

# Registered pharmacy inspection report

## Pharmacy name: Swinton Late Night Pharmacy

**Address:** 52 Swinton Hall Road, Swinton, MANCHESTER, Lancashire, M27 4BJ

**Pharmacy reference:** 1108068

**Type of pharmacy:** Community

**Date of inspection:** 04/04/2025

### Pharmacy context and inspection background

This extended hours pharmacy is situated in a parade of shops on a main road. It mainly dispenses NHS prescriptions and supplies a large number of people their medicines in multi-compartment compliance packs to help them manage their treatment. The pharmacy provides other NHS services such as Pharmacy First, substance misuse treatments, flu vaccinations and the hypertension case screening. It also has a home delivery service.

This was a reinspection following an inspection in September 2024 where the pharmacy did not meet Standards 1.1, 4.2 and 4.3. This inspection primarily focused on those Standards which had previously not been met. Overall, the pharmacy had made some improvements to its procedures to help make sure people receive their prescription medication safely. The pharmacy has reviewed its written procedures including its multi-compartment compliance pack procedures, and it has installed facilities to help make sure it complies with medicine stock storage legislation. However, the pharmacy needs to make further improvements, including making sure that all its team members are familiar with its updated procedures, and it should review how it stores semi-prepared compliance packs.

**Overall outcome:** Standards met

## Required Action: None

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

### Standards that were met with areas for improvement

#### Standard 1.1

- Pharmacy team members can demonstrate that they follow the pharmacy's written procedures. But the pharmacy cannot provide evidence to show that all team members have completed the training on some of these procedures. So, they may not consistently provide services to the expected standard.

#### Standard 2.1

- The pharmacy usually relies on one team member to prepare compliance pack medication and it lacks a contingency plan in the event that this team member is unavailable.

#### Standard 3.1

- The dispensary lacks storage space. Consequently, the dispensing benches are used for storage purposes, which minimises the amount of available dispensing space. This presents challenges when assembling prescription medication and could increase the likelihood of mistakes happening.

#### Standard 4.2

- The pharmacy sometimes stores semi-prepared multi-compartment compliance packs unsealed and without dispensing labels. This could lead to mistakes in medication supplies.

#### Standard 4.3

- The pharmacy does not always store medicines in its original packaging or with key information relating to its identity, batch number or expiry date. This could lead to selection or medication errors.

## Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards 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	<b>Area for improvement</b>
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	Standard not inspected	
1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained	Standard not inspected	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Standard not inspected	
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 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	<b>Area for improvement</b>
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	Standard not inspected	
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	Standard not inspected	
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: **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	<b>Area for improvement</b>
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 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	Standard not inspected	
4.2 - Pharmacy services are managed and delivered safely and effectively	Met	<b>Area for improvement</b>
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	<b>Area for improvement</b>
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	Standard not inspected	

## 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
✓ <b>Excellent practice</b>	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.
✓ <b>Good practice</b>	The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.
✓ <b>Standards met</b>	The pharmacy meets all the standards.
<b>Standards not all met</b>	The pharmacy has not met one or more standards.