

Registered pharmacy inspection report

Pharmacy name: West Town Chemist

Address: 63-65 Mayors Walk, West Town, PETERBOROUGH,
Cambridgeshire, PE3 6EX

Pharmacy reference: 1029331

Type of pharmacy: Community

Date of inspection: 12/01/2026

Pharmacy context and inspection background

This community pharmacy is located in a parade of shops. It dispenses NHS and private prescriptions. And it sells medicines over the counter. The pharmacy supplies medicines in multi-compartment compliance packs to care homes and to some people in their own homes. It offers additional NHS services including NHS Pharmacy First and flu vaccinations. And it offers some private services such as a weight loss service via patient group directions (PGDs). The pharmacy provides a prescription delivery service.

This was an intelligence-led inspection of the pharmacy following information received by the GPhC. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in January 2019.

Overall outcome: Standards not all met

Required Action: Improvement Action Plan

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

Standards not met

Standard 1.1

- The pharmacy has a generic set of standard operating procedures (SOPs) which have not been

tailored to the specific activities of the pharmacy. And so, they do not all reflect the systems and processes the pharmacy is using. In addition, most team members have not read the SOPs. This means team members may not be working in the most safe and efficient way.

Standard 1.3

- Team members are not clear about the activities they can and cannot do in the absence of the responsible pharmacist (RP). And so, team members are sometimes completing tasks they are not allowed to carry out when there is no RP present. This means that the pharmacy is not always operating under the RP regulations as required.

Standard 2.2

- The pharmacy's delivery drivers have not completed any formal training. This means they may not have the required skills and knowledge to carry out their roles safely.

Standards that were met with areas for improvement

Standard 1.7

- Overall, the pharmacy manages confidential information appropriately. However sometimes team members NHS smartcards are not kept secure. This increases the risk that team members could access information they are not authorised to.

Standard 4.2

- Team members do not always highlight prescriptions for higher-risk medicines. And team members are not all aware of the guidance about supplying medicines containing sodium valproate safely. This increases the chances that people may not always receive the necessary safety advice when receiving these medicines from the pharmacy.
- The pharmacy generally provides a safe prescription delivery service. But it does not always keep full audit trails for its delivery processes. This could make it harder for the pharmacy to manage any queries they may receive regarding deliveries.

Standard 4.3

- The pharmacy generally stores its medicines requiring cold storage appropriately. However, team members are not aware of how to reset the fridge thermometer. This means some readings may not show the accurate temperature in the fridge at all times.

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

Summary outcome: Standards not all 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	Not met	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Not 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	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	Area for improvement
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 not all 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	Not 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.