

Review process for the overall outcome of an inspection

Step 1 Request for review

5 working days from receipt of final report

Owner/superintendent (SI) submits completed proforma for 'review of the overall outcome of an inspection' to the Head of Inspection

Does the Head of Inspection accept the request for review?

NO

Notification letter from Head of Inspection sent to owner/SI with reasons for non-acceptance of the review

YES

Step 2 Independent review

8 working days from acceptance of request for review

Head of Inspection allocates senior manager to carry out review and confirms the format required, for example:

- Desk-top review
- Conversation/meeting
- Revisit to the pharmacy

Reviewer completes review and makes recommendation to Head of Inspection about the proposed outcome

Step 3 Notification of review outcome

2 working days from receipt of reviewer's recommendation

Head of Inspection confirms decision about the outcome of the review

Report updated if required

Quality assurance (QA) of report by Head of Inspection and final amendments made if required

Notification letter from Head of Inspection sent to owner/SI with the outcome of the review (and updated report as required)