

Registered pharmacy inspection report

Pharmacy name: Jhoots Pharmacy

Address: Brayford Quay, Newland, LINCOLN, Lincolnshire, LN1 1YA

Pharmacy reference: 1092802

Type of pharmacy: Community

Date of inspection: 06/01/2025

Pharmacy context and inspection background

This community pharmacy is close to Lincoln City Centre. Its main services include dispensing NHS prescriptions and selling over-the-counter medicines. It provides NHS consultation services including Pharmacy First blood pressure checks and the New Medicine Service (NMS). The pharmacy supplies some medicines in multi-compartment compliance packs, designed to help people remember to take their medicines.

This was a full inspection of the pharmacy following information of concern received by the GPhC that the pharmacy may not be operating safely.

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 1.2

- The pharmacy does not monitor the risk of providing all of its services appropriately. Its team members do not make records of the mistakes they make during the dispensing process. And there is no evidence of reflection or learning following these near misses and dispensing incidents to help reduce risk. This means there is an increased chance of repeated mistakes occurring.

Standard 2.1

- The pharmacy does not always have enough staff to safely operate across the duration of its advertised opening hours. It regularly closes for part of the week due to not having enough pharmacists to cover its opening hours. This arrangement is regularly leaving people unable to access the pharmacy services advertised.

Standard 4.1

- The pharmacy's services are not always accessible to people. The pharmacy is regularly closed when it is advertised as being open. This has led to people being unable to access treatment and advice to treat minor ailments and to collect their medicines. Furthermore, the pharmacy's entrance from street level is broken and closed to the public. This means people who cannot use steps are unable to access the pharmacy.

Standard 4.3

- The pharmacy does not have effective processes to ensure out-of-date medicines are removed from stock. Although it identifies medicines with short expiry dates, it does not remove these medicines from stock in a timely manner when they reach their expiry dates resulting in out-of-date medicines on its shelves. This increases the chance of an out-of-date medicine being supplied.

Standards that were met with areas for improvement

Standard 1.6

- The pharmacy holds most of its records as required by law. But its team members do not always record some required information when making these records. This includes for some controlled drug, responsible pharmacist, and private prescription records. These gaps in record keeping may make it more difficult for the pharmacy to respond queries that may arise.

Standard 3.1

- The pharmacy is generally maintained to an appropriate standard. But there are some outstanding maintenance concerns with the pharmacy's entrance doors that have not been acted on in a timely manner despite being raised by pharmacy team members a number of times. Delaying maintenance work impacts on the overall professional image of the pharmacy.

Standard 5.1

- Pharmacy team members are unable to answer incoming calls due to a technical issue with the pharmacy's telephone line. Instead, they respond to voice messages left by people through using their personal phones to call them back. This means people are reliant on a team member calling them back which may delay them in obtaining advice about their health condition or the medicines they are taking. And this has been an issue for several months.

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	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	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	
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 not all 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	Not 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	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	Not 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	

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.