

Registered pharmacy inspection report

Pharmacy name: Church View Pharmacy (Pharmacy 365)

Address: 249 Halesowen Road, Cradley Heath, West Midlands, B64 6JD

Pharmacy reference: 1116130

Type of pharmacy: Community

Date of inspection: 19/08/2025

Pharmacy context and inspection background

This community pharmacy is located on the main High Street in Old Hill. It is open extended hours over seven days. The pharmacy dispenses NHS prescriptions, private prescriptions and sell medicines over the counter. The pharmacy provides additional services including a local minor ailments scheme, blood pressure monitoring and a private prescribing service covering common conditions including uncomplicated urinary tract infections and sore throats.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in January 2024 and all standards were met.

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 1.1

- The pharmacy does not adequately identify and manage the risks associated with its prescribing service. It cannot demonstrate that it has service specific risk assessments and prescribing policies for each of the conditions covered by its prescribing service. And there is no clear indication or evidence that health information provided by people during the consultation process is independently verified. This raises concerns about the clinical appropriateness and safety of the service.

Standard 1.6

- The pharmacy does not suitably maintain the records it needs to by law. The responsible pharmacist log lacks some detail which could create ambiguity as to who was responsible for the safe and effective running of the pharmacy at a set point in time. Records for private prescriptions are often incomplete or contain inaccuracies which compromises the integrity of the record. Consultation records relating to the pharmacist prescribing service are poorly structured and lack important details, and they do not include an audit trail to show the team members involved in the process. This raises concerns about the robustness of clinical governance and the ability to review or justify prescribing decisions effectively.

Standard 4.2

- The pharmacy is unable to demonstrate that its prescribing service operates in a safe and effective manner. It cannot provide evidence that it verifies the identity or health information of individuals accessing the service, nor that it routinely informs patients' GPs or implements appropriate systems for monitoring, follow-up, or safety netting. Additionally, there is a lack of procedures to demonstrate effective antimicrobial stewardship and safeguard against the inappropriate use of antibiotics.

Standards that were met with areas for improvement

Standard 5.1

- The pharmacy uses some plastic liquid measures when preparing medicines. The reliability of the calibration in these measures cannot be guaranteed, which could lead to slight inaccuracies when dispensing liquid medicines.

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	Not 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	Not 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	
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	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	Area for improvement
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.