

Registered pharmacy inspection report

Pharmacy name: T H Dolman Ltd

Address: 9 Linkfield Corner, REDHILL, Surrey, RH1 1BD

Pharmacy reference: 1036725

Type of pharmacy: Community

Date of inspection: 30/04/2025

Pharmacy context and inspection background

This is a community pharmacy set on a small parade of shops and businesses next to a main road which leads to Redhill town centre. The pharmacy opens six days a week. It dispenses people's prescriptions, sells over-the-counter medicines and offers health advice. And it supplies multi-compartment compliance packs to a few people who need help managing their medicines.

This was a reinspection following an inspection in April 2024 where the pharmacy did not meet Standards 1.1, 1.4, 1.6, 2.1, 3.1, 4.2, 4.3 and 5.2. This reinspection focused on those Standards which had previously not been met. Overall, the pharmacy has made some improvements following feedback from its previous inspection. And it's introducing new procedures for its team to follow, keeping the records it needs to by law and storing its medicines suitably and securely using equipment which is fit for purpose. But it could do more to make sure it has the staff it needs to deliver its services safely and make sure its premises are tidy.

Enforcement action has been taken against this pharmacy, which remains in force at the time of this inspection, and there are restrictions on the provision of some services. The enforcement action taken allows the pharmacy to continue providing other services, which are not affected by the restrictions imposed.

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 2.1

- The pharmacy struggles to recruit and retain staff. This means that the remaining members of the pharmacy team often have to start early or finish late to keep on top of the workload.

Standard 3.1

- The pharmacy is tidy in areas people using its services can see. But it isn't always tidy in the areas they can't see. And its team could do more to keep the premises clear of clutter and maximise the amount of workspace and storage available.

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 | Standard not inspected | |
| 1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability | Standard not inspected | |
| 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 | Standard not inspected | |
| 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 | Standard not inspected | |
| 1.8 - Children and vulnerable adults are safeguarded | Standard not inspected | |

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 | Area for improvement |
| 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 | Standard not inspected | |
| 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 | Standard not inspected | |
| 2.4 - There is a culture of openness, honesty and learning | Standard not inspected | |
| 2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services | Standard not inspected | |
| 2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff | Standard not inspected | |

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 | Area for improvement |
| 3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services | Standard not inspected | |
| 3.3 - Premises are maintained to a level of hygiene appropriate to the pharmacy services provided | Standard not inspected | |
| 3.4 - Premises are secure and safeguarded from unauthorized access | Standard not inspected | |
| 3.5 - Pharmacy services are provided in an environment that is appropriate for the provision of healthcare | Standard not inspected | |

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 | Standard not inspected | |
| 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 | |
| 4.4 - Concerns are raised when medicines or medical devices are not fit for purpose | Standard not inspected | |

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 | Standard not inspected | |
| 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 | Standard not inspected | |

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. |