

Registered pharmacy inspection report

Pharmacy name: Jhoots Pharmacy

Address: 5-7 Wyre View, Knott End on Sea, BLACKPOOL, Lancashire, FY6 0AE

Pharmacy reference: 1033264

Type of pharmacy: Community

Date of inspection: 12/03/2025

Pharmacy context and inspection background

This community pharmacy is situated on the Wyre coastline, in the village of Knott End-On-Sea. The pharmacy dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including the NHS Pharmacy First service. The pharmacy supplies some people with medicines in multi-compartment compliance packs to help them take their medicines at the right time.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in January 2019.

Overall outcome: Standards not all met

Required Action: Improvement Action Plan; Statutory Enforcement

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

Standards not met

Standard 1.7

- The pharmacy has written procedures available to help protect people's information. But the pharmacy team do not have access to an effective method to destroy confidential waste appropriately which has led to a large accumulation of confidential waste bags. The inability to destroy confidential waste increases the risk of people's information being inadvertently lost or

disposed of incorrectly.

Standard 2.1

- The pharmacy relies on locum pharmacist cover to undertake the responsible pharmacist role and provide professional services to people. But there are insufficient contingency arrangements in place to ensure the responsible pharmacist role is always covered to enable the pharmacy to carry out registerable activity. This has led to the pharmacy unexpectedly closing on several occasions which has had adversely impacted the people who need to access the pharmacy's services.

Standard 2.2

- Most members of the pharmacy team have undertaken the necessary training for their role. But a medicines counter assistant, who was involved in the sale and supply of medicines, had not undertaken training or been enrolled onto a suitable training course. So they may not have the underpinning knowledge and skills to carry out the role effectively.

Standard 3.1

- Members of the pharmacy team raise concerns about maintenance issues in the pharmacy. But the pharmacy has an ineffective process for maintenance concerns to be raised and corrected. There is a rodent infestation with no active pest control in place to help reduce this risk. And an external metal railing used by people accessing the pharmacy has corroded in a state of disrepair, which has resulted in people receiving minor injuries. These issues present a significant health and safety risk to people who use the pharmacy premises and members of the pharmacy team. This has been addressed using enforcement action: Improvement Notice.
- Members of the pharmacy team raise concerns about maintenance issues in the pharmacy. But the pharmacy has an ineffective process for maintenance concerns to be raised and corrected. There is a rodent infestation with no active pest control in place to help reduce this risk. And an external metal railing used by people accessing the pharmacy has corroded in a state of disrepair, which has resulted in people receiving minor injuries. These issues present a significant health and safety risk to people who use the pharmacy premises and members of the pharmacy team. This has been addressed using enforcement action: Conditions.

Standard 3.3

- Members of the team do not have access to an active refuse contract to remove commercial waste from the premises. This has led to an accumulation of refuse stored outside the rear of the premises. And the pharmacy's consultation room contains a strong odour, which means it cannot be used to provide pharmacy services. This has resulted in the premises not being maintained to an appropriate level expected of a healthcare setting. These issues present a significant health and safety risk to people who use the pharmacy premises and members of the pharmacy team. This has been addressed using enforcement action: Improvement Notice.
- Members of the team do not have access to an active refuse contract to remove commercial waste from the premises. This has led to an accumulation of refuse stored outside the rear of the premises. And the pharmacy's consultation room contains a strong odour, which means it cannot be used to provide pharmacy services. This has resulted in the premises not being maintained to an appropriate level expected of a healthcare setting. These issues present a significant health and safety risk to people who use the pharmacy premises and members of the pharmacy team.

This has been addressed using enforcement action: Conditions.

Standard 3.5

- The pharmacy team provide dispensing services from a designated dispensary in the premises. But a broken waste pipe has led to effluent leaking into the dispensary and a lingering odour. There was corrosion to some of the drug cabinets, and some of the dispensary drawers were marked not for use due to previous sightings of pests. The pharmacy's consultation room has been condemned by team members due to a strong odour. These risks are not suitable to provide healthcare services in a safe manner and present a significant risk to members of the team. This has been addressed using enforcement action: Improvement Notice.
- The pharmacy team provide dispensing services from a designated dispensary in the premises. But a broken waste pipe has led to effluent leaking into the dispensary and a lingering odour. There was corrosion to some of the drug cabinets, and some of the dispensary drawers were marked not for use due to previous sightings of pests. The pharmacy's consultation room has been condemned by team members due to a strong odour. These risks are not suitable to provide healthcare services in a safe manner and present a significant risk to members of the team. This has been addressed using enforcement action: Conditions.

Standards that were met with areas for improvement

Standard 1.2

- Members of the pharmacy team keep records when they make a mistake during the dispensing process. The pharmacist discusses the records with members of the team to try and learn from mistakes. But there is no formal review to look for underlying trends or assess if the actions taken have been effective. So they may not be able to always show what improvements they are making to their services.

Standard 4.2

- The pharmacy team speak to people who use their services, particularly when they are starting a new medicine. But they do not routinely identify people taking high-risk medicines to provide counselling advice. And the team do not record the counselling advice they do provide. This would help with continuity of care and make sure up to date information is available during clinical reviews.
- The pharmacy supplies some medicines in multi-compartment compliance packs to people who need additional support. But members of the pharmacy team do not routinely provide patient information leaflets. So people may not always have up-to-date information about their medicines.

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	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	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Not 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 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	Not 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	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 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	Met	
3.3 - Premises are maintained to a level of hygiene appropriate to the pharmacy services provided	Not 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	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	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	
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.