

our organisation. One Stop Pharmacy is committed to promoting an open, transparent and honest working environment, where matters of clinical governance can be discussed and changes implemented to improve the quality of care provided to our customers.

2: THE PURPOSE OF THIS POLICY

The purpose of this policy is to promote and develop the culture of best practice in clinical governance within One Stop Pharmacy. This policy applies to all services provided by One Stop Pharmacy and applies to all persons working for One Stop Pharmacy, or on our behalf, in any capacity, including employees at all levels, directors, agency or temporary workers, volunteers and apprentices (“Group Staff”).

3: ROLES AND RESPONSIBILITIES

One Stop Pharmacy is committed to meeting the clinical governance requirements as laid out by the *National Health Service (Pharmaceutical Services) Regulations 2005*. The **Directors** have overall responsibility for ensuring that working practices within One Stop Pharmacy meet these requirements.

Senior management are responsible for ensuring that clinical governance requirements are met and that approved working practices are adhered to by the team. This includes, but is not limited to, the following:

- i. maintaining and updating workplace standard operating procedures to ensure and actively promote adherence to clinical governance requirements
- ii. keeping the pharmacy practice leaflet up to date to accurately reflect the particulars of the pharmacy
- iii. promotion of the pharmacy’s patient satisfaction survey and, where applicable, implementing amendments to policies and procedures following evaluation of responses
- iv. ensuring customer complaints are handled using the approved complaints system (the *One Stop Pharmacy Complaints Procedure Policy SOP*)
- v. ensuring one pharmacy-based audit (determined by the pharmacy) and one clinical audit (determined by the local Primary Care Trust) are completed annually, and that the results are evaluated for potential changes regarding clinical governance practice.

Group staff are responsible for working in accordance with the recommendations set out by this policy and those set out by workplace standard operating procedures.