

Registered pharmacy inspection report

Pharmacy name: Fakenham Pharmacy

Address: Meditrina House, Trinity Road, Fakenham, Norfolk, NR21 8SY

Pharmacy reference: 1110433

Type of pharmacy: Community

Date of inspection: 20/02/2025

Pharmacy context and inspection background

This pharmacy is located next to a surgery in the town of Fakenham in Norfolk. It provides a variety of services including dispensing of NHS and private prescriptions, the New Medicines Service (NMS) and the Pharmacy First service under Patient Group Directions (PGDs). It also provides medicines in multi-compartment compliance packs for people who have difficulty taking their medicines on original packs.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in November 2015.

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 3.1

- The pharmacy is not always kept tidy. Although the shop area is tidy, there is excessive clutter on both the floor and workspace in the dispensary. There are numerous prescriptions awaiting checking which reduces the workspace available to the team to work safely and also increases the risk of near misses or dispensing mistakes occurring as well as causing some delays for people

collecting their medicines from the pharmacy. There are also other items including boxes and a fridge taking up floor space in the pharmacy and restricting access to some medicines. This further reduces the amount of workspace available for the team and could present health and safety risks including tripping hazards and injury to team members.

Standard 3.3

- The pharmacy does not store all of its medicines and medical devices appropriately. Some medicines and medical devices are stored on open shelves in the toilet area which presents hygiene risks to people who may use these medicines and medical devices.

Standard 4.4

- The pharmacy cannot demonstrate that it always takes the appropriate action when it is suspected that medicines or medical devices are not fit for purpose. Team members do not all know the process for reviewing and actioning safety alerts and recalls. And not all alerts and recalls are actioned in a timely manner.

Standards that were met with areas for improvement

Standard 2.1

- The pharmacy is generally up to date with its workload. However, as described in standard 3.1, the team is behind on checking dispensed prescriptions which is reducing the team's ability to work safely and effectively in the pharmacy. The pharmacy is in the process of training a team member to check dispensed medicines to assist with the workload and can get team members from other branches to assist when required.

Standard 4.2

- The pharmacy team dispenses valproate medicines in multi-compartment compliance packs for some people. Although the pharmacy does not have any people who are in the at-risk group, team members are not sure whether individual risk assessments have been done for people receiving this medicine in their packs. The pharmacy has given assurances that checks will be made to ensure that individual risk assessments have been undertaken.

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	
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	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 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	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 not all 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	Not 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	Not 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	Met	Area for improvement
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	
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	Not 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.