

Section 1: Management and Supervision

Date Commenced		Name		Role	
Review of Management and Supervision The purpose of this section is to review your pharmacy's quality management system, including staff and procedures, to ensure that patients consistently receive the highest quality of care and achieve good outcomes.					

Roles, Responsibilities and Training					
1	Record staff details in the table below.				
	Note: You only need to record the details of staff involved in the sale and supply of medicines and other pharmacy services.				
	Name	Role	Responsibilities	Training / Qualification Completed	Hours worked per week (average)

2	Are staff trained in the pharmacy's standard operating procedures (SOPs) which are relevant to their roles? How often is staff training undertaken? _____	Yes	No
3	Are records of staff training up-to-date, and available for review at the pharmacy?	Yes	No
4	How does the supervising pharmacist determine if staff are trained and competent in their role? For example, training reviews, role play scenarios, verbal/written assessment, observation of work etc. Record details:		

Staffing Levels

5	Review staffing levels at your pharmacy, and in particular pharmacist staffing levels, and think about whether staff levels at the pharmacy are sufficient at all times for the level of service provided at the pharmacy. Have you considered the following?		
	The services, including any extended services, provided at the pharmacy	Yes	No
	The volume of supplies of medicines (prescription and non-prescription) from the pharmacy	Yes	No
	The requirement for a pharmacist to supervise all supplies of medicines (prescription and non-prescription)	Yes	No
	Pharmacist availability for patient counselling	Yes	No
	Staffing levels at busy periods for the pharmacy, e.g. end of month, flu season etc.	Yes	No
	The Organisation of Working Time Act 1997, including employee entitlements for breaks and rest periods	Yes	No
	Unexpected or unforeseen events which may arise	Yes	No
	Record details of the review completed, including if any concerns / risks were identified:		

Pharmacist Staff / Duty Register			
6	Is an ongoing, contemporaneous record (i.e. Duty Register) of pharmacists working at the pharmacy maintained?	Yes	No
7	Review the entries in the pharmacy's Duty Register for the past 2 weeks: Date Range: ___ / ___ / ___ to ___ / ___ / ___	Yes	No
8	Have all entries been fully completed in the Duty Register for all pharmacists / pharmaceutical assistants who have worked in the pharmacy?	Yes	No
9	Is the Duty Register reviewed and signed weekly by the supervising pharmacist?	Yes	No
10	Does a pharmaceutical assistant act on behalf of the registered pharmacist during their temporary absence? Hours worked with a registered pharmacist: _____ Hours worked on behalf of the pharmacist: _____	Yes	No

Governance and Management			
11	Do you have the following recommended standard operating procedures (SOPs) in place for your pharmacy?		
	Dispensing of Medicines	Yes	No
	Storage of Medicines	Yes	No
	Sourcing of Medicines	Yes	No
	Expiry Date Checking	Yes	No
	Sale and Supply of Non-Prescription Medicines	Yes	No
	Sale and Supply of Codeine Containing Medicines	Yes	No
	Management of Controlled Drugs	Yes	No
	Medicinal Products Waste Management	Yes	No
	Medication Error Management (including near misses)	Yes	No
	Locum Procedure	Yes	No
	Housekeeping and Cleanliness (including hygiene)	Yes	No
	Use of Child Resistant Closures (CRCs)	Yes	No
	Pharmacy Key-holding Policy	Yes	No
	Use of the Patient Consultation Area	Yes	No
Management of Additional Services	Yes	No	
Note: The list above is not exhaustive. You may need additional SOPs, in line with additional pharmacy services, PSI updates etc.			

12	Have all the SOPs been reviewed and approved by the Superintendent Pharmacist?	Yes	No
13	Have all the documented procedures been implemented and do they have a date of implementation? Note: Documented procedures are considered to be implemented when staff training has been completed and they are actively in use at the pharmacy.	Yes	No
14	Are SOPs reviewed?	Yes	No
	How often is this review undertaken? Date: _____		
	When was the last review undertaken? Date: _____		
	Has an updated review date been assigned to all of the SOPs? Date: _____		
	Is a record of the review kept?	Yes	No
15	Do you review and, if necessary, update your pharmacy's SOPs in response to the following:		
	New PSI guidance	Yes	No
	Changes to relevant legislation	Yes	No
	After an error or incident at the pharmacy	Yes	No
	Patient safety notice from the Health Products Regulatory Authority (HPRA), PSI or drug company	Yes	No
	Review of near misses at the pharmacy	Yes	No
	When planning a new service or process	Yes	No
	When there are staff changes	Yes	No
Planned review of SOPs	Yes	No	
16	Is there a version control system in operation to organise and archive older SOPs?	Yes	No

Review of Procedures	
17	<p>1. Select one SOP relating to a process in your pharmacy (e.g. the sale/supply of prescription medicines):</p> <p>SOP Name / Process described:</p> <p>Version number: _____ Date Implemented: _____</p>
	2. Read the SOP.
	3. Check to see if this corresponds to the way the process is carried out at the pharmacy, by observing the process.
	4. Record any deviations observed between the SOP and the process observed in the space provided.
	5. Record any updates required in your action plan.
	Note: You may wish to complete this review for more than one of your SOPs.

Communication

18	Are staff meetings held on a regular basis with all members of the pharmacy team? Frequency:	Yes	No
19	Is there a communication process in place for staff handover (i.e. at end/start of shifts and day-to-day) at the pharmacy?	Yes	No
20	Does the supervising pharmacist, if different, communicate with the superintendent pharmacist/ pharmacy owner(s) on a regular basis? Frequency:	Yes	No

Notes:

Compliance Assessment – Management and Supervision

Having completed the review, please consider the statements listed below and select the level of compliance that you think best represents your pharmacy

Compliant:

Staff are aware of their roles and responsibilities and they have the required qualifications, training and competence to carry out these roles. Documented training records are maintained, verified and reviewed for each staff member.

Pharmacy staffing levels are sufficient in both the number of pharmacists and non-pharmacists who are present during all the opening hours of the pharmacy.

Clear, documented procedures have been implemented at the pharmacy, which reflect the operation of the pharmacy.

Effective communication procedures supports the work of the pharmacy team.

Mostly Compliant:

Most staff are aware of their roles and responsibilities and generally have the qualifications, training and competence to carry out these roles. Training is carried out but not always documented.

Pharmacy staffing levels are mostly sufficient in both the number of pharmacists and non-pharmacists during all the opening hours of the pharmacy.

Procedures are in place at the pharmacy but are not consistently implemented.

Communication procedures within the pharmacy team are mostly clear and effective.

Partially Compliant:

Most staff are aware of their roles and responsibilities, but may not have all the required qualifications, training and competence to carry out these roles. Training is sometimes carried out.

The pharmacy staffing levels are not always sufficient in both the number of pharmacists and non-pharmacists during all the opening hours of the pharmacy.

Procedures are in place at the pharmacy but are not implemented and do not reflect the operation of the pharmacy.

Communication procedures within the pharmacy team are not always carried out or clear.

Non-Compliant:

Staff are not aware of their own specific roles and do not have all the required qualifications, training and competence to carry out these roles. Training is not carried out or documented.

The pharmacy staffing levels are not sufficient in both the number of pharmacists and non-pharmacists during all the opening hours of the pharmacy.

Procedures are not in place at the pharmacy.

Communication procedures are not in place to support the pharmacy team.

When you have completed this, move on to the Action Plan Booklet

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