

Registered pharmacy inspection report

Pharmacy name: Richard Clitherow Ltd

Address: 22 Dovecot Place, LIVERPOOL, Merseyside, L14 9PH

Pharmacy reference: 1091721

Type of pharmacy: Community

Date of inspection: 28/08/2025

Pharmacy context and inspection background

This community pharmacy is situated on a parade of shops in Dovecot, Liverpool. The pharmacy dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including supplies for people who use drugs, and the NHS Pharmacy First service. The pharmacy supplies some people with medicines in multi-compartment compliance packs to help them take their medicines at the right time.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in September 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 1.1

- The pharmacy has written standard operating procedures. But some of the procedures have not been reviewed since 2016 and do not cover key risks such as operating in the absence of a responsible pharmacist. So the pharmacy team may not fully understand what is expected of

them.

Standard 1.2

- The pharmacy team discuss when mistakes occur to help learn from them. But the pharmacy team do not routinely record the mistakes so they can review them and look for underlying trends. An example of an error which was reported by the superintendent pharmacist had not been recorded and investigated. So the pharmacy is unable to demonstrate how it learns from errors, and show what action is taken to reduce the risk of similar mistakes happening again.

Standard 4.2

- The pharmacy has a substance misuse service which is provided by the responsible pharmacist on duty. But it does not have sufficient systems in place to ensure the risks associated with service have been addressed. Such as using multiple team members to check each other's work, having robust processes to assemble medicines, and supplying them to patients safely. There have also been examples of incidents related to this service. In the absence of having sufficient systems in place the pharmacy is unable to demonstrate this service is safe and effective.

Standard 4.3

- The pharmacy does not have sufficient processes to monitor all of its stock medicines are stored safely. Some fridge medicines are stored without temperature records to ensure medicines that require cold conditions are always stored within their required temperature range. And liquid medicines do not always have the date of opening written on. So the pharmacy is unable to show medicines are always fit for purpose.

Standards that were met with areas for improvement

Standard 2.2

- Members of the pharmacy team have completed training courses for their roles. But the pharmacy does not routinely provide training packages to members of the team to help them to keep up to date and develop new skills.

Standard 3.1

- The pharmacy's dispensary is cluttered. Some medicines are stored randomly on dispensary benches, and paperwork is not filed away. This has led to a reduction in available space to help ensure dispensing services are safe and effective.

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	Not 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	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	Not 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	

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.