

Registered pharmacy inspection report

Pharmacy name: Brightons pharmacy

Address: Pretoria Place, BRIGHTONS, Stirlingshire, FK2 0UF

Pharmacy reference: 1042977

Type of pharmacy: Community

Date of inspection: 17/04/2026

Pharmacy context and inspection background

This is a community pharmacy within a small parade of shops in the village of Brightons, Falkirk. Its main activity is dispensing NHS prescription. And it provides medicines in multi-compartment compliance packs to help people take their medicines properly. The pharmacy offers a medicines' delivery service. The pharmacist offers a private weight management service.

This was a reinspection following an inspection in September 2025 where the pharmacy did not meet Standards 1.1, 1.2 and 4.3. This reinspection focused on the core Standards relating to patient safety. Since the last inspection, the pharmacy has implemented more standard operating procedures to support its team members with specific pharmacy tasks. It has implemented a near miss log to record mistakes made during the dispensing process. And team members perform regular checks to ensure medicines remain fit to supply such as recording fridge temperatures and date checking activities. Although the pharmacy has made progress since the previous inspection, its records do not always reflect accurate information and there is not a complete set of SOPs to support team members when recording information to ensure its records are accurate.

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 has a set of standard operating procedures (SOPs) to support its team members when conducting pharmacy tasks. But some SOPs are missing or do not reflect current working practices. Such as managing dispensing errors and using an automatic dispensing pump to dispense higher-risk liquid medicines. And team members could not refer to written procedures when unsure about record keeping and delivering prescriptions. So, the pharmacy does not have complete procedures to support its team members to ensure pharmacy tasks are completed accurately and efficiently.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy records mistakes made during the dispensing process. And team members discuss these errors to mitigate the risk. But records do not contain complete details of all investigations and any learnings. So, team members may miss opportunities to learn from things that go wrong.

Standard 1.6

- The pharmacy keeps records as required by law, but the records are not always recorded accurately. There are some records of controlled drug supplies which do not accurately reflect each individual episode of dispensing. The pharmacy maintains a record of the private prescriptions it supplies but entries do not always reflect the correct details of the prescriber. This may make it harder to resolve any queries, should they need to be referred to.

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	Not 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	Standard not inspected	
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	
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 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	Standard not inspected	
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	Standard not inspected	

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	
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	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
✓ 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.