

Registered pharmacy inspection report

Pharmacy name: Millfield Pharmacy

Address: 387 Lincoln Road, PETERBOROUGH, Cambridgeshire, PE1 2PF

Pharmacy reference: 1029320

Type of pharmacy: Community

Date of inspection: 21/10/2025

Pharmacy context and inspection background

This community pharmacy is located on a main road close to the centre of Peterborough. Most of its activity is dispensing NHS prescriptions for people who live in the local area, some of which are delivered to people's homes. The pharmacy also sells a range of medicines and gives advice to people over the counter. It offers the NHS Pharmacy First service, and hypertension case-finding service. And it supplies medicines in multi-compartment compliance packs to some people who need this assistance to take their medicines at the right times. It also provides a needle exchange scheme and substance misuse support service.

This was a routine focused inspection which looked at those Standards most related to patient safety. Not all Standards were inspected on this occasion. The pharmacy was last inspected in 2019.

Overall outcome: Standards met

Required Action: None

Follow this link to [find out what the inspections possible outcomes mean](#)

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has written procedures to help its staff work safely. But some of these have not been reviewed for well over two years. This could mean the team are not aware of any changes to best practice.

Standard 1.2

- The pharmacy makes some records about dispensing mistakes that are spotted and rectified before the medicines are supplied to people. But the records don't always show why a mistake has happened or any improvements that have been made. This makes it harder for the team to learn from these events to stop similar happening in the future.

Standard 1.6

- The pharmacy generally keeps the records it is required to by law. But the Responsible Pharmacist record had a small number of gaps in recent weeks. And the private prescriptions records did not always include the date of the prescription and the date of supply. These omissions make the records less reliable in the event of a future query.

Standard 4.2

- The pharmacy generally provides its services safely. However, it does not always highlight prescriptions for higher-risk medicines. This could mean it misses opportunities to provide additional advice and support to people when they collect these medicines.
- The pharmacy delivers medicines to some people. But its records don't show if the medicines have been delivered successfully or have been returned to the pharmacy. This could make it harder for the pharmacy to know what has happened in the event of a future query.

Standard 4.3

- Though fridge temperatures at the time of the inspection were within the required range, the pharmacy had not always been recording its daily fridge temperature checks. The recent improvements it has made to keeping these records should be maintained so it can show its medicines are kept in appropriate conditions.

Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 1: Inspection outcomes for standards under principle 1

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
1.1 - The risks associated with providing pharmacy services are identified and managed	Met	Area for improvement
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	Area for improvement
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Met	
1.4 - Feedback and concerns about the pharmacy, services and staff can be raised by individuals and organisations, and these are taken into account and action taken where appropriate	Standard not inspected	
1.5 - Appropriate indemnity or insurance arrangements are in place for the pharmacy services provided	Met	
1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained	Met	Area for improvement
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	
1.8 - Children and vulnerable adults are safeguarded	Met	

Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 2: Inspection outcomes for standards under principle 2

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
2.1 - There are enough staff, suitably qualified and skilled, for the safe and effective provision of the pharmacy services provided	Met	
2.2 - Staff have the appropriate skills, qualifications and competence for their role and the tasks they carry out, or are working under the supervision of another person while they are in training	Met	
2.3 - Staff can comply with their own professional and legal obligations and are empowered to exercise their professional judgement in the best interests of patients and the public	Met	
2.4 - There is a culture of openness, honesty and learning	Standard not inspected	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Standard not inspected	
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Standard not inspected	

Principle 3: The environment and condition of the premises from which pharmacy services are provided, and any associated premises, safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 3: Inspection outcomes for standards under principle 3

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
3.1 - Premises are safe, clean, properly maintained and suitable for the pharmacy services provided	Met	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	
3.3 - Premises are maintained to a level of hygiene appropriate to the pharmacy services provided	Standard not inspected	
3.4 - Premises are secure and safeguarded from unauthorized access	Met	
3.5 - Pharmacy services are provided in an environment that is appropriate for the provision of healthcare	Standard not inspected	

Principle 4: The way in which pharmacy services, including management of medicines and medical devices, are delivered safeguards the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 4: Inspection outcomes for standards under principle 4

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
4.1 - The pharmacy services provided are accessible to patients and the public	Met	
4.2 - Pharmacy services are managed and delivered safely and effectively	Met	Area for improvement
4.3 - Medicines and medical devices are: obtained from a reputable source; safe and fit for purpose; stored securely; safeguarded from unauthorized access; supplied to the patient safely; and disposed of safely and securely	Met	Area for improvement
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	Met	

Principle 5: The equipment and facilities used in the provision of pharmacy services safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 5: Inspection outcomes for standards under principle 5

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
5.1 - Equipment and facilities needed to provide pharmacy services are readily available	Met	
5.2 - Equipment and facilities are: obtained from a reputable source; safe and fit for purpose; stored securely; safeguarded from unauthorized access; and appropriately maintained	Standard not inspected	
5.3 - Equipment and facilities are used in a way that protects the privacy and dignity of the patients and the public who receive pharmacy services	Standard not inspected	

What do the summary outcomes for each principle mean?

Finding	Meaning
✓ Excellent practice	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.
✓ Good practice	The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.
✓ Standards met	The pharmacy meets all the standards.
Standards not all met	The pharmacy has not met one or more standards.