

Registered pharmacy inspection report

Pharmacy name: Botolph Bridge Pharmacy

Address: Unit B, Valley Park Shopping Centre, Sugar Way, PETERBOROUGH, PE2 9QY

Pharmacy reference: 1089505

Type of pharmacy: Community

Date of inspection: 02/02/2026

Pharmacy context and inspection background

This community pharmacy is located in a parade of shops. It dispenses NHS and private prescriptions. And it sells medicines over the counter. The pharmacy supplies medicines in multi-compartment compliance packs to care homes and to some people in their own homes. It offers additional NHS services including NHS Pharmacy First and flu vaccinations. And it offers some private services such as a weight loss service via patient group directions (PGDs). The pharmacy provides a prescription delivery service.

This was re-inspection of the pharmacy following an intelligence-led inspection in December 2025 when the pharmacy did not meet Standards 1.1, 1.2, 2.2 and 4.3. Since that inspection, the pharmacy has improved how it responds to dispensing mistakes so it can learn from these. It has made sure all staff have either completed or are undertaking the required training for their roles. And it has improved how it monitors its fridge temperatures to make sure medicines are stored correctly. There are, however, areas that require further improvement.

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 1.1

- The pharmacy has written procedures to help its team work safely. But these are not always followed in practice. For example, the pharmacy doesn't keep a record about the medicines it delivers. And the audit trail to show its team members have read these procedures is incomplete. This makes it harder for the pharmacy to be sure all its team members are aware of and are following safe ways of working.

Standard 4.3

- The pharmacy does not keep its medicines in an organised way. And it does not have robust date-checking processes in place. This increases the risk of mistakes happening and medicines being supplied when they are no longer suitable to use.

Standards that were met with areas for improvement

Standard 3.1

- Some parts of the pharmacy, including the consultation room and dispensing benches, are cluttered. This detracts from the professional image presented to people visiting the pharmacy. And makes it harder for the team to work safely.
- Hazard tape which is intended to highlight differences in floor levels has worn away in places. This makes it less effective at drawing people's attention to potential trip and fall hazards.

Standard 4.2

- The pharmacy doesn't highlight prescriptions for higher-risk medicines including methotrexate and medicines containing valproate. This could increase the chance that people receiving these medicines do not get appropriate advice to help them take these medicines safely.
- The pharmacy team does not always keep part-used or original packs with dispensed items when presenting these for accuracy checking. This makes it harder for the person completing the accuracy check to assess that the correct items are being supplied and that all the medicines are in date.

Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Standards not all 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	Not 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	Standard not inspected	
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	
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	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: **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	Standard not inspected	
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	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 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	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	Not 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	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
✓ 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.