

# 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:** 21/04/2026

### Pharmacy context and inspection background

This community pharmacy is situated on a major road in Osmaston, Derby. The pharmacy dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including seasonal COVID vaccinations, substance misuse supplies, 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 reinspection following an inspection in September 2025 where the pharmacy did not meet Standards 1.6 and 4.3. The pharmacy has made some improvements. It has instigated a monthly audit of its records for higher-risk medicines. The records are promptly updated when discrepancies are found. Medicines are stored in the right conditions and kept secure. The pharmacy has re-trained staff in its processes used to routinely check medicines remain fit for purpose.

**Overall outcome:** Standards met

**Required Action:** Not Required

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

### Standards that were met with areas for improvement

#### Standard 1.2

- Members of the pharmacy team record some of the mistakes that are identified during the dispensing process, such as a near misses. But there are gaps in the records, and the team does not complete a written review. This means the pharmacy team may not be able to show how they are improving the quality of the services provided, and some learning opportunities may be missed.

### **Standard 1.3**

- Members of the pharmacy team work within their expected roles. But written procedures do not outline the responsibilities of each role within the team. So team members may not always fully understand their individual responsibilities.

### **Standard 2.2**

- Members of the pharmacy team are suitably trained for their roles. But the pharmacy does not routinely provide additional training opportunities to members of the team to help them to keep up to date and develop new skills.

### **Standard 3.1**

- The pharmacy is of a sufficient size to help support the safe provision of services. But some areas are cluttered or used ineffectively, reducing the available space for dispensing services. This impacts on the safety of working environment and may increase the risk of mistakes.

### **Standard 4.2**

- The pharmacy team members speak to people who use their services. But they do not routinely identify people who take higher-risk medicines to provide counselling advice and check they are up to date with required blood tests, which is a missed opportunity.

### **Standard 4.3**

- The pharmacy has some systems to ensure medicines are stored appropriately. But improvements could be made to help ensure any short-dated medicines are promptly removed from stock once expired, and medicine disposal bins are emptied regularly to prevent overflowing.

## 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	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	<b>Area For Improvement</b>
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Met	<b>Area For Improvement</b>
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	<b>Area For Improvement</b>
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 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	Met	<b>Area For Improvement</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>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.