General Pharmaceutical Council

Registered pharmacy inspection report

Pharmacy name: Vitality Pharmacy

Address: 158 East Park Road, LEICESTER, Leicestershire, LE5 4QB

Pharmacy reference: 1034040

Type of pharmacy: Community

Date of inspection: 27/08/2026

Pharmacy context and inspection background

This community pharmacy is located in a Leicester suburb. Its main activity is dispensing NHS prescriptions, some of which it delivers to people's homes. It also sells medicines over the counter and offers a range of NHS services including the NHS Pharmacy First service, NHS Emergency Contraception, and seasonal vaccination service. It supplies medicines in multi-compartment compliance packs to some people who need this support to help them take their medicines at the right time. The pharmacy also provides private services for weight loss management, travel vaccinations ear wax removal and a private prescribing for some minor ailments.

This was a routine inspection of the pharmacy which focused on the core Standards relating to patient safety. Not all Standards were inspected on this occasion. The pharmacy was last inspected in June 2016.

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 does not have a register available to team members to record medicines returned by people which require safe storage. And it does not complete regular checks of stock medicines requiring safe storage against the quantities maintained in its registers. So there is a risk that discrepancies may not be resolved effectively.

Standard 4.3

- The pharmacy stores most medicines in appropriate conditions. But it is unable to demonstrate that all of its medicines that require cold storage are stored between 2 and 8 degrees Celsius.
- Most medicines are stored appropriately in their original containers. But the pharmacy sometimes removes medicines from their original blister packaging and stores them loosely when assembling compliance packs. This means the pharmacy cannot be sure that these medicines are being stored in the right conditions to preserve their efficacy. And increases the risk of a mistake being made.

Standards that were met with areas for improvement

Standard 1.2

- Pharmacy team members talk about the mistakes they make to try to learn from them, and they make records of their mistakes. But they do not regularly review these records so they may be missing opportunities to spot patterns or trends and take effective action to help prevent the same sort of things happening again.

Standard 4.4

- The pharmacy receives alerts for the recall of medicines and medical devices. But it does not keep a record of the relevant action that it takes. This means that the pharmacy may not always be able to demonstrate how it responds to recall and safety notices.

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	Standard not inspected	
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 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	
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	Standard not inspected	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Standard not inspected	
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Standard not inspected	

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	Standard not inspected	
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	Standard not inspected	

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/ 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	**Not met**	
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	Standard not inspected	
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	Standard not inspected	

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.