

Registered pharmacy inspection report

Pharmacy name: Auckley Pharmacy

Address: 30 Ellers Lane, Auckley, DONCASTER, South Yorkshire, DN9 3JF

Pharmacy reference: 1095782

Type of pharmacy: Community

Date of inspection: 17/07/2025

Pharmacy context and inspection background

This community pharmacy is in the village of Auckley, on the outskirts of Doncaster in South Yorkshire. It dispenses NHS prescriptions and sells over-the-counter medicines. It also provides NHS consultation services including Pharmacy First, blood pressure checks and the New Medicine Service (NMS). It also offers a private weight loss service for people. The pharmacy supplies some medicines in multi-compartment compliance packs, designed to help people remember to take their medicines. And it offers a medicine delivery service.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in August 2015.

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 identify and manage all the risks for the pharmacy services it provides. It

does not keep its written procedures up to date. And training records do not show that all team members have read and understood these procedures.

- The pharmacy does not always show how it considers risk when making changes to its services. Its procedures do not reflect the changes it has made to the roles and responsibilities of team members involved in carrying out final accuracy checking tasks. And it does not conduct risk assessments to support it in launching new services safely.

Standard 1.2

- The pharmacy does not always review and monitor the safety and quality of its services appropriately. It does not always act to record mistakes that occur when dispensing medicines. And it does not act in a timely manner to manage discrepancies involving higher-risk medicines and to report these in accordance with its own procedures.

Standard 1.6

- The pharmacy does not maintain its controlled drug register in accordance with legal requirements.

Standard 3.1

- Lifting of the pharmacy floor within the dispensary had led to an uneven surface for walking on and is a health and safety concern for pharmacy team members.

Standard 4.2

- Pharmacists providing the pharmacy's weight loss service do not always work in accordance with the pharmacy's written instructions. There are gaps in consultation records and although consent is gained to share information with people's GPs about the supply of medicines through the service, the process for sharing this information is not always followed.
- The pharmacy does not include important safety information when supplying medicines in multi-compartment compliance packs as it does not include required wording to inform people of adverse warnings about the medicines they are taking.

Standard 4.3

- The pharmacy has inadequate management arrangements for storing some of its medicines. It does not store all stock medicines safely in their original packaging. It stores medicines in an untidy manner within the dispensary. And out-of-date medicines are present amongst stock. This increases the risk of a dispensing incident occurring.
- The operational temperature range of one of the pharmacy's fridges exceeds the maximum temperature for the safe storage of medicines requiring cold storage. And the pharmacy's monitoring processes have not picked this up. This means the pharmacy cannot always demonstrate that medicines requiring cold storage are kept at the correct temperature.

Standard 5.1

- The pharmacy doesn't have suitable measures for measuring liquid medicines. It uses non-standardised plastic measures, without appropriate calibration, to measure higher-risk medicines. And the one standardised glass measuring cylinder available is heavily contaminated with hard

water residue and as such is not appropriate for use.

Standards that were met with areas for improvement

Standard 3.2

- The pharmacy has a small consultation room for holding private consultation services. But the room has not been decorated and has minimal furnishings which make it appear unfinished. So, the room doesn't reflect a professional image when the pharmacy team provides its consultation services.

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	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 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 not all 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	Not met	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	Area for improvement
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	Not 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
✓ 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.