

Registered pharmacy inspection report

Pharmacy name: Chapel Pharmacy

Address: 102 - 104 Chapel Lane, FARNBOROUGH, Hampshire, GU14 9BL

Pharmacy reference: 1031719

Type of pharmacy: Community

Date of inspection: 23/06/2025

Pharmacy context and inspection background

This is a community pharmacy located on a parade of shops in a residential area of Farnborough. The pharmacy dispenses NHS and private prescriptions. And its team members sell over-the-counter medicines and provide advice. The pharmacy offers services such Blood Pressure testing, Pharmacy First, the New Medicine Service (NMS). The pharmacy also provides a travel clinic, including yellow fever vaccinations, and flu and COVID-19 vaccinations. Privately, the pharmacy provides many other services including an ear wax removal service, chicken pox vaccines and weight loss medicines.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in March 2019.

Overall outcome: Standards met

Required Action: None

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

Areas of good practice

Standard 1.1

- The pharmacy regularly assesses whether changes are suitable and they work well. If not, they

look for alternatives to try and continually improve the service they provide.

Standard 1.6

- The pharmacy team have introduced their own pharmacy planner to help them organised and audit the records they need to keep.

Standard 2.1

- The pharmacy has a good skill mix of staff and encourages their development to support service delivery in the pharmacy.

Standard 4.1

- The team plan services into their day to improve access and ensure patients are not left waiting too long so they can provide their services in a dedicated manner.

Standard 4.3

- The pharmacy helps people avoid unregulated sources of medicines and knows who to report them to. This helps to make sure people only receive medicines that are safe for them to use.

Areas of excellent practice

Standard 4.2

- The pharmacy provides a variety of services to the public and regularly audits them. The pharmacy creates it own audits for pilot national services which allow others to learn from them and benefit in their own practice. The pharmacy also fully utilises a dispensing robot to improve the efficiency of the dispensing process and reduce human error.

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

Summary outcome: Good practice

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	Good practice
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	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	Good practice
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	Good practice
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	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: Good practice

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	Good practice
4.2 - Pharmacy services are managed and delivered safely and effectively	Met	Excellent practice
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	Good practice
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.