

Registered pharmacy inspection report

Pharmacy name: Cornwell's Chemists

Address: Holmcroft Pharmacy, Holmcroft Road, STAFFORD, Staffordshire, ST16 1JG

Pharmacy reference: 1036978

Type of pharmacy: Community

Date of inspection: 21/08/2025

Pharmacy context and inspection background

This community pharmacy is located next to a medical centre in Stafford. The pharmacy dispenses NHS prescriptions and sells a range of over-the-counter medicines. It also provides both NHS and private services. NHS services include the New Medicines Service and Pharmacy First. Private services include ear irrigation and phlebotomy. A medicine delivery service is also available.

This was an intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in November 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 1.2

- The pharmacy has written processes available to make relevant records when mistakes are

identified. However, pharmacy team do not routinely record mistakes that happen and so may not be to review and learn from common mistakes. And there is evidence that mistakes are not always recorded when highlighted to the members of the pharmacy team.

Standard 1.6

- Records for higher-risk medicines are not well maintained. The pharmacy does not regularly audit stock levels of these medicines and, as a result, the pharmacy delays identifying and managing discrepancies which have occurred.

Standard 4.3

- The pharmacy team regularly checks the expiry dates of the medicines but does not keep corresponding records of these checks. So, some stock may be overlooked and there is evidence that expired medicines have been inadvertently supplied. The pharmacy does not regularly record the fridge temperatures and so may not be able to demonstrate that it stores cold chain medicines appropriately, so they remain safe to supply to people.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has standard operating procedures (SOPs) in place. However, some of these are due a review and do not reflect the current processes or use of new technology that is available. New digital SOPs are available but have not been read by team members which means they may not always follow the correct ways of working.

Standard 4.2

- The pharmacy speaks to people that takes higher-risk medicines, but it does not record these interactions. This would be a useful record for care continuity and future clinical reviews to help make sure these medicines are taken safely.

Standard 4.4

- The pharmacy receives alerts for medicines and devices that are not fit for purpose and the pharmacy takes action to check if these medicines exist within its stock inventory. But it does not keep a record of these actions to demonstrate sufficient action had been taken.

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	Met	Area for improvement
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Not 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	Not met	
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	
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	Met	Area for improvement
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	Not met	
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	Met	Area for improvement

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.