

GOVERNANCE

Preparing for GPhC inspections

The NPA Sales Team has a range of products to help evidence compliance with GPhC inspections. Here is a selection of products to show compliance with Principle 1.

Standard		Risk area to be managed	Product description
1.1	Risks associated with the provision of pharmacy services are identified and managed	Dispensing incidents and near misses	<ul style="list-style-type: none"> • Check name and strength prescription stickers – for medicines with similar names and packaging • Counting devices – to ensure correct number of tablets or capsules are dispensed • Near miss register – for the recording of near misses when dispensing • Prescription baskets – for keeping prescriptions tidy and in order
		Hygiene within the pharmacy	<ul style="list-style-type: none"> • Alcohol-based skin sanitiser 500ml x 2 – infection control should be available for staff and customers at all times • Denaturing kits – for the denaturing of returned or unused drugs • Sharps bins – for the safe disposal of sharps or needles • Wet floor sign – for notifying staff and customers of any wet floor hazard • Wipe clean chairs – easy clean to reduce the transference of germs and dirt • Workwear – easy clean to reduce the transference of germs and dirt
		Storage of medicines	<ul style="list-style-type: none"> • Fridge stickers – for identifying drugs/prescriptions that require fridge storage • Temperature recording sheets – for manual recording of fridge temperatures
1.2	Safety and quality of pharmacy services are regularly reviewed and monitored	Complaints and feedback (internal and external)	<ul style="list-style-type: none"> • Patient survey box – for patients to place completed surveys or questionnaires • Practice leaflets – to provide compliant pharmacy information to all patients
1.3	Staff have clearly defined roles and clear lines of accountability	Staff roles	<ul style="list-style-type: none"> • Responsible Pharmacist certificates (pack of three) – to identify on duty Responsible Pharmacist • The pharmacy record book – logging of pharmacists on duty at any time
1.4	Feedback/concerns about the pharmacy services or staff can be raised by individuals/organisations and action taken to remedy them	Complaints procedure in place	<ul style="list-style-type: none"> • NHS customer complaints book – for recording customer complaints
1.5	Indemnity/insurance arrangements in place		<ul style="list-style-type: none"> • Display your NPA Professional Indemnity Insurance Certificate clearly
1.6	Record-keeping relating to the safe provision of pharmacy services is in place	Legally required records	<ul style="list-style-type: none"> • Complete CDs register – for recording of CDs • Electronic CDs register – online CDs register • Extemporaneous dispensing record book – for recording any extemporaneous dispensing • Insert for the sale of poisons – for recording sales of poisons • Methadone register – for recording of methadone • Specials procurement record book
1.7	Information is managed to protect the privacy, dignity and confidentiality of patients/public	Information governance arrangements in place	<ul style="list-style-type: none"> • Shredders – for the safe destruction of paper records to prevent sensitive data being stolen

> NPA Members can contact the NPA Sales Team on **0844 736 4199** or **sales@npa.co.uk** to order any products. Orders can also be placed online at **npa.co.uk/webshop**. For any queries around GPhC inspections, contact the NPA's Pharmacy Services Team on **01727 891800** or **pharmacyservices@npa.co.uk**