

Registered pharmacy inspection report

Pharmacy name: Dye's Pharmacy

Address: 67 North Walsham Road, NORWICH, Norfolk, NR6 7QA

Pharmacy reference: 1035340

Type of pharmacy: Community

Date of inspection: 18/06/2025

Pharmacy context and inspection background

This community pharmacy is located in the city of Norwich in Norfolk. It provides a variety of services including dispensing of NHS and private prescriptions and the Pharmacy First service under Patient Group Directions (PGDs). It also provides medicines in multi-compartment compliance packs to people who need extra support taking their medicines.

This was a full inspection of the pharmacy. The pharmacy was previously inspected in August 2015.

Overall outcome: Standards met

Required Action: None

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

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy team confirmed it had a process in place for recording near misses (dispensing mistakes spotted before a medicine had left the pharmacy). However, records were not available to view during the inspection as the near miss log was not available in the pharmacy. So, the team may be missing out on opportunities to record and learn from mistakes. During the

inspection the team began to create a new log for near misses to be recorded. And the pharmacy had processes in place for recording and dealing with dispensing mistakes (mistakes which have reached a person).

Standard 1.6

- The pharmacy generally keeps the records it needs to by law. But it does not always record the appropriate details in its private prescription register or record all necessary details in a clear and logical way in other registers required to be kept by law. But the pharmacy gave assurances that going forward the correct and appropriate details would be recorded, and appropriate records made for all registers.

Standard 1.7

- The pharmacy disposes of its confidential waste appropriately. But people are required to walk through the dispensary to access the consultation room and by doing so pass by checked medicines with people's details on them. This could increase the risk that people's confidential information could be exposed. The pharmacy sent evidence shortly after the inspection to show that the checked medicines had been moved to a cupboard. The team also confirmed that the room was not used often, and people were escorted when using it.

Standard 4.3

- Overall, the pharmacy stores medicines neatly on the shelves. But during the inspection a couple of medicines were found which were missing important details including batch numbers and expiry dates which may pose a risk to patients if these medicines were dispensed to them. The medicines were removed when highlighted and the pharmacy provided assurances that going forward, any other medicines missing important information would immediately be disposed of. No expired medicines were found during the inspection and the pharmacy team confirmed that any short-dated medicines found are highlighted.
- Overall, the pharmacy produces multi-compartment compliance packs in a safe manner. But packs do not contain descriptions of the medicines inside and patient information leaflets (PILs) are not always supplied with packs. So, this could make it harder for people to identify their medicines or find out more information about them. The team gave assurances that going forward descriptions of medicines and PILs would be included with all packs. The packs did contain the doses of medicines and all required warning information.

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	
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	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	Area for improvement
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	
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 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	Met	Area for improvement
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.