

Registered pharmacy inspection report

Pharmacy name: Owen's Chemist

Address: 20a Chester Street, Saltney, CHESTER, Cheshire, CH4 8BJ

Pharmacy reference: 1029532

Type of pharmacy: Community

Date of inspection: 29/09/2025

Pharmacy context and inspection background

This is a community pharmacy in the area of Saltney in Chester, Cheshire. Its main activity is dispensing NHS prescriptions, some of which it delivers to people's homes. It also sells medicines over the counter and offers the NHS Pharmacy First service. It provides a substance misuse service and supplies some people's medicines in multi-compartment compliance packs to help them take their medicines correctly.

This was a reinspection following an inspection in February 2025 where the pharmacy did not meet Standards 1.1 and 4.2. This reinspection focused on those Standards which had previously not been met and core Standards relating to patient safety. The pharmacy was issued with an Improvement Notice to support it in meeting Standards. Since the previous inspection, the pharmacy has complied with the Improvement Notice by ensuring its team members follow set procedures to ensure medicines are supplied to people in a timely manner. It has also ensured its team members have been appropriately trained to follow the procedures correctly. But there are other areas in the pharmacy requiring improvement in standards.

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 1.2

- The pharmacy team does not follow a process to record details of mistakes made during the dispensing process. The team cannot demonstrate any learning from mistakes made or any changes made to the way the pharmacy operates to improve patient safety.

Standard 3.1

- The basement of the pharmacy premises is flooded. This presents a hazard for the pharmacy team. The pharmacy does not provide adequate toilet facilities for team members to use.

Standard 3.2

- The pharmacy consultation room is cluttered and untidy, and so does not portray a professional healthcare image. An entrance door to the room is unable to be fully closed and so there is a risk people's private conversations about their health may be overheard by other people present in the retail area.

Standard 3.5

- There is insufficient lighting in a section of the pharmacy's dispensary due to an electrical fault. This increases the risk of mistakes being made during the dispensing process.

Standards that were met with areas for improvement

Standard 1.6

- The pharmacy maintains most of the records it needs to. However, it does not keep an accurate responsible pharmacist record. The times the responsible pharmacist signs in and out of the record do not show whether it is morning or afternoon. This may be misleading or confusing.

Standard 4.3

- The pharmacy generally stores its medicines and medical devices that require cold storage appropriately. However, pharmacy team members are not appropriately trained to report instances when the pharmacy's fridge is operating outside of the accepted temperature range.

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	Met	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Not met	
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 not all 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	Not met	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Not 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	Not met	

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	
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.