

CLINICAL GOVERNANCE TOOLKIT QUESTIONS

2022-23

SECTION	QUESTION
Introduction	Name of Pharmacy, including company name
	Please supply your address below
	Please select your HB area: (list of HB will show below)
	Has the pharmacy verified the information about the pharmacy contained in the All Wales Pharmacy Database within the last 6 months?
	Completed by: Title/First name/ Last name
	Position within the Pharmacy
Clinical Effectiveness	Does your Pharmacy premises have systems in place to ensure appropriate self-care advice is given to patients?
	Does your Pharmacy premises have documented SOPs in place to ensure appropriate operation of NHS Services?
Staff	Does the Pharmacy have in place arrangements for the annual appraisal of staff?
	Have appropriate staff including locums read and signed the SOPs relevant to the roles they perform?
	Does the Pharmacy have documented procedures in place for appropriate induction training for staff including locum pharmacists?
	Does the Pharmacy have documented procedures in place for the verification of qualifications and references of all staff engaged in the provision of NHS services?
	Does the Pharmacy have documented procedures to ensure the appropriate training of all staff in respect of the roles they perform?
	Do all staff have Personal Development Plans?
	Does the Pharmacy have documented procedures in place for the performance management of staff?
	Does the Pharmacy have a Business Continuity Plan, that covers clinical matters e.g.

	management of fridges and medicine management?
Services	Does your pharmacy premises conduct assessments of patients identified as, potentially requiring adjustments to the presentation/access of their medicines?
	Does the Pharmacy premises have documented procedures to provide a range of reasonable adjustments to the presentation of medicine?
	<p>Please indicate which of the following the Pharmacy premises has available for provision to patients identified as requiring reasonable adjustment to the presentation/access of their medicines</p> <ul style="list-style-type: none"> Non CRC tops on bottles Winged tops on bottles Large print labels Coloured or symbol use on labels Symbol charts Medication Administration Record (MAR) Blister packed Choice of multiple dose systems Oral syringe Haleraid Dropper device <p>* Please indicate any other auxillary aids not mentioned above. If none then please type N/A</p>
Premises	Does the pharmacy premises provide arrangements for ensuring access to the pharmacy services for disabled patients?
	Have you completed an assessment of the pharmacy premises to ensure physical and sensory access for disabled patients is appropriate?
	Is the environment of the pharmacy premises in which healthcare services are provided, distinct from other parts of the premises?
Patient & Public Involvement	Does the pharmacy premises have a pharmacy leaflet detailing NHS services available?
	Does the pharmacy leaflet comply with the requirements for NHS Wales?
	<p>How does the pharmacy publicise the available NHS Wales Services at the premises?</p> <ul style="list-style-type: none"> Other leaflet Website AWPD (All Wales Pharmacy Database) Other Pharmacy leaflet Social Media

	Does the pharmacy clearly indicate in their publicity which services provided on its premises are funded by NHS Wales?
	Does the pharmacy premises provide written receipts to patients advising when they are owed any drugs or appliances?
	Does the pharmacy have a documented complaints and concerns procedure?
	Are all relevant staff made aware of these documented procedures?
	Does the pharmacy premises retain evidence that appropriate staff confirm they are aware of the relevant procedures, and understand their obligation to work with them?
	Does the pharmacy have arrangements in place to ensure those with NHS email are accessing their accounts on a daily basis?
	Does the pharmacy premises maintain a documented record of actions taken in response to any communication concerning patient safety?
Risk Management	Who is the Clinical Governance Lead for the pharmacy premises? Name: Role:
	Is the Clinical Governance Lead person knowledgeable about both procedures at the pharmacy premises, and other NHS services that are available in the locality?
	Does the pharmacy have a documented procedure for ensuring stock is handled appropriately?
	Are there documented procedures in place to ensure that the medicinal products are: Ordered in a safe and effective manner? Yes No * Stored in a safe and effective manner? Yes No * Prepared in a safe and effective manner? Yes No * Sold by retail in a safe and effective manner? No Yes * Supplied in circumstances corresponding to retail in a safe and effective manner? Yes No

	<p>* Delivered outside the Pharmacy premises in a safe and effective manner? Yes No</p> <p>* Disposed of in a safe and effective manner? Yes No</p>
	Are all relevant staff made aware of these documented procedures?
	Does the pharmacy premises retain evidence that appropriate staff confirm they are aware of the relevant procedures and understand their obligation to work with them?
	Does the pharmacy premises have arrangements for ensuring that all equipment used in the provision of pharmaceutical services is maintained appropriately?
	<p>Does the pharmacy premises have service contracts for regular maintenance of all equipment used in the provision of pharmaceutical services? How are dispensing incidents recorded? OfWCMS Directly to Health Board Other</p>
	In the last year have you submitted any patient safety incidents via the Once For Wales Concerns Management System? (OfWCMS)
	Were any of these regarding Controlled Drugs ?
	As a result of any incident, has it been necessary to modify any procedures in the pharmacy? If no then please fill in the text box with 'N/A'
	Are all staff aware of the responsible officer within the Health Board they would need to contact when complications with Controlled Drugs arise?
	Does the pharmacy have in place procedures for dealing with significant incidents involving controlled drugs?
	Has the pharmacy premises had any complaints involving controlled drugs of which you are aware in the last 12 months?
	Does the pharmacy premises have a procedure in place to identify and investigate any discrepancies involving controlled drugs?
	Does the pharmacy premises have a documented 'near miss' log?

	Please list the Pharmacists, Technicians, dispensing staff and medicines counter assistants that have completed training regarding child protection and indicate the level of training via the check boxes below (Level 1/2/none)
	Is Child Protection training updated every 3 years?
	Are the Child Protection Officer contact details available for staff to access for use?
	Has the pharmacy received an inspection by the Health and Safety Executive this year? Please indicate the month/year of your most recent inspection
	Please indicate the date you most recently completed the Health and Safety Risk Assessment
	Please indicate the date the most recently received a visit at the premises by a GPHC Inspector
	Please indicate the date you most recently received a visit from a Controlled Drugs Officer
	Please indicate the date of your most recently completed Fire Risk Assessment
	Are the following on clear display on the pharmacy premises? Certificate of Public Liability Insurance Yes No * Opening hours/out of hours Yes No * Responsible Pharmacist Notice Yes No
	Does the pharmacy premises have in place appropriate arrangements for safe disposal of pharmacy waste, including returned or out of date medicines and any clinical waste produced by the pharmacy?
	Does the pharmacy have a documented 'whistle blowing policy'?
	Are all staff and locums employed by the business aware of this 'whistle blowing' policy and how to report?
	Does the pharmacy premises have a documented schedule to maintain effective cleanliness of the pharmacy
	Does the pharmacy premises have documented infection control procedures?

