

Registered pharmacy inspection report

Pharmacy name: Rainbow Pharmacy Ipswich Limited

Address: 289 Norwich Road, IPSWICH, Suffolk, IP1 4BP

Pharmacy reference: 1037186

Type of pharmacy: Community

Date of inspection: 10/02/2026

Pharmacy context and inspection background

This community pharmacy is located in the city of Ipswich in Suffolk. It provides a variety of services including dispensing of NHS and private prescriptions and the new medicines service. It provides the Pharmacy First service, an injectable weight loss service and travel vaccinations service under Patient Group Directions (PGDs). It also provides medicines in multi-compartment compliance packs to people who need extra support taking their medicines. It prescribes certain medicines to a small number of people. And usually only to people who are receiving other treatments from the pharmacy.

This was a full inspection of the pharmacy. The pharmacy was previously inspected in May 2016.

Overall outcome: Standards met

Required Action: Not Required

Follow this link to [find out what the inspections possible outcomes mean](#)

Areas of good practice

Standard 2.2

- The pharmacy makes good use of a senior team member in providing services such as patient group directions (PGDs) and the pharmacy technician is encouraged to develop within their role.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy prescribes certain medicines for a small number of people each month. The pharmacy has not yet completed any audits of the prescribing but has provided assurances that such an audit will be carried out as a priority. Doing so will enable the pharmacy to show more clearly that its prescribing is safe and effective.

Standard 1.6

- The pharmacy does not always record consultation notes for medicines it prescribes. So, important information relevant to the consultation and medication prescribed may not always be recorded. However, the medications prescribed by the pharmacy are usually as an adjunct to other services and medications the pharmacy are offering. And for these, notes are recorded as part of the consultation.

Standard 3.1

- Parts of the pharmacy are somewhat cluttered with boxes on the floor and medicines stacked up on the desktop areas which could pose a risk of tripping and injury to team members and increase the risk of mistakes occurring. However, the team gave assurances the boxes would be removed from the pharmacy and desktop areas tidied up.

Standard 4.3

- The pharmacy usually records the temperatures of its fridges daily, but there were a few days where temperatures had not been recorded. This could make it harder for the pharmacy to demonstrate that it is storing its medicines requiring cold storage at the right temperatures. During the inspection the temperatures of one of the fridges were slightly below the required range, and this was also the case on a couple of the daily records. The settings on this fridge were changed during the inspection and the fridges then showed temperatures within the required range. The fridge appeared to be in full working order, and the pharmacy gave assurances that going forward, temperatures for this fridge would be recorded daily and any temperature deviations would be addressed immediately.

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	

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	Good Practice
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	Area For Improvement
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 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	
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	Area For Improvement
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
✓ 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.