

Registered pharmacy inspection report

Pharmacy name: Well

Address: Signal House, Factory Lane West, HALSTEAD, Essex, CO9 1EX

Pharmacy reference: 1085271

Type of pharmacy: Community

Date of inspection: 28/05/2026

Pharmacy context and inspection background

This community pharmacy is located next to a medical centre in the town of Halstead in Essex. It provides a variety of services including dispensing of NHS and private prescriptions, the sale of Pharmacy only (P) medicines, the New Medicines Services (NMS) and the Pharmacy First service under Patient Group Directions (PGDs).

This was a full inspection of the pharmacy. The pharmacy was previously inspected in June 2016.

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 2.1

- The pharmacy does not have enough staff to operate safely and effectively for the duration of its activities. During the inspection, there was an almost constant queue of people waiting to be seen which caused long waiting times in people getting seen in the pharmacy. And this caused the team to fall behind on dispensing and checking of medicines. The lack of staff also affected the team ability to carry out activities in the pharmacy such as regularly date checking the stock.

The pharmacy does not have a regular pharmacist or manager and is relying on locum pharmacists to operate.

Standard 4.4

- The pharmacy receives safety alerts and recalls of medicines and medical devices, but it cannot demonstrate that it is able to appropriately action these safety alerts. During the inspection, the team members could not provide evidence to show that alerts were being actioned, and they were not fully sure of the process to action safety alerts and recalls. So, there is a risk that people may receive a medicine or medical device that is not fit for purpose.

Standard 5.1

- The pharmacy offers a vaccination service without an appropriate anaphylaxis kit readily available. So, this could lead to delays in people receiving treatment for an anaphylactic reaction.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has a set of standards operating procedures (SOPs) which are reviewed and updated by head office and available electronically. But there are not always accessible to all team members in the pharmacy.

Standard 1.8

- The responsible pharmacist has completed the required safeguarding training. But Some pharmacy team members are not always sure what to do if a vulnerable person presents in the pharmacy. And the team are not sure if contact details of local safeguarding leads are readily available in the pharmacy. So, team members may miss opportunities to support vulnerable people.

Standard 2.2

- Pharmacy team members have either completed training or are enrolled on an appropriate training course with an accredited training provider. But team members who start working at the pharmacy are not always given enough information about how the pharmacy operates. So, this could make it more difficult for team members to perform their roles in the pharmacy safely and efficiently.

Standard 3.1

- The pharmacy has enough space for the team to work in. But some areas of the pharmacy including parts of the floor and desktop areas are cluttered which could increase the risk of team members tripping and injuring themselves and prescriptions or medicines getting mixed up leading to dispensing mistakes.
- The company website has a list of services that are offered at the pharmacy. But the pharmacy is not currently offering many of these services due to staffing and workload pressures. So, this could lead to delays and confusion for people trying to access services at the pharmacy.

Standard 5.2

- The pharmacy has the equipment it needs to provide its services. But the team is not sure if or when the electrical equipment has been safety tested. So, this might mean that there is electrical equipment in the pharmacy that is not in proper working order.

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	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	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	Area For Improvement

Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Standards not all 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	Not 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	Area For Improvement
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	Area For Improvement
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 not all 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	Not 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 not all 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	Not 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	Area For Improvement
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
✓ 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.