

# Registered pharmacy inspection report

## Pharmacy name: Daynight Pharmacy

**Address:** 692 Osmaston Road, DERBY, Derbyshire, DE24 8GT

**Pharmacy reference:** 1092905

**Type of pharmacy:** Community

**Date of inspection:** 05/02/2025

### Pharmacy context and inspection background

This extended hour pharmacy is located on a busy main road Derby. Its main activity is dispensing prescriptions, and it offers some services such as the supervised consumption of medicines and the New Medicine Service. A medicine delivery service is available, and the pharmacy supplies some people with medicines in multi-compartment compliance to help them take their medicines. It also provides a private ear wax removal service. The pharmacy sells some medicines online via its website

<https://www.your247chemist.com/> along with a small range of over the counter medicines and beauty products on Amazon.

This was an intelligence-led inspection of the pharmacy following information received by the GPhC. All the Standards were inspected on this occasion. The pharmacy was last inspected in October 2017.

**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 always assess the risks associated with new services that it provides. It recently launched a new website for the sale of medicines, but it does not have any risk assessments for its website service to demonstrate how it assessed the risks, and mitigated them, when selling medicines online. And it does not have any written procedures for the website service for its team members to read or refer to. So, they may not always understand the correct way to operate the website service and process orders in a safe manner.

## Standard 4.2

- The pharmacy does not have a process to adequately check the identification, or age, of people accessing its website to purchase medicines at a distance. It also does not have a defined process to identify inappropriate requests such as multiple orders from the same person or people ordering medicines too frequently.

## Standard 4.3

- The pharmacy does not manage its stock medicines safely and effectively. Some medicines are not stored in safe manner which prevents unauthorised access. And it does not have effective processes to check the expiry dates of its stock medicines to make sure they are safe to supply. Some medicines are stored outside of their original packs making it difficult to identify the medicine or batch which would be problematic in the event of a safety recall.

## Standards that were met with areas for improvement

### Standard 1.2

- The pharmacy identifies mistakes that happen during the dispensing process and its team members discuss them at the time. But records are not always made which would enable team members to review them effectively and identify any trends and common themes so that they can act upon them and reduce the risk of them happening again.

### Standard 1.6

- The pharmacy largely keeps the records it needs to in line with requirements. But its private prescriptions register does not always contain all of the information as required by law. This may make it harder to respond to queries. And it does not frequently check the stock balances of its higher risk medicines which makes it harder to identify and correct any discrepancies.

### Standard 3.1

- The pharmacy has a website for the sale of medicines at a distance. But it does not contain information about the Superintendent Pharmacist or the registration details of the pharmacy to make it clear who is providing and is responsible for the service.

### Standard 4.2

- The pharmacy does not routinely highlight prescriptions for higher-risk medicines such as warfarin and methotrexate. So, it may be missing out on opportunities to provide additional counselling information to people taking them

## 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	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	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	<b>Area for improvement</b>
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	Met	<b>Area for improvement</b>
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	<b>Not met</b>	
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
✓ <b>Excellent practice</b>	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.
✓ <b>Good practice</b>	The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.
✓ <b>Standards met</b>	The pharmacy meets all the standards.
<b>Standards not all met</b>	The pharmacy has not met one or more standards.