General Pharmaceutical Council

# Registered pharmacy inspection report

## Pharmacy name: Taylors Pharmacy

**Address: Brewery Lane, Main Street, Ponteland, NEWCASTLE UPON TYNE, Tyne and Wear, NE20 9NZ**

**Pharmacy reference: 1037561**

**Type of pharmacy: Community**

**Date of inspection: 15/10/2026**

### Pharmacy context and inspection background

This is a community pharmacy in Ponteland, Northumberland. It dispenses NHS prescriptions and sells a range of over-the-counter medicines. The pharmacy provides multi-compartment compliance packs to people who need help taking their medicines at the right time. And it delivers to people's homes if needed. The pharmacy provides NHS services including Pharmacy First and vaccinations. It offers a private ear-wax micro-suction service. And it provides a medicated weight management service using Patient Group Directions.

This was a full routine inspection of the pharmacy. It was last 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 1.3

- The pharmacy doesn't have a robust process to identify when an item can be accuracy checked by someone who is not a pharmacist. This means that team members may not be sure who can

perform the final accuracy check. And there is a risk that medicines may be checked for accuracy without a clinical check having taken place.

### Standard 1.6

- The pharmacy does not carry out regular checks on its records of higher-risk medicines. And quantities of some physical stock doesn’t match the balance recorded in the register. So the pharmacy cannot easily identify and correct any discrepancies that may occur. Also the pharmacy doesn’t always make sure its records are comprehensive and up to date. For example, records of destruction of higher-risk medicines, records of unlicensed medicines and the responsible pharmacist record are not complete. This means team members may not be able to check records if there are any future queries.

### Standard 3.5

- There is insufficient lighting at the bottom of the stairs in the staff-only area of the pharmacy. This means there is increased risk of team members tripping and injuring themselves when negotiating the stairs to the additional dispensing area and staff rest area.

## Standards that were met with areas for improvement

### Standard 1.7

- The pharmacy team doesn't always protect the confidentiality of people appropriately. It does not always dispose of confidential waste appropriately, and there is some sharing of passwords for electronic smartcards. This increases the risk that sensitive data may be shared with people not entitled to see it.

### Standard 4.3

- The pharmacy stores its medicines safely. However it can't demonstrate what action is taken when the temperature of the fridges storing temperature-sensitive medicines go out of range.

## 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 | |
| 1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored | Met | |
| 1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability | **Not 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 | **Area For Improvement** |
| 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 not all 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 | **Not 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. |