

# Registered pharmacy inspection report

## Pharmacy name: Vantage Vale Chemist

**Address:** 66 Vale Road, Colwick, NOTTINGHAM, Nottinghamshire, NG4 2EB

**Pharmacy reference:** 1035753

**Type of pharmacy:** Community

**Date of inspection:** 16/03/2026

### Pharmacy context and inspection background

This community pharmacy is in the village of Colwick, on the outskirts of Nottingham. It dispenses NHS prescriptions and sells over-the-counter medicines. It provides NHS consultation services including Pharmacy First, blood pressure checks, Pharmacy Contraception Service, and the New Medicine Service (NMS). It also offers private consultation services including rapid blood testing, a private weight loss service and a travel health service. The pharmacy supplies some medicines in multi-compartment compliance packs, designed to help people remember to take their medicines. And it offers a medicine delivery service.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in April 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 1.1

- The pharmacy has multiple versions of its written procedures. Its team members do not know

how to access and have not signed to confirm they have read the most recent version meaning they may not all be working in a consistent way.

- It is unclear how some services such as the private weight loss service are provided as the pharmacy has three different procedures describing three separate routes for consultations and supply of weight loss medicines. And the pharmacy does not keep records to show how the service is provided. This blurs the lines of accountability and increases the risk of an adverse event occurring.

### **Standard 1.6**

- The pharmacy does not maintain consultation records for its weight loss service. The pharmacist does not have records of the information discussed during consultations, including the rationale for supplying medicines, ongoing monitoring, or consideration for any follow-up required. This means important information may not always be available to ensure the pharmacy supplies its medicines safely.
- The pharmacy does not keep some of its records in accordance with requirements. It does not have a clear system for holding private prescriptions to ensure these are readily available to refer to should a query arise. It does not always record the receipt of patient returned higher-risk medicines to ensure an audit trail of these is maintained from the point of return. And it holds multiple versions of the responsible pharmacist record with gaps in recording in each record. This may lead to uncertainty about who the responsible pharmacist is at any given time.

### **Standard 4.2**

- The pharmacy does not demonstrate it has appropriate safeguards in place when providing its private weight loss service. There is confusion about which written procedures are being followed when providing the service. And there is no evidence of valid private prescriptions being produced when a pharmacist independent prescriber has prescribed a weight loss medicine following a face-to-face consultation. Furthermore, absence of consultation records means pharmacists do not have the ability to check previous treatment records for people returning for further treatments to ensure continuation of the treatment remains safe.

### **Standard 4.3**

- The pharmacy has inadequate management arrangements for storing some of its medicines. It does not store all stock medicines safely in their original packaging. And it does not hold higher risk medicines requiring secure storage safely. This increases the risk of a dispensing incident occurring.

### **Standard 5.2**

- The pharmacy doesn't have suitable equipment for providing all of its services. It uses non-standardised plastic measures which do not guarantee accurate measurement of liquid medicines during the dispensing process. And it uses a handheld tape measure when measuring people's heights which may lead to inaccurate information used to calculate people's body mass index.

## **Standards that were met with areas for improvement**

### **Standard 3.1**

- The pharmacy is generally maintained to an acceptable standard. But some areas of the dispensary are cluttered which increases the risk of causing a health and safety hazard. And some storage areas are disorganised leading to delays in pharmacy team members being able to find information when queries arise.

### **Standard 3.5**

- Overall, the pharmacy premises provide a suitable environment for providing healthcare services. But some items for sale within the public area such as sugary convenience snacks, energy drinks and cigarette filters do not align with the pharmacy's healthy living services.

## 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	<b>Not met</b>	
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	<b>Not met</b>	
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	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	<b>Area For Improvement</b>

## 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	<b>Not met</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 not all 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	<b>Not met</b>	
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>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.