

# Registered pharmacy inspection report

## Pharmacy name: Family and Friends Limited

**Address:** The Old Barn The Old Barn, Coker Close, Bicester, Oxfordshire, OX26 6DR

**Pharmacy reference:** 1035903

**Type of pharmacy:** Community

**Date of inspection:** 06/02/2025

### Pharmacy context and inspection background

The pharmacy is in the same complex as the community hospital, a dental surgery and dispensing doctor's surgery. The complex is away from the pedestrianised shopping area in Bicester and the outlet village. It dispenses NHS and private prescriptions, sells medicines over the counter and gives health advice. The pharmacy services on offer include substance misuse, delivery, Pharmacy First, NHS 111, blood pressure case-finding, new medicine service and flu vaccinations for people aged 65+ years. This was a full routine inspection of the pharmacy. The pharmacy was last inspected in September 2015 when it was under different ownership.

**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 does not have standard operating procedures (SOPs) available for the team

members to refer to, so this may create a risk if they are not following the correct procedure.

### **Standard 1.2**

- Team members do not routinely keep records of the mistakes they make. This makes it harder for them to learn from them, and to assess the safety and quality of services they provide.

### **Standard 1.6**

- The pharmacy does not keep all the records it needs to by law. Its team maintains records of some controlled drugs on photocopied controlled drug register sheets stapled together which do not meet legal requirements. And the responsible pharmacists (RPs) do not always sign out at the end of their session so the RP record is not complete.

### **Standard 1.7**

- The pharmacy cannot show that it is registered with the Information Commissioners Office. And it does not display a privacy notice for people to read. This means people may not have confidence that their personal information is protected, and what the pharmacy uses it for.

### **Standard 1.8**

- The pharmacy team cannot satisfactorily explain how it reports any safeguarding concerns it may have. And it cannot show that it has a written procedure for this. This means it may not be able to help protect vulnerable people as well as it should.

### **Standard 2.2**

- The pharmacy does not keep appropriate records of the training completed by its healthcare assistants, even though it has enrolled them on suitably accredited courses. This means they may not have been adequately trained and unable to provide pharmacy services to the standard expected of them

### **Standard 4.2**

- The pharmacy allows people to consume their medicines in an insecure area which does not protect their privacy. This creates additional risks for both them and the pharmacy.

## 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	<b>Not met</b>	
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	<b>Not met</b>	
1.8 - Children and vulnerable adults are safeguarded	<b>Not met</b>	

## Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

### Summary outcome: Standards not all 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	<b>Not met</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	<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	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.