

Registered pharmacy inspection report

Pharmacy name: Jhoots Pharmacy

Address: Brierley Hill Health & Social Care Ctre, Off Little Cottage Street,
BRIERLEY HILL, West Midlands, DY5 1RG

Pharmacy reference: 1102644

Type of pharmacy: Community

Date of inspection: 03/06/2025

Pharmacy context and inspection background

This community pharmacy is situated inside a large Health and Social Care centre in Brierley Hill. The pharmacy dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including seasonal flu and COVID vaccinations, and the NHS Pharmacy First service. The pharmacy supplies some medicines in multi-compartment compliance packs to help make sure people take their medicines at the right time.

This was an intelligence-led inspection of the pharmacy following information received by the GPhC. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in July 2024 and all standards were met.

Overall outcome: Standards not all met

Required Action: Statutory Enforcement

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

Standards not met

Standard 1.1

- The pharmacy does not suitably identify and manage the risks associated with its services. It lacks effective contingency plans, and it cannot demonstrate that its team members fully understand their roles and responsibilities. And pharmacy team members do not always follow the written procedures that are available. There is evidence to suggest activities including dispensing prescriptions and the supply of medication via other services takes place without the supervision of a pharmacist, which may put people at risk of harm.

Standard 2.2

- Pharmacy team members are not always adequately trained for their roles and there is a lack of adequate support to complete training within a suitable timeframe. So, the pharmacy cannot effectively demonstrate that its team members have the appropriate knowledge and skills for the jobs that they do.

Standard 4.2

- The pharmacy cannot always demonstrate that the services it provides are carried out by people with the suitable knowledge and skills that are required to deliver them safely. Resources including patient group directives are not always accessible to pharmacy team members, and there is evidence to suggest that some services may be provided outside of written instructions, which increases the risk of inappropriate or unsafe supplies being made.

Standards that were met with areas for improvement

Standard 2.5

- Team members are not always aware of who they should contact in the event that they need to raise a concern. They are not familiar with the role of a superintendent pharmacist or how to contact them. This may limit their ability to raise concerns effectively.

Standard 4.1

- The pharmacy does not always have effective contingency plans to help ensure that people have accurate and up to date information about the operational hours of the pharmacy and the services available.

Standard 4.3

- The pharmacy gets its medicines from licenced suppliers and it have some systems in place to help ensure that medicines are fit for supply. But fridge temperature records are not always maintained accurately, so the pharmacy may not always be able to demonstrate that these medicines are stored appropriately. And tamper proof audit trails for the security for some of its higher risk medicines could be improved.

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	Standard not inspected	
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Standard not inspected	
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	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	Standard not inspected	

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	Standard not inspected	
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	Standard not inspected	
2.4 - There is a culture of openness, honesty and learning	Standard not inspected	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Met	Area for improvement
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Standard not inspected	

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: Not assessed

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	Standard not inspected	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Standard not inspected	
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	Standard not inspected	
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	Area for improvement
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	Met	Area for improvement
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: Not assessed

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	Standard not inspected	

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.