

Registered pharmacy inspection report

Pharmacy name: Wellbeing Pharmacy

Address: 29 Chesterfield Drive, IPSWICH, IP1 6DW

Pharmacy reference: 1110905

Type of pharmacy: Community

Date of inspection: 12/01/2026

Pharmacy context and inspection background

This community pharmacy is located in the same building as a GP surgery in the city of Ipswich in Suffolk. It provides a variety of services including dispensing of NHS and private prescriptions, the sale of Pharmacy only (P) medicines, the New Medicines Services (NMS) and the Pharmacy First service under Patient Group Directions (PGDs).

This was a full inspection of the pharmacy. The pharmacy was previously inspected in March 2016.

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

- The pharmacy has a set of Standard Operating Procedures (SOPs) which cover the services that the pharmacy provides. But these are overdue a review from several years ago. So, the pharmacy team may not be following the most up-to-date procedures.

Standard 1.2

- The pharmacy does not routinely record near misses (mistakes spotted before a medicine leaves the pharmacy) that occur in the pharmacy, with no near misses seen being recorded for several months. And team members are not always sure of the right process for dealing with dispensing errors (mistakes spotted after a medicine leaves the pharmacy). So, opportunities for learning maybe missed. However, the pharmacy has given assurances that near misses will be recorded regularly going forward and confirmed that there has not been a dispensing error at the pharmacy for a long time. A team member also explained what they would do if a dispensing error occurred in the pharmacy which included taking down all the information and reporting this to the area manager.

Standard 3.1

- Some parts of the pharmacy are cluttered with boxes and bags on the floor which increases the risk of team members tripping or injuring themselves. But the pharmacy has enough space for team members to work in and team members gave assurances that the floor would be cleared.

Standard 3.4

- The surgery provides a cleaner who works in the pharmacy unsupervised and after the pharmacy has closed with pharmacy staff knowing little about this arrangement. However, the pharmacy team and inspector are not aware of any incidents occurring in the pharmacy in relation to this arrangement. And access to medicines requiring special storage is secure during this time.

Standard 4.2

- The pharmacy does not always counsel people regularly taking high-risk medicines. So, people maybe missing out on important information about their medicines.

Standard 4.4

- The pharmacy receives safety alerts and recalls of medicines and medical devices and is able to action them as appropriate. But action taken for alerts is not recorded and alerts are not always archived after actioning. So, this could make it difficult for the team to recall what action has been taken for an alert. Alerts are also only actioned by the responsible pharmacist (RP), so there could be delays in actioning alerts if the RP is not available.

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	Area for improvement
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	Area for improvement
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	
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	Area for improvement
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	Area for improvement
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	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	Met	Area for improvement

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.