General Pharmaceutical Council

# Registered pharmacy inspection report

## Pharmacy name: St Anne Street Pharmacy

**Address: 134 St Anne Street, BIRKENHEAD, Merseyside, CH41 3SJ**

**Pharmacy reference: 1085925**

**Type of pharmacy: Community**

**Date of inspection: 11/11/2026**

### Pharmacy context and inspection background

This pharmacy is situated next to a medical centre near the docks in Birkenhead, Merseyside. It dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including seasonal flu vaccinations, the NHS Pharmacy First service, ambulatory blood pressure monitoring (ABPM), Pharmacy contraception service (PCS), New medicines service (NMS), Discharge medicines service (DMS) and a private period delay service via a patient group direction (PGD). 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 full routine inspection of the pharmacy. The pharmacy was last inspected in March 2017.

**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 2.2

- The pharmacy has team members who are appropriately trained or on suitable training

programmes. However, there are no clear examples of ongoing training. This reduces assurance that staff are consistently supported to maintain the knowledge and skills required for their roles.

## Standard 4.2

- The pharmacy supplies medicines to some people in multi-compartment compliance packs. But it does not routinely supply patient information leaflets with these medicines. This means people may not always have all the information they need to help them take their medicines safely.
- The pharmacy does not routinely highlight when people are being supplied with higher-risk medicines. This means pharmacy team members may not always identify when extra checks or advice are needed, and people may not always receive the information they need to take these medicines safely.

## 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 | |
| 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 | **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 | |
| 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 | |
| 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 | |
| 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 | 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 |
|---|---|
| ✔ 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. |