

Registered pharmacy inspection report

Pharmacy name: Hawthorn Drive Pharmacy

Address: 204 Hawthorn Drive, IPSWICH, Suffolk, IP2 0QQ

Pharmacy reference: 1037168

Type of pharmacy: Community

Date of inspection: 22/05/2026

Pharmacy context and inspection background

This community pharmacy is located next to a medical centre in the city of Ipswich in Suffolk. It provides a variety of services including dispensing of NHS and private prescriptions, the sale of Pharmacy only (P) medicines, the New Medicines Services (NMS), blood pressure checks and the Pharmacy First service under Patient Group Directions (PGDs).

This was a full inspection of the pharmacy. The pharmacy was previously inspected in July 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 4.3

- The pharmacy does not record all fridge temperatures for medicines requiring cold storage. Two fridges in the pharmacy have no temperature records. So, the pharmacy cannot be sure that

medicines requiring cold storage are being stored at the correct temperature.

Standard 4.4

- The pharmacy receives safety alerts and recalls of medicines and medical devices, but it cannot demonstrate that it is able to appropriately action these safety alerts. During the inspection, the team could not provide any evidence to show that alerts were being actioned, and some team members did not know how to action safety alerts and recalls. So, there is a risk that safety alerts and recalls are not being actioned appropriately or in a timely manner. This increases the risk that people may receive a medicine or medical device that is not fit for purpose.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy does not routinely record near misses (mistakes spotted before a medicine leaves the pharmacy) that occur in the pharmacy, with no near misses seen being recorded for several months. So, opportunities for learning maybe missed.

Standard 1.6

- The pharmacy generally keeps the records it needs to by law. But some records are not fully complete including the responsible pharmacist (RP) record which had several times when the RP signed out missing. And the private prescription register had the name and/or address of the prescriber missing on some records and records for unlicensed medicines which did not contain all the required details. So, the records the pharmacy are keeping are not always up to date or correct.

Standard 1.8

- Team members have some awareness about how to safeguard vulnerable people. But they are not always sure what to do if a vulnerable person presents in the pharmacy. And they do not have contact details of local safeguarding leads readily available in the pharmacy. So, the pharmacy may not have all the resources it needs to support vulnerable people.

Standard 4.2

- The pharmacy labels multi-compartment compliance packs with the dose of the medicines people should take. But the pharmacy does not label the packs with any required warning information or a description of the medicines inside the packs. So, people may not have all the information they need to take their medicines safely. And it could make it harder for people or their carers to identify the medicines inside the packs.
- The pharmacy does not always counsel people regularly taking high-risk medicines. So, people maybe missing out on important information about their medicines.

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	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	Area For Improvement
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	Area For Improvement

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	Not 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
✓ 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.