

Registered pharmacy inspection report

Pharmacy name: Hingleys Chemist

Address: 95 High Street, Cradley Heath, WARLEY, West Midlands, B64 5HE

Pharmacy reference: 1038670

Type of pharmacy: Community

Date of inspection: 08/04/2025

Pharmacy context and inspection background

This community pharmacy is situated on the main High Street of Cradley Heath. 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 people who need additional support.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in June 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 1.6

- The responsible pharmacist log is incomplete as it contains multiple missing entries. So, the pharmacy cannot always demonstrate who is responsible for the safe and effective provision of

its services at any given time. The private prescription register does not record all of the details required by law, so it may not always be possible to reconcile supplies that have been made. And the pharmacy does not regularly check some of its higher risk medicines, which increases the risk that discrepancies may not be immediately identified.

Standard 4.3

- The pharmacy gets its medicines from licensed suppliers. But it cannot demonstrate that it makes effective checks to help ensure that medicines are suitably stored and fit for supply. Medicines are not always stored in their original packaging, there is a lack of robust date checking and several expired medicines are present on the dispensary shelves. Fridge temperature records are not fully maintained so any temperature deviations may not be immediately identified. And the pharmacy cannot demonstrate it always stores these medicines appropriately to help make sure they remain safe to supply.

Standards that were met with areas for improvement

Standard 1.1

- Pharmacy team members are clear about their roles. But the procedures they follow have not been reviewed since 2018 and contain references to outdated information. So, team members may not always work as effectively as they could.

Standard 1.2

- Members of the pharmacy team discuss mistakes when they are identified during the dispensing process. But they do not record details of the mistake or the actions they take. So they are unable to complete a review to help identify learning points from underlying patterns and trends, or demonstrate how they are improving the quality of pharmacy services.

Standard 2.1

- The pharmacy team are up to date with their dispensing work. But the nature of the dispensing workload means that in order to maintain this team members are unable to complete some less urgent and routine housekeeping tasks in a timely manner.

Standard 3.1

- Although the premises are generally maintained to an acceptable standard, the pharmacy is dated and would benefit from improvements in some areas. There are some outstanding maintenance concerns that haven't been acted on in a timely manner despite being raised by the pharmacy team. So, this could impact on the overall professional image of the pharmacy.

Standard 4.4

- The pharmacy receives drug safety alerts and recalls. But it doesn't always keep records to show that these have been read and actioned. This makes it harder for the pharmacy to demonstrate it has taken appropriate action in response to safety alerts and recalls.

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	Area for improvement
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	Not 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/ 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	Area for improvement
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	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 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	
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	Area for improvement

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
✓ Excellent practice	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.
✓ 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.