

Registered pharmacy inspection report

Pharmacy name: Holme Hall Pharmacy

Address: Unit 7, Wardgate Way, Chesterfield, Derbyshire, S40 4SL

Pharmacy reference: 1030314

Type of pharmacy: Community

Date of inspection: 08/07/2025

Pharmacy context and inspection background

This community pharmacy is located in a parade of shops in residential area. Most people who use the pharmacy are from the local area and a home delivery service is available. The pharmacy dispenses NHS prescriptions, and it sells a range of over-the-counter medicines. It provides seasonal COVID-19, and flu vaccination services and some other NHS funded services including the Pharmacy First Service. The pharmacy supplies a large number of medicines in multi-compartment compliance aid packs to help people take their medicines at the right time.

This was a full inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in March 2019 under a different owner.

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 2.4

- The pharmacy doesn't provide team members with opportunities to discuss issues or training needs. For example, there are no regular team meeting or staff reviews. And team members do

not always feel confident raising concerns or talking about mistakes. This results in poor communication and means team members are not kept up to date about the operation of the pharmacy, and opportunities for improvement may be missed.

Standard 4.2

- The pharmacy doesn't always keep appropriate audit trails for changes to medication in compliance aid packs. It does not routinely record the date of medication changes or correspondence with the prescriber which could cause confusion in the event of a query. The packs are not always supplied with packaging leaflets or labelled with appropriate cautionary and advisory labels. So, people might not have easy access to all of the information they need to take their medicines safely.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has standard operating procedures (SOPs) for the services provided, but these are not always made available to staff. And some team members have not read and confirmed their understanding of the SOPs, which means they may not always work effectively or fully understand their roles and responsibilities.

Standard 1.2

- The pharmacy has procedures in place to deal with dispensing incidents and near misses, but these are not always closely followed. Team members do not always review their near miss mistakes to identify any patterns or trends, so the team could be missing out on opportunities to make the pharmacy's services safer.

Standard 1.6

- The pharmacy generally completes the records that it needs to by law but occasionally the responsible pharmacist (RP) record and some of the private prescription records are incomplete or inaccurate, which could make it more difficult for the pharmacy to show it is operating safely.

Standard 1.7

- The pharmacy takes steps to keep people's private information safe. But confidential information is sometimes stored in the consultation room, which is not always kept locked, so there could be a risk of unauthorised access.

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	Met	
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	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	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	Not met	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Met	
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Met	

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	Met	
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	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 not all 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	Not 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	
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	Met	
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	Met	

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.