



JHOOTS PHARMACY

QUALITY POLICY MANUAL

International House,
20 Hatherton Street,
Walsall,
West Midlands,
WS4 2LA

Tel: 0121 526 5555
Fax: 0121 568 3871

Visit our website: www.jhootspharmacy.co.uk

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Authority: S Jhooty

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Introduction and Scope

Jhoots Pharmacy was founded by 2 Directors in 2002 and is a family owned business but by run a Board of Executive and Non-Executive Directors.

Jhoots Pharmacy is an independent community pharmacy with branches nationwide. It offers an efficient and reliable service to all of its clients to meet their requirements. The company also offers a full range of Essential, Advanced and Enhanced NHS Services as operated by the Local Commissioners.

Jhoots Pharmacy is proud of their Training Department, in these difficult times they are not prepared to compromise on the training offered to its staff. Customers should expect to find the same high level of customer service across the Jhoots branch network, in order to endorse this Jhoots have taken a proactive approach to find a solution. Jhoots work alongside a key partner to support the up-skill of staff. The Company delivers the Apprenticeship programme and NVQ's qualifications as part of staff development. These programme and qualifications enables the Company to develop staff to support providing a first class service with the end user in mind at all times.

The Company has a branch network across the UK and at its Head Office is in Walsall, West Midlands.

The scope of Jhoots Pharmacy is the provision of pharmacy services.

Quality Assured, Effective Systems

We are committed to providing a pharmacy service that is fit for purpose and meets customer requirements. In relation to the requirements of Clause 4.1 of ISO9001 : 2015, the organisation determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of the Quality Management System (see Risk Assessment of Process Sheets).

Introduction to and the Scope of the Quality Management System

This Manual describes the policy, organisational structure and procedures that form the Quality Management System, which is operated by Jhoots Pharmacy. The system ensures the effective running of the activities and complies with the requirements of BS. EN. ISO. 9001 : 2015.

The Quality Management System consists of this Manual, Procedures and SOPs addressing specific clauses of the Standard.

Scope of the Quality System:

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The scope of registration of the quality system is defined within the Quality Policy of this Manual.

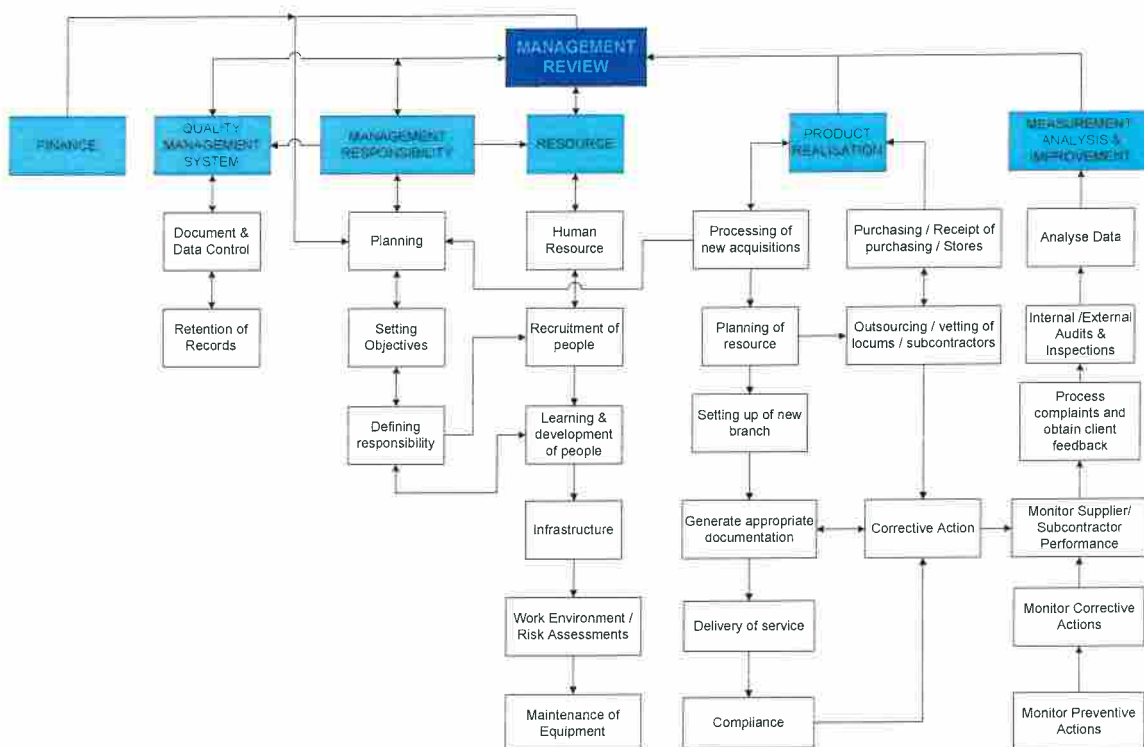
Exclusions

The following clause is excluded: -

The clause Design & Development 7.3 does not apply to Jhoots Pharmacy. The Company is not involved in the activities associated with design and development. All the activities of the Company are subject to inspection and measurement to legislative and regulatory requirements.

Interaction of Processes

The processes identified within the organisation are covered by procedures P1 to P06 as well as individual process procedures (SOPs) for the branch networks and the management of the delivery of the service.



Context of the Organisation

Understanding the Organisation and its context:

The organisation determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of the QMS.

The organisation monitors and reviews information about these external and internal issues via information received from the following sources:

- Feedback from employees
- Stakeholder feedback
- Customer feedback
- New business source
- Face to face meetings with regulatory bodies
- Advising customers on new/improved technology/service
- Processes to ensure service complies with all relevant statutory and regulatory requirements.
- News and communications from the likes e.g. BSI, GPhC, etc

The Risk Assessment of Process sheets reflect the risks associated with the business and it's delivery of the services in the context of Buildings/Workspace, IT & Telecoms and Personnel. The documentation additionally defines the avoidance/mitigation measures and recovery actions to be undertaken.

Understanding the Needs and Expectations of Interested Parties

Due to their effect or potential effect on the organisation's ability to consistently provide a service that meet clients, customers and applicable statutory and regulatory requirements, the organisation determines:

- the interested parties that are relevant to the QMS;
- the requirements of these interested parties that are relevant to the QMS.

The organisation monitors and reviews information about these interested parties and their relevant requirements.

A record of Interested Parties is documented and the Risk Assessment of Process sheet defines the required controls.

Determining the Scope of the Quality Management System

The organisation determined the boundaries and applicability of the QMS in order to establish its scope.

When determining this scope, the organisation considered:

- the external and internal issues referred to in clause 4.1;
- the requirements of relevant interested parties referred to in clause 4.2;
- the services of the organisation

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The organisation applied all the requirements of ISO9001 : 2015, where applicable, within the determined scope of the QMS.

The scope of the organisation's QMS is available and is maintained as documented information within the "Quality Policy" section of this Quality Manual. Justification is also provided for any requirement of ISO9001 : 2015 that the organisation has determined is not applicable to the scope of the QMS. Any non-applicable requirements do not affect the organisation's ability or responsibility to ensure the conformity of its services and the enhancement of client/customer satisfaction.

Documentation Requirements

▪ **Quality Manual:**

The documented Quality Management System is the Quality Manual and consists of the Quality Policy Manual, Quality Procedures Manual and, where required, detailed Standard Operating Procedures. The documented quality system shall be in accordance with BS EN ISO 9001 : 2015.

Jhoots Pharmacy commitment and objectives are contained in the Quality Policy Manual. The Procedures shall detail how the organisation operates the Quality Management System and shall change as part of continuous improvement. Standard Operating Procedures shall be produced where a process needs to be specifically defined and issued to individuals operating that process.

The master Quality Manual shall be continuously reviewed and updated as necessary and approved by the appropriate certification body. All other copies shall be updated under the authority and control of the Employee Relations Director. The amendments are updated by means of raised issue letters/dates. The Employee Relations Director retains one master copy and staff shall be made aware of its location.

▪ **Control of Documents:**

Rigid document and data control shall be practised at all times. The Quality Management System documentation/data shall be issued or amended by the Employee Relations Director.

External documents/data, e.g. those supplied by Customers, British Standards or legislative documents shall be controlled. Obsolete documents shall be archived or destroyed.

▪ **Control of Records:**

Records shall be maintained to provide evidence of the standard of performance being achieved. The records shall be legible and retrievable. Minimum retention periods are specified, as is authority for disposal and necessary disposal instructions. The Executive Team shall have the authority for the disposal of obsolete records after the retention date has expired.

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The CEO shall ensure the Quality Management System is developed, maintained and reviewed in accordance with BS EN ISO 9001 : 2015 and shall identify and provide adequate resources and assign trained personnel for management, performance of work, verification and internal quality audit activities.

The Employee Relations Director shall ensure the Quality Management System is implemented and maintained. The Quality Management System shall be reviewed and any necessary changes to the system shall be planned at the Board Meetings.

Leadership and Commitment

Top management demonstrates leadership and commitment with respect to the QMS by:

- taking accountability for the effectiveness of the QMS;
- ensuring that the quality policy and established quality objectives are compatible with the context and strategic direction of the organisation;
- ensuring the integration of the QMS requirements into the organisation's business processes;
- promoting the use of the process approach and risk-based thinking;
- ensuring that the resources needed for the QMS are available;
- communicating the importance of effective quality management and of conforming to the QMS requirements;
- ensuring that the QMS achieves its intended results;
- engaging, directing and supporting personnel to contribute to the effectiveness of the QMS;
- promoting improvement;
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Management Responsibility

Management Team:

The Executive Team consists of the CEO, Employee Relations Director, Compliance Director, Operations Director, Business Development Director and Finance Director. They are committed to the Quality Management System and are responsible for ensuring that employees at all levels and subcontractors are involved in the organisation achieving its objectives. They shall ensure that procedures are adhered to and preventive and corrective actions are implemented when a nonconformance to the service is identified.

CEO:

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The CEO manages the strategic planning process with the support of the Executive Team to ensure that the organisation is working towards a unanimous goal internally as a team and that they are projecting that image externally.

The CEO has overall responsibility for allocating responsibility and authority for quality matters to appropriate members of the Executive Team and staff, and for ensuring the adequacy of resources and the capability of assigned personnel.

The CEO has overall responsibility for the promotion of the Quality Policy. The CEO has overall responsibility for the management and control of Jhoots Pharmacy to ensure a consistent and efficient service is being provided.

Primary Care Director:

The Compliance Director shall be responsible for the safe and legal working practices within the Branch Network. He shall be the appointed Pharmacy Superintendent and ensure compliance with GPhC Standards, with the Medicines Act 1968, Misuse of Drugs Act 1972 and Responsible Pharmacist Regulations, the NHS Pharmacy Contract, Clinical Governance and Information Governance. He shall also be responsible for generic pricing and the management of ProScript and ProManager with AAH.

The Compliance Director shall also be responsible for the management of the DSMs and to ensure the Standard Operating Procedures are up to date.

The Compliance Director shall be responsible the management of complaints and errors, management of Risk and Patient Safety and the management of relationships with professional organisations.

Employee Relations Director:

The Employee Relations Director manages all functions from a resources perspective including human and physical. She is responsible for ensuring that resource is allocated correctly, teams are adequately equipped to meet business needs and employees are trained and developed within the business. She is also responsible for health and safety, government funding body contracts and associated assessments and inspections.

The Employee Relations Director shall have overall responsibility for the development, implementation and maintenance of the Quality Management System. She is also responsible for controlling internal quality audits to ensure compliance with procedures, review of procedures and identify problems related to the system. The outcome of such results shall be fed into the Board Meetings.

The Employee Relations Director retains executive responsibility for Quality within the Executive Team and shall be the Quality Management Representative on all quality matters. She shall report to the Executive Team on all quality matters and have complete authority and responsibility for ensuring the Quality Management System meets the requirements of BS. EN.

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ISO 9001. In the absence of the Employee Relations Director, the CEO shall assume these responsibilities.

Operations Director:

The Operations Director shall be responsible for ensuring that the company's daily activities run smoothly. It is also the responsibility of the Operations Director to set parameters to judge how effectively and efficiently the business is operating. The Operations Director shall also be responsible for evaluating and reviewing procedures to find the most effective processes. The Operations Director is responsible for overseeing and reviewing the work of middle management.

The Operations Director shall direct, plan, and coordinate the operations of businesses. Responsibilities also include formulating policies and planning the use of staff liaising with the Executive Team to help a business reach maximum productivity.

The Operations Director shall also be responsible for implementing new and improved directives for growth. He shall have an active involvement for setting guidelines for recruitment, advancement, and employee evaluations by working with the other Executive Directors.

Business Development Director:

The Business Development Director shall be responsible for the acquisition and disposal of stores. He shall also be responsible for the recruitment of pharmacists and drivers (pre-reg staff, permanent staff and locums) and the production of pharmacist and driver rotas.

The Business Development Director shall be responsible for research projects and forging links with universities.

The Business Development Director shall also be responsible for the maintenance of equipment and the stores, including purchasing stock for the branches.

Finance Director:

The Finance Director shall be responsible for the Finance Department and the management of the budgeting process. He shall be responsible for the review of accounts, investigation of variances and setting recovery plans.

The Finance Director shall work with Departments to grow the businesses formulating strategies and plans. He shall have overall control of all financial transactions and accountancy matters, including audit systems.

General Manager for Business Development:

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The General Manager for Business Development shall be responsible for supporting the Business Development Director.

Development Services Manager (DSM):

The DSMs are responsible for ensuring the safe and effective running of the branch network and to ensure compliance with legal, professional and ethical Standards. The DSM will also be the primary communication with Commissioners for Local enhanced services and that pharmacies are providing all available services. The DSM will be responsible for maintaining good relationships with GPs and care homes. The DSM will be responsible for ensuring all services are maximised to provide quality care to patients.

Regional Sales Manager (RSM):

The AMs are responsible for ensuring the safe and effective running of the branch network and to ensure effective administration. The AM shall ensure that monthly audits are carried out within the branch network and that one to one supervisions with branch network staff are carried out.

PLANNING

Quality Objectives:

Jhoots Pharmacy shall identify its strategies and objectives in line with the Business Plan. The Executive Team shall review the objectives to monitor performance against the targets set.

Quality Management System Planning:

Jhoots Pharmacy shall produce a Business Plan setting out the strategy and plan for the organisation for a 5 year period. Jhoots Pharmacy shall be responsible for ensuring the organisation implements the Plan, monitors and achieves the objectives set and meets legal, regulatory, professional and ethical requirements.

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Quality Policy Statement

It is the aim of Jhoots Pharmacy to provide a comprehensive pharmaceutical service. This will incorporate a high quality service sustaining customer needs and expectations and ensuring full compliance with legal, professional and ethical Standards.

The Executive Team of Jhoots Pharmacy is committed to the Quality Management System, to all the requirements of ISO 9001 : 2015 and to continuous improvement.

Customers are the heart of the pharmacy service and Jhoots Pharmacy are committed to provide an exceptional customer and patient experience. The Company enjoys a strong trustworthy reputation based on its adherence to the highest professionalism and customer service standards. Passionate about its customers and what they provide within its Healthcare and Wellbeing business the following Values have been set:

- *Challenging, brave and innovative in driving ourselves forward*
- *Listening and respectful to each other and to our customers*
- *Acting decisively with minimum bureaucracy*
- *Accountable for all we do and the results we achieve*
- *Celebrate success in all we do*

Jhoots Pharmacy seeks to provide the best service for its customers through high quality customer service, backed with professional and trained staff and aspire to a reputation for integrity and quality. The growth of the business is derived from Jhoots Pharmacy's willingness to listen to its customers' requirements and to tailor services to match, supported by Jhoots Pharmacy's dedicated staff who symbolise our values and aims.

All staff shall be given adequate time and resource to ensure the Quality Management System is implemented effectively. To achieve these aims, objectives have been set by Jhoots Pharmacy.

The Quality Policy Statement shall be issued to all staff and displayed within the Company. Changes to the Quality Policy Statement shall be made and an amended copy shall be issued to staff and displayed. This Policy shall be reviewed annually by the Executive Team and updated as required.



Manjit Jhooty
CEO

Jhoots Pharmacy

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Responsibility Authority and Communication

The roles, responsibilities and authorities of the Executive Team is defined in the above section of this Quality Manual. All staff shall have a specific job description and an organisation chart displays the structure of the organisation. Appraisals shall take place whereby job roles shall be discussed and reviewed. Responsibilities shall also be defined in the procedures.

Communication shall be channelled through monthly supervisions, team meetings, management meetings, emails, notice boards, newsletters and informal discussions with individuals.

Management Review

The Executive Team has established a structure of meetings that will plan, review and communicate and continuously improve the activities of Jhoots Pharmacy.

The Executive Team shall hold a Board Meeting to plan and review the performance of the Quality Management System. It shall address trends in quality-related problems and the effectiveness of improvement activities. The Executive Team is responsible for ensuring both the adequacy and full implementation of actions that respond to error, or are intended to prevent the occurrence of error.

All actions arising from meetings shall be recorded in the Minutes and followed up at the subsequent meeting. Agendas, minutes and/or Action Plans shall be produced and circulated.