

Registered pharmacy inspection report

Pharmacy name: Telephone House Pharmacy

Address: Next to Surgery, 71 High Street, Southampton, SO14 2NW

Pharmacy reference: 1095341

Type of pharmacy: Community

Date of inspection: 12/03/2026

Pharmacy context and inspection background

This is a community pharmacy located next to a doctor's surgery on a high street in central Southampton. The pharmacy dispenses NHS and private prescriptions. And its team members sell over-the-counter medicines and provide advice. The pharmacy offers services which include Pharmacy First, New Medicine Service (NMS) and Blood Pressure Case-Finding. The pharmacy also offers a contraceptive service and a flu vaccination service.

This was a full reinspection following an inspection in July 2025 where the pharmacy did not meet Standard 1.6. The pharmacy has since started ensuring records for some medicines are maintained appropriately.

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 have updated SOPs as raised in the previous inspection. This means the team may be following outdated procedures and process.

Standard 1.2

- The pharmacy does not record their mistakes so miss opportunities to identify trends and learn from their mistakes.

Standard 1.3

- Staff are performing roles without adequate supervision from a pharmacist which means that people are at risk of inappropriate supplies.

Standard 1.6

- The pharmacy does not keep adequate legal records for responsible pharmacists and special products so they cannot demonstrate who the pharmacist was on set days or how special products were supplied.

Standard 2.2

- Team members are performing duties without appropriate pharmacist supervision or qualification.

Standard 4.2

- The pharmacy sell medicines and hands out prescriptions in the absence of a responsible pharmacist putting people at risk.

Standard 4.3

- The pharmacy does not maintain fridge temperature records and so cannot evidence that items requiring refrigeration are suitable for use. The pharmacy has loose tablets in bottles without appropriate labelling and so cannot guarantee what the products are. Some medicines are kept in an unlocked consultation room and therefore not safe from unauthorised access.

Standard 5.2

- The pharmacy keeps some measuring equipment in areas unsuitable for pharmacy services putting the staff at risk.

Standards that were met with areas for improvement

Standard 5.3

- Staff members do not all have their own NHS Smart Cards to access records. This means an effective access audit trail cannot be maintained.

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	Not met	
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Not 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	Not 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 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 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	Not 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 not all 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	Not 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	Area For Improvement

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.