

Registered pharmacy inspection report

Pharmacy name: Orton Pharmacy

Address: Ortongate Centre, Goldhay, PETERBOROUGH, Cambridgeshire, PE2 5TD

Pharmacy reference: 1092889

Type of pharmacy: Community

Date of inspection: 24/11/2025

Pharmacy context and inspection background

This community pharmacy is set in a shopping precinct on the outskirts of Peterborough. Its main activity is dispensing NHS prescriptions. It also provides a range of other NHS services including seasonal flu vaccinations, Pharmacy First, and the hypertension case-finding service. The pharmacy offers treatments for a range of conditions under private patient group directions, including weight management.

This was a routine inspection which looked at those Standards for registered premises most linked to patient safety. Not all standards were inspected on this occasion. The pharmacy had changed ownership since the last inspection which was in 2023.

Overall outcome: Standards met

Required Action: None

Follow this link to [find out what the inspections possible outcomes mean](#)

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has a set of written standard operating procedures and these are available for

team members to refer to in the pharmacy. But the pharmacy has not reviewed all of these to ensure they accurately reflect the pharmacy's practices. And not all team members have signed to say they have read these procedures. This makes it harder for the pharmacy to be sure all its team members are working in a safe and effective way.

Standard 1.2

- The pharmacy team has processes in place to learn from when things go wrong. But it doesn't always keep a record of dispensing mistakes that are corrected before reaching a patient, how these mistakes have happened, or improvement actions identified. This makes it harder for the pharmacy to review such events to spot any patterns or trends and to identify ways of reducing the chances of similar mistakes happening again.

Standard 1.6

- The pharmacy generally keeps the records it needs to by law. But its records about private prescriptions do not always include the correct prescriber details. And there are a small number of gaps in the pharmacy's records about Responsible Pharmacist. This makes the records less reliable in the event of a future query.

Standard 4.2

- The pharmacy generally provides its services safely. But it doesn't highlight prescriptions for higher-risk medicines. This could mean it misses opportunities to give people additional advice and support about their medicines.
- The pharmacy doesn't always make complete, contemporaneous records about the services it provides under patient group directions. Delays in making such records could increase the chances of important details being left out.

Standard 4.3

- The pharmacy generally manages its medicines safely. But it doesn't always keep a record about the fridge temperature checks it makes. This could make it harder for the pharmacy to show that medicines requiring refrigeration have always been kept in the right conditions.

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	
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	
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 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	Met	Area for improvement
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.