

Registered pharmacy inspection report

Pharmacy name: Jhoots Pharmacy

Address: Littleborough Health Centre, Featherstall Road, LITTLEBOROUGH, Lancashire, OL15 8DH

Pharmacy reference: 1033415

Type of pharmacy: Community

Date of inspection: 15/08/2025

Pharmacy context and inspection background

This pharmacy is situated next to a health centre on a main road in a residential area. Its main activity is dispensing NHS prescriptions for people living locally. It also provides some people with their medicines in multi-compartment compliance packs. The pharmacy provides other NHS services which includes Pharmacy First, COVID-19 and hypertension case finding.

This was a routine inspection of the pharmacy which focused on the core Standards relating to patient safety. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in November 2018.

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 1.6

- The pharmacy's controlled drug (CD) registers are not always well maintained. It does not always record CD transactions as required by law.

- The pharmacy does not regularly audit its CD running balances. As a result, the pharmacy delays identifying discrepancies and some CDs are unaccounted for.

Standard 2.2

- The pharmacy is not supporting a new pharmacy team member to complete a necessary training qualification because there is no appropriate team member to supervise their training. This means they may have gaps in their knowledge and skills which could affect the pharmacy's ability to provide services safely.

Standards that were met with areas for improvement

Standard 1.1

- Pharmacy team members understand that prescription medicines should not be prepared when there is no responsible pharmacist (RP). However, the pharmacy's procedures do not cover this point, which could cause confusion for new or temporary team members who may not be fully aware of their legal responsibilities.

Standard 1.2

- Pharmacy team members discuss and record mistakes they identify when preparing medicines and they address each of these incidents as they arise. However, the reason for each mistake is not always documented, and mistakes are not shared with the whole team. So, the pharmacy may miss additional learning opportunities or spot patterns in mistakes.

Standard 2.1

- The pharmacy frequently does not have a pharmacist. So, people receive an intermittent and unreliable service.

Standard 2.5

- The pharmacy's senior management team frequently do not respond to the pharmacy team's service-related queries. This may discourage team members from raising concerns about services.

Standard 4.3

- The pharmacy team regularly checks its medicine stock expiry dates. But it does not always keep corresponding records of these checks. So, it may have difficulties demonstrating that it is effectively monitoring stock expiry dates in the event of a query.

Standard 4.4

- The pharmacy team takes appropriate action when it receives alerts for medicines suspected of not being fit for purpose. But it does not keep corresponding records that confirm this. So, it could find it harder to show that these are effectively managed in the event of query.

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	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	Not met	
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 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	Area for improvement
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	Area for improvement
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 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	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
✓ 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.