

# Registered pharmacy inspection report

## Pharmacy name: Jhoots Pharmacy

**Address:** 112-114 Deepdale Road, PRESTON, Lancashire, PR1 5AR

**Pharmacy reference:** 1033804

**Type of pharmacy:** Community

**Date of inspection:** 06/10/2025

### Pharmacy context and inspection background

This community pharmacy is situated on a major road, in the Deepdale area of Preston. The pharmacy dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including blood pressure testing and the NHS Pharmacy First service.

This was a full reinspection following an inspection in April 2025 where the pharmacy did not meet Standards 1.7. The pharmacy had taken sufficient steps by separating confidential information into a clearly marked waste box as an interim measure, to help protect people's information until a more effective means has been implemented.

**Overall outcome:** Standards not all met

**Required Action:** Statutory Enforcement

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

### Standards not met

#### Standard 3.1

- The pharmacy has significant water damage above its main entrance. This has led to part of the roof tiles collapsing, and some electrics becoming exposed. This is unsafe for members of the team and people who use the pharmacy.

## Standards that were met with areas for improvement

### Standard 1.1

- The pharmacy has a documented business continuity plan. When team members follow the plan and contact the telephone numbers and email addresses it provides, they do not receive a response to enable them to take appropriate action.

### Standard 1.2

- The pharmacy has processes to monitor and improve its services and they discuss mistakes that are identified during the dispensing process. But its team members do not keep records of any action they take to reduce the risk of similar mistakes happening again. So they may not be able to always show what improvements they are making to their services.

### Standard 1.7

- The pharmacy takes some steps to separate confidential waste, but it does not have an effective means to destroy it. This increases the risk of it being disposed of inappropriately.

### Standard 2.2

- Members of the pharmacy team complete some training by reading the company procedures. But they are not provided with ongoing opportunities to learn, or appraisals to help identify individual development needs. So members of the team may not have the opportunities for them to learn and develop new skills.

### Standard 4.1

- The pharmacy does not have any external signage to indicate it is a pharmacy, or describe what services are provided. So members of the public may not be aware what healthcare services are available to them.

## 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	<b>Area for improvement</b>
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	<b>Area for improvement</b>
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	Met	<b>Area for improvement</b>
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	<b>Area for improvement</b>
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	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	<b>Area for improvement</b>
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	
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
✓ <b>Excellent practice</b>	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.
✓ <b>Good practice</b>	The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.
✓ <b>Standards met</b>	The pharmacy meets all the standards.
<b>Standards not all met</b>	The pharmacy has not met one or more standards.