

# Registered pharmacy inspection report

## Pharmacy name: Formby Health Rooms

**Address:** 81-83 Liverpool Road, Formby, LIVERPOOL, L37 6BU

**Pharmacy reference:** 1108965

**Type of pharmacy:** Closed

**Date of inspection:** 17/06/2025

### Pharmacy context and inspection background

This pharmacy is situated in the town of Formby, in Merseyside. It dispenses private prescriptions and sells over-the-counter medicines through its retail premises. It has an NHS distance selling pharmacy contract, to dispense NHS prescriptions and deliver medicines directly to people. It also dispenses medicines against named patient prescriptions for another healthcare provider. The pharmacy supplies some people with medicines in multi-compartment compliance packs to help them take their medicines at the right time. The premises contains multiple consultation rooms, which are sometimes used by other healthcare professionals for chiropody services.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in February 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 1.6

- The pharmacy has paper records for its higher risk medicines. But they have fallen behind with

keeping the records up to date to ensure they are an accurate source of information. So the pharmacy may not be able to always show what should be present in the pharmacy.

## Standards that were met with areas for improvement

### Standard 1.2

- The pharmacist discusses when there is a near miss incident with members of the team to help identify learning. But the team do not record their mistakes to allow a systematic review to look for potential trends or underlying concerns. So there is a risk of similar mistakes happening again.

### Standard 3.1

- There is enough space in the pharmacy for the services provided. But the dispensary is cluttered. So the available space is reduced and this may increase the risk of a mistake.

### Standard 4.2

- The pharmacy team members speak to people who use their services, particularly when they are starting a new medicine. But they do not routinely speak to those taking higher risk medicines or record the counselling advice they provide. This would help to ensure continuity of care and make sure up-to-date information is available during clinical reviews.
- The pharmacy provides medicines in multi-compartment compliance packs to help people take their medicines. But they do not routinely provide patient information leaflets each time with their medicines. So people may not always have up to date information about their medicines.

### Standard 4.3

- The pharmacy team checks the expiry dates of medicines and look for potentially affected stock when there is a drug recall. But it does not record when this occurs to show the actions they have taken to help make sure stock remains fit for purpose and safe to supply.

## 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	Met	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	<b>Area for improvement</b>
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	<b>Not met</b>	
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 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	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 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	<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	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 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	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
✓ <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.