

Registered pharmacy inspection report

Pharmacy name: Buxton Pharmacy

Address: 2 Temple Road, Buxton, Derbyshire, SK17 9BA

Pharmacy reference: 1080713

Type of pharmacy: Community

Date of inspection: 14/10/2026

Pharmacy context and inspection background

This busy community pharmacy is located next to a medical centre and most people who use the pharmacy are from the local area. The pharmacy dispenses NHS prescriptions, and it sells a range of over-the-counter medicines. It provides a seasonal flu vaccination service, and some other NHS funded services including the Pharmacy First Service. The pharmacy supplies a large number of medicines in multi-compartment compliance aid packs to help people take their medicines at the right time.

This was an intelligence-led inspection of the pharmacy following information received by the GPhC. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in December 2018.

Overall outcome: Standards met

Required Action: Not Required

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

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy has procedures in place to deal with dispensing incidents and near misses, but these are not always followed, and team members do not always record their errors. This could

make it harder for the team to review mistakes and identify any patterns or trends, and it could be missing out on opportunities to make the pharmacy's services safer.

Standard 1.7

- The pharmacy takes steps to keep people's private information safe. But procedures are not always consistently followed, as confidential information is occasionally disposed of with general waste. This increases the risk of unauthorised access.

Standard 4.2

- The pharmacy has procedures for its compliance pack service, but it doesn't always assemble packs directly from the prescription or keep appropriate audit trails for changes to medication in compliance packs. This could increase the likelihood of medication errors and cause confusion in the event of a query. In addition, packaging leaflets are not always supplied with compliance packs so, people might not have easy access to all of the information they need to take their medicines safely.

Standard 4.3

- The pharmacy generally stores medicines appropriately. However, it does not adequately prevent unauthorised access to some higher-risk medicines, and it cannot demonstrate that medicines requiring cold storage are consistently stored at the correct temperature. This increases the risk of medicines being lost, removed without authorisation, or not remaining suitable for use.

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	Area For Improvement
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Standard not inspected	
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	Standard not inspected	
1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained	Standard not inspected	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	Area For Improvement
1.8 - Children and vulnerable adults are safeguarded	Standard not inspected	

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	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	
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: 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	Standard not inspected	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	
4.2 - Pharmacy services are managed and delivered safely and effectively	Met	Area For Improvement
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	Standard not inspected	

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	Standard not inspected	
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.