

# Registered pharmacy inspection report

## Pharmacy name: Crest Pharmacy

**Address:** 54 Albert Road, Tamworth, Staffordshire, B79 7JN

**Pharmacy reference:** 1037097

**Type of pharmacy:** Community

**Date of inspection:** 29/04/2026

### Pharmacy context and inspection background

This community pharmacy is situated close to the centre of Tamworth. The pharmacy dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including seasonal flu vaccinations, and the NHS Pharmacy First service. The pharmacy supplies medicines in multi-compartment compliance packs to some people to help them take their medicines at the right time.

This was a full inspection of the pharmacy. This is the first time the pharmacy has been inspected since it changed ownership in June 2023.

**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 two different sets of standard operating procedures (SOPs) in place for the services provided. As a result, it is unclear which version the team members should be following, and they may not be working in accordance with the superintendent pharmacist's instructions. One set of SOPs is held within the pharmacy's computer system and provides head office with the

ability to track training and maintain a version control, but the team members are using a printed set of SOPs based on a different template which have been signed more recently.

### Standard 4.3

- The pharmacy does not always store and manage its medicines in a safe and secure manner. Medicines are sometimes removed from the manufacturer's original packaging and placed into containers which are not labelled with the correct batch number and expiry date. This prevents the team from effectively actioning safety alerts and drug recalls or carrying out appropriate check expiry dates of these medicines. Some areas of the dispensary are disorganised, and different strengths and formulations of the same medication are mixed together which increases the risk of picking errors. Team members are able to access the controlled drug (CD) cabinet when the responsible pharmacist (RP) is absent creating a potential security risk, and some improvements to CD management are required.

## Standards that were met with areas for improvement

### Standard 1.2

- Pharmacy team members talk about the mistakes they make to try to learn from them. But they don't always record or review them, so they may be missing opportunities to spot patterns or trends and take effective action to help prevent the same sort of things happening again.

## 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/<br>Area of good or excellent practice |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------------------------------------|
| 1.1 - The risks associated with providing pharmacy services are identified and managed                                                                                                 | Not 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                            |                                                             |
| 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/<br>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/<br>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 | Not 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/<br>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>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.                                                                                                         |