

Registered pharmacy inspection report

Pharmacy name: Johns (Chemists) Ltd

Address: 288 Poulton Road, FLEETWOOD, Lancashire, FY7 7LA

Pharmacy reference: 1033375

Type of pharmacy: Community

Date of inspection: 04/08/2026

Pharmacy context and inspection background

This community pharmacy is situated on a parade of shops in Fleetwood, near Blackpool, Lancashire. 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 October 2019, and all standards were met.

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 has a process to record and review when mistakes happen. But there is evidence of mistakes occurring and not always being fully investigated to identify learning. Which may increase the risk of similar incidents occurring.

Standard 1.6

- The pharmacy does not keep the required records for the responsible pharmacist. So the pharmacy may not be able to accurately show when a pharmacist was present.
- The pharmacy keeps records for its higher risk medicines. But the records do not always have the necessary detail, or a running balance. So the pharmacy may not be able to promptly identify potential mistakes or diversion.

Standard 1.7

- There are written procedures for information governance procedures. But these have not been reviewed for some time, and the pharmacy cannot demonstrate it has appropriately considered the risks associated with how it destroys confidential waste.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has a set of written procedures. But these have not been reviewed for some time, and some longstanding team members have not read or signed the procedures. So it is not clear whether the procedures reflect current practice, and team members fully understand where responsibility lies.

Standard 2.2

- Members of the pharmacy team have completed the required training for their role. But ongoing training is not routinely provided. So team members may not have the opportunity to learn new skills and remain up to date.

Standard 3.1

- The pharmacy appeared generally clean. However, parts of the dispensary were cluttered. This may reduce the effectiveness of the space available in the dispensary.

Standard 4.2

- The pharmacy dispenses some of its medicines in multicompartment compliance packs. But the description of the medicines are not always included within the packs. So people may not have access to all of the necessary information to help take their medicines safely.
- Members of the team retain the prescription when medicines are handed out. But they do not routinely highlight medicines considered to be 'high-risk'. So team members may not always remember to provide counselling and check the medicines remain suitable.

Standard 4.3

- The pharmacy suitably stores its medicines requiring refrigeration and carries out check of its dispensary stock. But there are gaps in the records associated with these processes to help demonstrate these are taking place and medicines are always stored in the correct conditions.

Standard 4.4

- The pharmacy receives drug safety alerts and recalls. But it does not keep an audit trail of how it actions the alerts. So the team may not be able to show it always actions these appropriately.

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	Area For Improvement
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	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	Not 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 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	Area For Improvement
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	Area For Improvement
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 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	Area For Improvement

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
✓ 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.