



## All about inspection - video transcript

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### Transcript

- 00:06** The GPhC inspects all pharmacies in Britain.
- 00:09** That's currently over 14 thousand pharmacies across England, Scotland and Wales.
- 00:17** So what happens when we inspect a pharmacy?
- 00:21** When we inspect pharmacies, we are looking for evidence that our standards for registered pharmacies are being met.
- 00:29** During an inspection, we are looking at whether the pharmacy: is well-run; has enough staff with the right skills and training; is clean and accessible; provides medicines and other services to people safely and effectively and whether it protects people's privacy and confidentiality.
- 00:53** My name is Jooman and I am one of the inspectors with the General Pharmaceutical Council.
- 00:56** Normally when I go into a pharmacy I'm looking for evidence to show that the pharmacy are meeting our standards for registered pharmacies. I will introduce myself to the team, ask about the background of the pharmacy; so, the number of items the services they deliver and that can just help guide the inspection.
- 01:10** Through the inspection I will just look for evidence to show they are meeting all of the standards.
- 01:15** We're now moving to unannounced inspection, so we're no longer notifying the pharmacies that we're coming, and this is really important because the pharmacy needs to meeting the standards every single day.
- 01:27** We are now publishing inspection reports for all inspections that have taken place since April 2019.
- 01:35** You can find the reports on our on our new website. You can search for any pharmacy in Great Britain to see if it has a report published. The report will tell you what we found in the inspection and the outcome from the inspection
- 01:50** Each pharmacy receives a clear and simple overall outcome following the inspection. Either: 'Standards met', which means that the pharmacy has met all the standards for registered

pharmacies. Or 'standards not all met', which means that the pharmacy has not met one or more of five the standards for registered pharmacies.

**02:13** The pharmacy will also receive one of four possible findings for each of the five principles within the standards for registered pharmacies.

**02:22** The four possible findings are:

**Standards met** - where the pharmacy meets all the standards.

**Good practice** - if pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.

**Excellent practice** - is where the pharmacy demonstrates innovation in the way it delivers pharmacy services which benefit the health needs of the local community, as well as performing well against the standards.

**Standards not all met** - The pharmacy has not met one or more standards.

**03:03** Pharmacies which have not met one or more of the standards will also be asked to complete an improvement action plan, setting out what action they are planning to take to improve against those standards.

**03:16** We also have knowledge hub on the new website, where you can find examples of 'notable practice', which is the practice the inspectors see during inspections.

**03:26** To find out more about inspection and to see the reports and resources, take a look at the new inspection publications website. Go to: [inspections.pharmacyregulation.org](https://inspections.pharmacyregulation.org)