

Annual NHS complaints report of Gompels Ltd trading as Homeward Pharmacy (FL377)

PO Box 17531

Redditch

B97 9RQ

Tel. 01225 585 070

Homeward Pharmacy Complaints Report Summary April 2019

Gompels Ltd trading as Homeward Pharmacy FL377 has not received any complaints from patients (or their representative) for incorrectly dispensed prescriptions.

In order to continuously improve our processes Homeward Pharmacy has reviewed its Standard Operating Procedures to ensure that pharmacy processes continue to be robust and relevant.

Our patients have elected to use Nutricia as their representative.

Nutricia has been authorised by our patients to arrange collection and delivery to them of their prescription products from the pharmacy. As the patients representative Nutricia has an internal method of audit and root cause analysis together with CEVA logistics who they contract to deliver to the patients. We have done a review of the wider roles with our business partners Nutricia and CEVA Logistics by completing a RACU (Responsible, Accountable, Concerned and Informed) document which defines their roles in the wider patient care role.