General Pharmaceutical Council

Registered pharmacy inspection report

Pharmacy name: Boots

Address: 31-33 Broadway, Norris Green, West Derby, LIVERPOOL, Merseyside, L11 1BY

Pharmacy reference: 1034433

Type of pharmacy: Community

Date of inspection: 04/09/2025

Pharmacy context and inspection background

This community pharmacy is situated on a busy shopping parade in Norris Green, Liverpool. The pharmacy dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including seasonal flu vaccinations, and the NHS Pharmacy First service. The pharmacy supplies some people with medicines in multi-compartment compliance packs to help them take their medicines at the right time.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in July 2016.

Overall outcome: Standards met

Required Action: None

Follow this link to find out what the inspections possible outcomes mean

Areas of good practice

Standard 1.1

- The pharmacy has clear written procedures, which help to manage the risks associated with pharmacy services. The procedures are routinely reviewed to ensure they are up to date, and

members of the team complete an assessment to check their understanding against the procedure. Each month, an audit is completed by the manager to check compliance against the procedures.

Standard 1.2

- The pharmacy has clear processes to review the services it provides and identify learning. Members of the team record mistakes onto an electronic system. Patient safety reviews are carried out each month, to systematically look for trends or ways to improve their service. Members of the team discuss the reviews to identify improvements to the way they work.

Standard 1.7

- The pharmacy has clear information governance (IG) procedures in place. And members of the team are provided regular IG training to remind them about their responsibilities to help protect people's information appropriately.

Standard 2.2

- Members of the pharmacy team complete regular learning each month using a structured e-learning platform. Records of training are kept. This helps members of the team to refresh their knowledge and to help learn and develop new skills.

Standard 2.4

- The pharmacy has a good culture amongst its team to discuss and share when things go wrong, and to identify improvements to their work. Members of the team are given ample opportunity to discuss their own learning and development to improve.

Standard 4.2

- The pharmacy uses technology effectively to improve the services it provides. Members of the pharmacy team are routinely prompted using electronic handheld devices to counsel people who take higher-risk medicines. Details of any counselling is recorded onto the device, and this is captured onto the person's record. This allows for clinical information to be available for future reference and follow up by all members of the team.

Standard 4.3

- The pharmacy has clear processes in place to manage its medicines and carry out regular checks they are fit for purpose. There are audit trails throughout the dispensing process and when medicines are supplied to people. And clear records are maintained which can be referred to in the event of a query or a concern.

Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Good practice

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	**Good practice**
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	**Good practice**
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	**Good practice**
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: Good practice

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	**Good practice**
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	**Good practice**
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: Good practice

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	**Good practice**
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	**Good practice**
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
✔ 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.