

Registered pharmacy inspection report

Pharmacy name: Heald Green Pharmacy

Address: 208 Finney Lane, Heald Green, CHEADLE, Cheshire, SK8 3QA

Pharmacy reference: 1117667

Type of pharmacy: Community

Date of inspection: 20/06/2025

Pharmacy context and inspection background

This community pharmacy is situated on a parade of shops along main road in a residential area. Its main activity is dispensing NHS prescriptions for people living locally. It also provides a large number of people with their medicines in multi-compartment compliance packs. The pharmacy provides other NHS services which includes the New Medicine Service (NMS), Pharmacy First, COVID-19 and influenza vaccinations, and blood pressure monitoring. It also offers private services including consultations for weight loss treatment, travel vaccinations and ear wax removal, and it has a home delivery service.

This was a full reinspection following an inspection in December 2024 where the pharmacy did not meet Standards 1.1, 1.5 and 4.2. Since the last inspection, the pharmacy has ceased supplying medicines online including via patient group directions (PGDs). So it is now meeting these Standards.

Overall outcome: Standards met

Required Action: Improvement Action Plan

Follow this link to [find out what the inspections possible outcomes mean](#)

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy records dispensing errors and the pharmacist reviews them with the staff involved. However, other team members are not always informed, and the records lack detail which limits further opportunities to identify patterns and improve safety.

Standard 1.6

- The pharmacy keeps a digital record of who the responsible pharmacist (RP) is. But this record can be changed without leaving any sign that it was edited. Also, the RP didn't always record when they stopped being in charge. This means it could be difficult for the pharmacy to know who was responsible at a certain time.
- The pharmacy's weight loss PGD records include Body Mass Index (BMI), blood pressure, and dose changes, but they lack other details such as the target weight and whether the person's usual doctor has been informed. This may make it harder for the pharmacy to support the person's ongoing care and show how it supplies medicines safely.

Standard 2.2

- The pharmacy enrolls team members on suitable training courses, but it does not consistently support them in completing their training.

Standard 4.2

- The pharmacy has the correct written procedures for supplying medicines containing valproate. These say the medicine should be supplied in its original packaging and that team members should also check that the patient has the right written information and had their yearly review. But it's not clear whether the pharmacy always follows these steps.
- The pharmacy team refers to the prescription before it supplies compliance packs to check they have been correctly assembled. However, the team prepares the packs before it receives the prescription using the previous month's information. This could increase the risks of mistakes happening if there are any changes to the person's medicines and these are overlooked. And the dispenser or checker does not always initial dispensing labels on compliance packs, which could limit their opportunities to learn and improve when mistakes happen.

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	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	Area for improvement
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	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 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	

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.