

Registered pharmacy inspection report

Pharmacy name: KinWell Pharmacy

Address: 1 High Street, NAIRN, Nairnshire, IV12 4AG

Pharmacy reference: 1042793

Type of pharmacy: Community

Date of inspection: 18/11/2025

Pharmacy context and inspection background

This is a community pharmacy on the high street in the town of Nairn, Nairnshire. Its main activity is dispensing NHS prescriptions. And it provides medicines in multi-compartment compliance packs to help people take their medicines at the right times. Team members provide advice on minor ailments and medicines use. The pharmacy provides a medicines' delivery service. And the pharmacist provides private services such as the administration of influenza vaccinations.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in April 2017.

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 pharmacy does not always maintain accurate records as required. Records of higher-risk medicines that are returned to the pharmacy are not recorded in a timely manner. There are some records of controlled drug supplies which do not accurately reflect each individual episode

of dispensing. And the pharmacy does not maintain consistent records of the checks it makes on running balance of controlled drugs against actual stock. Supplies of medicines using patient group directions (PGDs) are not recorded in the patient medication record. And there are many missing entries in the Responsible Pharmacist (RP) record of when the RP ceases duties at the end of the working day.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has written procedures for the services that team members provide. And team members can demonstrate the safe processes that they follow. Although the written procedures are currently under review, some of these do not reflect the pharmacy's current working practices. And documented procedures for some consultation services such as NHS Pharmacy First service are missing. This means team members may not be following consistent processes to ensure services are provided safely.

Standard 4.3

- Team members perform checks to ensure medicines remain fit to supply such as checking fridge temperatures and expiry dates of medicines. Readings of fridge temperatures were in range at the time of inspection. But the pharmacy does not consistently record fridge temperatures. And there are no records of checks team members perform on the expiry dates of medicines. This makes it difficult for the pharmacy to show this activity is being done regularly to ensure medicines remain safe to supply.

Standard 4.4

- The pharmacy receives Medicines Healthcare and Products Regulatory Agency (MHRA) patient safety alerts and recalls. However, there is no audit trail to show any actions taken. This may make it harder for the pharmacy to show what it has done in response.

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	
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	
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 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	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.