

Registered pharmacy inspection report

Pharmacy name: Keycircle Pharmacy

Address: 25 All Saints Avenue, MAIDENHEAD, Berkshire, SL6 6EL

Pharmacy reference: 1098723

Type of pharmacy: Community

Date of inspection: 11/02/2026

Pharmacy context and inspection background

This is a community pharmacy located next door to a GP practice in a residential area of Maidenhead. Its main activity is dispensing NHS prescriptions and providing other NHS services such as Pharmacy First and seasonal vaccinations. The pharmacy also sells over the counter medicines, and it dispenses private prescriptions and provides a small number of private services

This was a routine inspection of the pharmacy that focused on the core Standards relating to patient safety. Not all Standards were inspected on this occasion. The pharmacy was last inspected in November 2016.

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's standard operating procedures have not been reviewed or updated for several years, and the procedures currently in place are not always being followed in day-to-day practice. This increases the risk of unsafe practice and non compliance with regulatory

requirements.

Standard 1.6

- The pharmacy does not maintain accurate and up-to-date records as required by law. Records of controlled drugs are not kept up-to-date, making it more difficult for the pharmacy to account for these medicines and demonstrate that they are being managed safely. In addition, private prescription records contain inaccurate prescriber information, and responsible pharmacist records occasionally have missing details which may make it harder to respond to concerns or queries.

Standard 2.2

- Whilst staff appear competent in their roles, the pharmacy is unable to provide assurance that all team members have received or are completing accredited training appropriate to their responsibilities, as training records are not available.

Standard 4.3

- The pharmacy does not always manage medicines safely and effectively. Dispensary shelves are untidy, and medicines are not consistently stored in an orderly manner, increasing the likelihood of errors. The pharmacy is also unable to demonstrate that storage temperatures for both fridges are being monitored to ensure suitability. In addition, the management of controlled drugs is insufficient and does not meet expected standards.

Standards that were met with areas for improvement

Standard 2.1

- The pharmacy team members work well together to deliver the core services. However, the current workload places pressure on the team and affects their ability to complete essential administrative and housekeeping tasks without extra support.

Standard 3.1

- The pharmacy premises lack sufficient space for the nature and volume of the services provided. This limits effective organisation and creates a challenging working environment for the team.

Standard 4.4

- The pharmacy receives safety alerts, drug recalls, and similar notifications; however, it is not able to demonstrate these are consistently monitored and actioned. This means notices could be overlooked and the pharmacy may delay taking appropriate action.

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	
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	Standard not inspected	
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	Area For Improvement
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	Area For Improvement
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	Standard not inspected	
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	Standard not inspected	

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	
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	Area For Improvement

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	Standard not inspected	
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	Standard not inspected	
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.