

- A powerful marketing tool?
- An albatross?
- Labelling a pharmacy based on performance on one day?
- Something the public will use when deciding which pharmacy to use?
- Driver of quality, consistency and innovation?

Statutory notices

- The GPhC will have the powers to issue statutory improvement notices to pharmacies

GPhC learning

- 150 test inspections completed prior to 4 November
- In most inspections, relatively minor issues identified
- Low awareness of the new standards
- Language of governance and risk management is quite challenging

NPA learning

- Demonstrating that the pharmacy is reviewing practice and constantly improving is key to being “good”
- “Good” in a couple of areas isn’t necessarily enough for “good” overall
- Some problems with staffing levels
- Some staff were not familiar with terminology

NPA learning

- The ability of staff to demonstrate that they understand and follow standards will be crucial
- Inspection currently taking a long time

NPA support

- NPA already provides support across the 5 principles of the GPhC standards
- Currently developing a GPhC inspection support package, in partnership with GPhC. Please provide email address to receive details.