Validation Tools for Community Pharmacy

Internal Validation Tool 6

CLINICAL GOVERNANCE

Clinical governance is the process by which high quality services are delivered to patients. It is made up of a number of tools which enable individual pharmacists, their managers and their employers to recognise and implement good professional practice and to highlight areas that require improvement.

The tool is used once for every community pharmacy being studied. The managing pharmacist should be approached for the purpose of this tool. For each step choose the relevant statement(s) as appropriate. Before proceeding any further refer to Definition Sheet 06.

1. ADVERTISING AND PROMOTIONAL MATERIAL:

i Advertising or promotional material used by the pharmacy relating to therapeutic products complies with the code of ethics ☐ 2

ii Any clinical or advertising claim is supported by reliable evidence ☐ 2

iii Advertising and promotional material is accurate, balanced, does not mislead and is not capable of leading the consumer to unrealistic expectations ☐ 2

iv Advertising of a therapeutic product does not promote inappropriate or excessive use ☐ 2

v Medicine prices complies with local standards ☐ 2

2. PATIENT SATISFACTION SURVEY:

i Pharmacy routinely carries out a patient satisfaction survey　　　5

ii Action is taken as a result of the survey, to improve services provided　　　5

3. COMPLAINTS:

i A complaints procedure is in place　　　3

ii A record of complaints is maintained　　　3

iii Investigations are undertaken as a result of the complaint　　　2

iv A record of the corrective action is maintained　　　2

4. PHARMACY BASED AUDIT:

i A pharmacy based audit is carried out at least every 12 months　　　5

ii Action is taken as a result of the audit, to improve services provided　　　5

5. PHARMACY STOCK – MEDICATION HANDLING

i Medicines restricted for sale from a pharmacy are not accessible to the public for

self-selection or self-service　　　2

ii Medicines are stored away from sunlight, excessive heat and excessive humidity

2

iii Products intended for external use and disinfectants are stored separately from internal and injectable medications ☐ 1

iv A system is maintained for the receiving, unpacking and storing of:

a. Temperature sensitive stock ☐ 2

b. Dangerous drugs ☐ 2

c. Other pharmacy stock items ☐ 1

6. PHARMACY STOCK – MEDICATION QUALITY

Tick where applicable

i A system is followed for dealing with:

a. Damaged, faulty or out of date stock ☐ 2

b. Products subject to recall ☐ 2

Tick one

ii The system is:

a.An organised and systematic procedure ☐ 6

b.A random check ☐ 2

7. PHARMACY STOCK – POLICIES AND PROCEDURES

i The pharmacy has a system to monitor out of stock, expired and damaged items ☐ 1

ii The pharmacy maintains a system for ordering stock ☐ 2

iii A system is followed for stock pricing which ensures stock prices are consistent with the pricing structure and any advertised price. ` | 1 |

iv A system in followed to ensure any displayed or advertised stock price is consistent with the price charged at the point of sale. | 1 |

v The policies and procedures developed on the ordering and distribution systems of medications are:

a written and organised in a manual that is readily available to pharmacy staff | 2 |

b verbal | 1 |

c enforced | 1 |

d include a list of medicines which are dispensed only on a prescription | 1 |

8. SAFETY AND SECURITY

i A health and safety risk assessment and fire risk assessment is carried out routinely | 2 |

ii Systems are in place to ensure an effective response to emergencies that may occur | 2 |

iii Safety and security is part of an induction program given to members of staff and locums | 1 |

iv The effectiveness of the systems for emergencies, security and safety is monitored | 1 |

v Systems are in place to ensure the security of staff, customers and assets | 1 |

vi Systems are in place to ensure the safety of staff and customers | 1 |

vii Pharmacists employed have a current First Aid qualification   1

viii All openings to the outside of the pharmacy are securely locked when the

pharmacy is closed   1

9. RISK MANAGEMENT

The pharmacy has written procedures for:

i Purchasing of medicines from bona fide suppliers   1

ii The dispensing process   1

iii Extemporaneous dispensing   1

iv Dealing with drugs alert/recalls   1

v Health and safety   1

vi Complaints   1

vii Dispensing errors   1

viii Expiry date checking   1

ix Disposal of waste   1

x Induction of locums   1

10. CHILD PROTECTION

i Child protection procedures are in place in line with national and local guidance   5

ii The pharmacy has contact details of local child protection organisations   5

11. CLINICAL EFFECTIVENESS

i The pharmacist ensures that patient is making best use of the medications prescribed by providing a medication use review service `4`

ii The pharmacist gives importance to reinforce advice especially with respect to repeatable prescriptions `3`

iii The pharmacists offers advice on the reduction of wastage `3`

12. CONTINUING PROFESSIONAL DEVELOPMENT

i A training plan is maintained for each member of staff and records the training needs relevant to the position they hold `3`

ii It is ensured that all staff have received both initial and ongoing training on products, services and procedures relevant to the position they hold `4`

iii A training record that details all training undertaken is maintained for each member of staff `3`

13. PATIENT MEDICATION RECORDS

Tick where applicable

The pharmacy develops and maintains a patient medication record for each patient which contains

i Name `1`

ii Date of birth `1`

iii Sex ☐1

iv Pertinent problems and diagnoses ☐1

v Current medication therapy including prescription and non-prescription medications

☐1

vi Medication allergies and sensitivities ☐1

v Patient medication records are computerized ☐4

14. USE OF PATIENT MEDICATION RECORDS

Tick where applicable

Prior to dispensing

i The pharmacist consults the patient medication record to check for therapeutic

duplication, potential interactions, contraindications and incompatibilities ☐2

ii The pharmacist uses patient medication records and current knowledge to suggest

non-prescription medication and help patients with managing their medications and

to suggest prescription medications when discussing the patient medical history with

other health professionals ☐2

iii Each medication administered is recorded properly in the patient's medication

record ☐3

iv The computer software provides warnings against interactions ☐3

15. CONFIDENTIALITY OF PATIENT INFORMATION

Tick where applicable

i Confidentiality is part of an induction program given to members of staff and locums

| 2 |

ii Confidentiality clauses are signed by all members of staff | 2 |

iii An appropriate mechanism is in place for the disposal of confidential waste eg.

Shredder | 1 |

Tick one

iv The patient medication records are available only to pharmacists working within

the pharmacy | 5 |

v The patient medication records are available to all personnel working in the

pharmacy | 1 |

TOTAL SCORE

REMARKS