

# Registered pharmacy inspection report

## Pharmacy name: Hughes Pharmacy

**Address: 11 Daniel Owen Precinct, MOLD, Clwyd, CH7 1AP**

**Pharmacy reference: 1043126**

**Type of pharmacy: Community**

**Date of inspection: 08/01/2026**

### Pharmacy context and inspection background

This pharmacy is situated in the town centre of Mold, Flintshire. It dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including flu vaccinations, the NHS Wales common ailment service (CAS) and provides independent prescribing via the NHS Wales Independent Prescribers Service (IPS). The pharmacy supplies medicines in multi-compartment compliance packs to some people to help them take their medicines at the right time.

This was a routine inspection of the pharmacy which focused on the core Standards relating to patient safety. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in November 2015.

**Overall outcome: Standards met**

**Required Action: None**

Follow this link to [find out what the inspections possible outcomes mean](#)

### Standards that were met with areas for improvement

#### Standard 1.2

- Near miss incidents are generally recorded, but not all records are complete or reviewed routinely. This reduces the pharmacy's ability to evidence learning and identify trends to prevent

similar mistakes from happening again.

### **Standard 1.6**

- The pharmacy's private prescriptions records are largely complete but some important details, such as the prescriber's information are missing or inaccurate. So the pharmacy may not always have access to accurate information or be able to respond appropriately to any concerns or queries.

### **Standard 1.7**

- The pharmacy has arrangements in place to protect people's confidentiality. However some medicines awaiting collection are stored in a way that personal information may be visible to people receiving pharmacy services.

### **Standard 2.2**

- Pharmacy team members have the appropriate qualifications and initial training to carry out their roles. However, there is no clear structure or record to demonstrate how ongoing training and updates are planned, completed, and reviewed. This makes it harder for the pharmacy to provide assurance that team members' knowledge and skills are consistently kept up to date.

### **Standard 4.2**

- Pharmacy team members generally speak to people who use the pharmacy's services. But they do not record the counselling advice they provide. This would help to ensure continuity of care and make sure up-to-date information is available during clinical reviews.

### **Standard 4.3**

- The pharmacy has arrangements in place to store high-risk medicines securely. However, some of the storage facilities are not fully maintained in line with requirements. This limits assurance that these medicines are always stored securely.

## Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

### Summary outcome: Standards 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	<b>Area for improvement</b>
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	<b>Area for improvement</b>
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	<b>Area for improvement</b>
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	<b>Area for improvement</b>
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

<b>Standard</b>	<b>Outcome of individual standard</b>	<b>Area for improvement/ Area of good or excellent practice</b>
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	<b>Area for improvement</b>
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	<b>Area for improvement</b>
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
✓ 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.