

# Registered pharmacy inspection report

## Pharmacy name: St Mary's Pharmacy

**Address:** 48 Fentham Road, Hampton-in-Arden, SOLIHULL, West Midlands, B92 0AY

**Pharmacy reference:** 1038376

**Type of pharmacy:** Community

**Date of inspection:** 18/06/2025

### Pharmacy context and inspection background

This is an independently owned community pharmacy situated in the village of Hampton-in-Arden, West Midlands. It dispenses NHS prescriptions and sells a range of over-the-counter medicines. The pharmacy also offers seasonal flu vaccinations and the pharmacy contraception service.

This was an intelligence-led inspection of the pharmacy following information received by the GPhC. Not all the standards were inspected on this occasion. The pharmacy was inspected in August 2023 and all standards were met.

**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 is not fully managing the risks associated with its premises. And it has not sustained the improvements that it had made previously to address these risks. The dispensary is poorly organised, and not all medicines are stored appropriately. The pharmacy does not manage

its pharmaceutical waste in line with its contractual obligations, increasing significant risk to public health and the environment. Not all parts of the premises are kept in a clean and tidy condition. And the pharmacy does not keep all of its records in line with requirements. Its team members are undertaking tasks that they should not be undertaking in the absence of a Responsible Pharmacist.

### **Standard 1.3**

- The pharmacy has weak governance and it does not have sufficiently robust systems in place to ensure team members understand and adhere to restrictions on permitted activity when there is no Responsible Pharmacist present. There was evidence found during the inspection that medicines had been handed out in the pharmacist's absence.

### **Standard 1.6**

- The pharmacy is not keeping its Responsible Pharmacist (RP) records and controlled drug (CD) records in line with requirements. Discrepancies of controlled drugs are not investigated, corrected or reported to the CD Accountable Officer where the discrepancy cannot be resolved.

### **Standard 3.1**

- The dispensary is very cramped and cluttered. This is impacting the overall efficiency of the dispensing process. And it may increase the risk of dispensing mistakes or accidents.

### **Standard 3.3**

- The premises are not maintained to a level of hygiene appropriate to the pharmacy services provided.

### **Standard 4.2**

- The pharmacy does not manage its services safely and effectively. Staff are not working in accordance with the pharmacy's Standard Operating Procedures. Medicines are handed out in the absence of Responsible Pharmacist. The dispensary is very disorganised and cramped. There is insufficient storage space to store medicines safely.

### **Standard 4.3**

- The pharmacy is not managing its pharmaceutical waste safely. It has accumulated significant quantities of waste medicines which increases health and safety risks. And it does not always store its stock medicines appropriately. This increases the chance that mistakes could be made. The pharmacy's controlled drug cabinet is not fit for purpose. It is cramped and it does not have enough space to accommodate the stock the pharmacy carries safely.

## 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	<b>Not met</b>	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Standard not inspected	
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	<b>Not met</b>	
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	<b>Not met</b>	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Standard not inspected	
1.8 - Children and vulnerable adults are safeguarded	Standard not inspected	

## 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	Standard not inspected	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Standard not inspected	
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Standard not inspected	

### 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	Not 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	Not 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	Not 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	Standard not inspected	

## 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: Not assessed**

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	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	

### What do the summary outcomes for each principle mean?

Finding	Meaning
✓ <b>Excellent practice</b>	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.
✓ <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.