

# Registered pharmacy inspection report

## Pharmacy name: Merton Chemist

**Address: 223 Stanley Road, BOOTLE, Merseyside, L20 3DY**

**Pharmacy reference: 1034392**

**Type of pharmacy: Community**

**Date of inspection: 14/08/2025**

### Pharmacy context and inspection background

This community pharmacy is situated on a main road near to the town centre of Bootle, Merseyside. 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 medicines in multi-compartment compliance packs to some people to help them take their medicines at the right time.

This was a full reinspection following an inspection in February 2025 where the pharmacy did not meet Standards 1.1, 1.2, 1.6, and 4.3. The pharmacy was found to be making the necessary records for private prescriptions in line with requirements. New standard operating procedures (SOPs) were available at the pharmacy, which had been drafted by a trade association. But the pharmacy had not reviewed the draft version and updated all the relevant sections to reflect the processes that were being carried out. This meant a number of risks associated with providing pharmacy services were left unmanaged and standard 1.1 had not been sufficiently met. The pharmacy team had a book to record near miss mistakes, but only two entries had been recorded since the last inspection. The GPhC had also received information about an error, which when questioned, members of the team did not know had occurred. So the pharmacy was unable to demonstrate that it takes sufficient action following mistakes, to help prevent a similar occurrence and therefore standard 1.2 had not been sufficiently met. Members of the team had tidied the dispensary, removed loose strips of medicines, and carried out a date check of stock medicines. But the temperature of one of the fridges was out of range, and no action had been taken to raise it as a concern. So the pharmacy was unable to show that it stores medicines in appropriate conditions, and therefore standard 4.3 had not been sufficiently 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 1.1

- The pharmacy had obtained new standard operating procedures. But they were a draft version which had not been updated to ensure the details reflect the actual processes that are carried out. The pharmacy operates using locum pharmacists who rely upon written procedures to ensure they deliver safe and effective care. So the pharmacy may not be able to demonstrate how it suitably manages the risks associated with providing pharmacy services and how members of the pharmacy team fully understand what is expected of them.

### Standard 1.2

- The pharmacy team generally discuss mistakes that are identified. But the pharmacy team do not routinely record their mistakes so they can review and look for underlying trends. An example of an error which was reported by the superintendent pharmacist had not been discussed with the rest of the team. So the pharmacy is unable to demonstrate how it learns from errors, and show what action is taken to reduce the risk of similar mistakes happening again.

### Standard 4.2

- The pharmacy has a substance misuse service which is provided by the responsible pharmacist on duty. But it does not have sufficient systems in place to ensure the risks associated with service are adequately addressed. This includes using multiple team members to check each other's work, having robust records to show who had or had not collected their medication, and managing the risk of relying on a different pharmacists each day to provide the service. There have also been examples of incidents related to this service. In the absence of having sufficient systems in place the pharmacy is unable to demonstrate this service is safe and effective.

### Standard 4.3

- The pharmacy does not have sufficient processes to monitor fridge temperatures to ensure medicines that require cold conditions are always stored within their required temperature range. This has led to some medicines being stored outside of their required temperature range without action being taken. So the pharmacy is unable to show medicines are always fit for purpose.

## Standards that were met with areas for improvement

### Standard 1.7

- The pharmacy has some procedures in place to help protect people's information. But the

pharmacy team were not sure if these had been written down or formed part of the procedures. So members of the team may not always be aware about what their responsibilities are in protecting people's information.

## Standard 2.2

- Members of the pharmacy team have completed training courses for their roles. But the pharmacy does not routinely provide training packages to members of the team to help them to keep up to date and develop new skills.

## 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	Not met	
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	Met	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	Area for improvement
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 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 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	Not 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	

## 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.