

Registered pharmacy inspection report

Pharmacy name: Stone Pharmacy

Address: 1 Church Street, Darfield, BARNSELY, South Yorkshire, S73 9JX

Pharmacy reference: 1109245

Type of pharmacy: Community

Date of inspection: 28/07/2025

Pharmacy context and inspection background

This busy community pharmacy is located within a village medical centre. Most people who use the pharmacy are from the local area and a home delivery service is available. The pharmacy dispenses NHS prescriptions, and it sells a range of over-the-counter medicines. It provides seasonal flu and COVID-19 vaccination services, and some other NHS funded services including the Pharmacy First Service. The pharmacy supplies a large number of medicines in multi-compartment compliance aid packs to help people take their medicines at the right time. It operates seven days a week and opens early in the morning and closes late in the evening on weekdays.

This was a full inspection of the pharmacy following information received by the GPhC. The pharmacy had its last full inspection in October 2018.

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's records are not always adequately maintained. A review of controlled drug (CD)

registers identified several inconsistencies including entries made in the wrong register, issues with maintaining and auditing of CD running balances, and a lack of records relating to patient returned CDs. This means the pharmacy may not always be able to account for CDs and it cannot consistently demonstrate safe management of these medicines. In addition, the incorrect prescriber is sometimes recorded on private prescriptions records which could make it difficult to clarify matters in the event of a query.

Standard 1.7

- The pharmacy does not clearly separate confidential waste from general waste, so this increases the risk of it being disposed of inappropriately.
- Team members do not always use individual NHS smartcards appropriately to access people's healthcare information. This means the information is being accessed without appropriate controls and audit trails.

Standard 4.2

- The pharmacy's multi-compartment compliance pack service is not adequately managed. Some packs are assembled in advance of the prescription and there isn't a robust audit trail of changes to medication and communications with prescribers which may increase the likelihood of errors. Compliance packs are not adequately labelled with dosage instructions or cautionary and advisory labels, and packaging leaflets are not included. This means people may not have all the information they need to take their medicines safely.

Standard 4.3

- The pharmacy does not have effective processes to ensure out-of-date medicines are removed from stock and some medicines are not stored in their original packaging or in containers with appropriate labelling. It cannot demonstrate that the temperatures of the medical fridges are appropriately monitored. This means the pharmacy cannot always provide assurance that medicines are in a suitable condition to supply. And it does not properly restrict unauthorised access to some medicines.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has standard operating procedures (SOPs) for the services provided, but some team members have not read and confirmed their understanding of the SOPs. This means they may not always work effectively or fully understand their roles and responsibilities.

Standard 2.2

- Team members generally receive the right training for their roles. But the pharmacy does not provide regular or structured ongoing training for its team members, which could make it harder for them to keep their knowledge and skills up to date.

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	Area for improvement
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	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	Not 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	Area for improvement
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	
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 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 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
✓ 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.