

# Registered pharmacy inspection report

## Pharmacy name: Penlan Pharmacy

**Address: 24 Conway Road, Penlan, SWANSEA, West Glamorgan, SA5 7BG**

**Pharmacy reference: 1043826**

**Type of pharmacy: Community**

**Date of inspection: 03/12/2025**

### Pharmacy context and inspection background

This pharmacy is situated in a parade of shops in a residential suburb of Swansea. It sells a range of over-the-counter medicines and dispenses NHS and private prescriptions. The pharmacy offers a range of services including provision of emergency hormonal contraception and treatment for minor ailments. Substance misuse services are also available.

This was a reinspection following an inspection in June 2025 where the pharmacy did not meet Standards 1.1, 1.6, 4.2 and 4.3. This reinspection focused on those Standards which had previously not been met.

The pharmacy had provided assurances and evidence of improvements, including:  
Standard 1.1: Evidence to show that SOPs had been reviewed and amended to reflect the activities that take place in the pharmacy and that all staff members had read and signed SOPs relevant to their role.

Standard 1.6: Implementation of a new record-keeping software platform for higher-risk medicines with assurances that the pharmacy team undertake regular checks to ensure records are well-maintained and accurate.

Standard 4.2: Assurances that the pharmacy no longer routinely post medicines through people's letterboxes or leave them in safe places and that the delivery SOP reflects this change.

Standard 4.3: Implementation of a new record-keeping software platform for fridge temperatures with assurances that the pharmacy team record these on a daily basis.

**Overall outcome: Standards met**

## Required Action: None

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

### Areas of good practice

#### Standard 4.1

- The pharmacy works collaboratively with other healthcare professionals to promote the services it provides so that people know about them and can access them easily.

### Standards that were met with areas for improvement

#### Standard 1.6

- The pharmacy generally keeps the records it needs to by law. But the nature of the emergency is not always recorded for emergency supply records. So team members may not always be able to show exactly what has happened if any problems arise.

#### Standard 4.2

- The pharmacy team do not always keep the original prescription or a copy of it for medicines awaiting collection. This creates a risk that the prescription may not be available for reference at the time the medicine is supplied, which could make it more difficult for the team to respond appropriately to queries.
- The pharmacy supplies people with medicines in multi-compartment compliance packs to help them take their medicines correctly. However, patient information leaflets are not always supplied with these packs. So people may not have enough up-to-date information to make informed decisions about their own treatment.

#### Standard 4.3

- A few stock medicines that have been removed from their original packaging are not labelled with the medicine's batch number or expiry date, which could make it harder for the pharmacy to respond effectively to a query or safety recall.
- The pharmacy records medicine fridge temperatures, and these checks are within the required range. However, the records only show the temperature at the time of checking, not the highest or lowest temperatures between checks. This makes it harder for pharmacy team members to demonstrate that medicines needing cold storage have been kept at a safe temperature at all times.

## 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	
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	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	
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: Not assessed

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: Not assessed

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	<b>Good practice</b>
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: 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	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
✓ <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.