

# Registered pharmacy inspection report

## Pharmacy name: Rowlands Pharmacy

**Address:** 37 West Paddock, Leyland, LEYLAND, Lancashire, PR25 1HR

**Pharmacy reference:** 1033864

**Type of pharmacy:** Community

**Date of inspection:** 15/01/2025

### Pharmacy context and inspection background

This community pharmacy is situated next to a medical centre. It is located in a residential area of Leyland, in Lancashire. The pharmacy dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including seasonal flu, substance misuse supplies, and the NHS Pharmacy First service. The pharmacy supplies medicines in multi-compartment compliance packs to some people to help them take their medicines at the right time.

This was a full inspection of the pharmacy following information received by the GPhC.

**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 2.1

- Several members of the team have recently left the pharmacy. And although vacancies are being advertised and relief staff are being used to provide cover, the pharmacy is not currently fully staffed. This means the team is behind with the workload which creates pressure and makes the provision of services less effective.

### Standard 4.3

- The pharmacy team does not always follow appropriate procedures to make sure that some higher-risk medicines are stored securely. This means the medicines may not always be properly controlled and there may be more risk of errors or diversion.

## Standards that were met with areas for improvement

### Standard 3.1

- The dispensary is cluttered and untidy and the floor is not being regularly cleaned. This detracts from the professional image of the pharmacy and reduces the effectiveness of the dispensing operation.

### Standard 4.2

- The pharmacy provides medicines in multicompartment compliance aids to help people take their medicines. But they do not routinely provide patient information leaflets. So people may not always have up to date information about their medicines.
- The pharmacy does not routinely highlight high-risk medicines (such as anticoagulants, lithium, and methotrexate). So members of the team may not be aware when they are handing these out to provide counselling advice.

## 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/<br>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                            |   |
| 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                            |   |
| 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/<br>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 | 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                            | <b>Area for improvement</b>                              |
| 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 not all met

Table 4: Inspection outcomes for standards under principle 4

| Standard  | Outcome of individual standard | Area for improvement/<br>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                            | <b>Area for improvement</b>                                 |
| 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 | <b>Not met</b>                 |   |
| 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/<br>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.  |