

Registered pharmacy inspection report

Pharmacy name: Medicines + Pharmacy

Address: 41 High Street, Navenby, LINCOLN, Lincolnshire, LN5 0DZ

Pharmacy reference: 1093357

Type of pharmacy: Community

Date of inspection: 07/07/2026

Pharmacy context and inspection background

This community pharmacy is in the rural Lincolnshire village of Navenby. Its main services are dispensing prescriptions and selling over-the-counter medicines. It provides a range of NHS consultation services such as the Pharmacy First service and blood pressure check service. And it is part of the NHS Community Pharmacy Independent Prescribing Pathfinder Programme. As well as its NHS services the pharmacy offers a range of private consultation services including travel health and weight management. The pharmacy supplies some medicines in multi-compartment compliance packs, designed to help people to take their medicines. And offers a medicine delivery service to people.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in April 2023, and all standards were met.

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. Its team members do not

make records of the mistakes they make during the dispensing process. And they do not record their learning and actions taken to reduce risk of similar errors.

- The pharmacy does not act in a timely manner to investigate stock discrepancies involving higher-risk medicines and to report these in accordance with its own procedures. This means there is an increased chance of mistakes not being identified and acted upon.

Standard 1.7

- The pharmacy does not always protect confidential information appropriately. It holds bags of assembled medicines in a retrieval area behind the medicine counter. But this arrangement does not ensure people's private details on bags labels and prescriptions are adequately protected from unauthorised view .

Standard 2.2

- The pharmacy does not have adequate arrangements in place to ensure its team members are enrolled on accredited learning courses within the timeframe set out in GPhC minimum training requirements. And team members do not always go on to complete their accredited learning courses within a timely manner. This means team members may not have the required knowledge and skills to complete all tasks for their role.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has written procedures for team members to follow to help provide safe services. But some written procedures to support the management of higher-risk medicines are overdue for review, so it is unclear if these remain up to date and relevant. And team members do not always make a record of when they have read procedures, so it is difficult for the pharmacy to show their learning is up to date.

Standard 1.6

- The pharmacy generally maintains accurate records. But pharmacists do not always record the time they cease the role of responsible pharmacist (RP) within the RP record. And team members do not always accurately record the details of the prescriber when making entries into the private prescription register. This may make it difficult for the team to respond to queries should they arise.

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	Area For Improvement
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	Not 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	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	Not 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	
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	
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	
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
✓ 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.