

Registered pharmacy inspection report

Pharmacy name: McKeevers Chemists

Address: 71 Gorsey Lane, WALLASEY, Wirral, CH44 4SP

Pharmacy reference: 1086871

Type of pharmacy: Community

Date of inspection: 16/01/2026

Pharmacy context and inspection background

This pharmacy is situated next to a GP surgery, in a residential part of Wallasey, Wirral. It dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including the NHS Pharmacy First service, blood pressure checks and private services such as a weight loss service via a 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 October 2015.

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 4.3

- The pharmacy does not always follow the written procedure available to check the expiry dates of its stock medicines and this has resulted in expired medicines not being identified and disposed of in a timely manner. And it does not always keep a record of its fridge temperatures

on a daily basis to help demonstrate that it always stores cold chain medicines appropriately to make sure they remain safe to supply.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has written procedures available to help make sure its team members provide services in a safe and effective manner. But some of the procedures are outdated, and some of the new standard operating procedures (SOPs) are not available to staff. This means they may not always follow the best current practice.

Standard 1.2

- Near miss incidents are not routinely recorded. This reduces the pharmacy's ability to review patterns and trends and to demonstrate learning to help reduce the risk of similar mistakes happening again.

Standard 1.6

- The pharmacy maintains records for high-risk medicines. However, balance checks are not routinely recorded. This reduces the assurances that high-risk medicines are being consistently monitored.

Standard 1.7

- Some patient information may be visible during medicines collection and when records are stored, which limits assurance that confidentiality is consistently protected.

Standard 2.2

- Pharmacy team members have the appropriate qualifications and training to carry out their roles. However, there is limited evidence of a structured approach to ongoing training and updates. This makes it harder for the pharmacy to provide assurance that team members' knowledge and skills are being routinely refreshed.

Standard 4.4

- The pharmacy receives drug safety alerts. However, there is no evidence to demonstrate that these alerts have been routinely actioned. This means the pharmacy may not always be able to provide assurance that appropriate steps have been taken to respond to safety alerts and protect people from potential risks.

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	Area for improvement
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	Area for improvement
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	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 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	Not met	
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	Met	Area for improvement

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
✓ 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.