

Registered pharmacy inspection report

Pharmacy name: Langdale Pharmacy

Address: 64 Langdale Road, DUNSTABLE, Bedfordshire, LU6 3BS

Pharmacy reference: 1091672

Type of pharmacy: Community

Date of inspection: 08/12/2025

Pharmacy context and inspection background

This community pharmacy is located in a residential area of Dunstable in a parade of shops. It sells medicines over the counter. And it dispenses NHS and private prescriptions. The pharmacy provides some additional NHS services such as flu vaccinations and Pharmacy First. And it offers a prescription delivery service to people who cannot get to the pharmacy.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in November 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 1.1

- The pharmacy does not have a set of current standard operating procedures (SOPs) available for team members to refer to. And it cannot show that team members have read SOPs. This means the pharmacy cannot demonstrate that the team is working safely and efficiently.

Standard 3.2

- The pharmacy's consultation room is visible to members of the public using the pharmacy. This means it is not sufficiently private to provide confidential consultations.

Standard 4.3

- The pharmacy does not have a process in place for completing expiry date checks regularly. And out-of-date medication is mixed with in-date medication on the shelves. This means there is a risk people are supplied medication no longer suitable for use.

Standards that were met with areas for improvement

Standard 1.2

- Although the pharmacy takes actions when it identifies a mistake and keeps records of some of these mistakes, it does not make records consistently. This makes it harder for the pharmacy to identify trends and learn from them to improve practice further.

Standard 2.1

- The pharmacy generally has enough team members to be able to provide services safely. However, the pharmacy team do not appear to have the additional capacity to complete the outstanding organisation required following the pharmacy's refit. This means that team members are currently not able to work efficiently or in an organised way.

Standard 4.1

- The pharmacy is accessible to people. However, there is no external signage showing the pharmacy name and all the services it is providing.

Standard 4.2

- The pharmacy team do not routinely highlight prescriptions for higher-risk medicines. And all team members are not aware of the guidance about dispensing these medicines. This increases the risk that people receiving these medicines are not provided with the relevant information to help take these medicines safely.

Standard 5.1

- Although the pharmacy generally has the equipment needed to provide its services safely, it only has one working dispensing computer terminal. This makes it harder for the pharmacy to work efficiently for the volume of workload it has. And it also does not have suitable measures for measuring liquid medicines. This makes it harder for the pharmacy to know that it always supplies the correct amount of medicine to people.

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	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	
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	Area for improvement
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	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 not all 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	Not 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	Area for improvement
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	Area for improvement
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.