

# Registered pharmacy inspection report

## Pharmacy name: H A McParland Ltd

**Address:** 8 Woodlands Business Park, Woodlands Park Avenue,  
Maidenhead, Berkshire, SL6 3UA

**Pharmacy reference:** 9010412

**Type of pharmacy:** Closed

**Date of inspection:** 04/03/2025

### Pharmacy context and inspection background

This pharmacy is situated in a business unit on an industrial park in the outskirts of Maidenhead. It is not accessible to members of the public. It operates as a central assembly hub mainly dispensing medicines in multi-compartment compliance packs for several pharmacies associated with the McParland group. The pharmacy also dispenses some electronic repeat dispensing prescriptions for one of the pharmacies. The unit also contains the company's wholesaling operation which is regulated by the Medicines and Healthcare products Regulatory Agency.

This was a routine inspection of the pharmacy which focused on the core Standards relating to patient safety. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in April 2017.

**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 operates as a dispensing hub to assemble prescriptions on behalf of other pharmacies within the McParland group. But some of these pharmacies are owned by a different legal entity, which means it is not lawful for the hub pharmacy to assemble medicines on their behalf.
- The pharmacy's standard operating procedure for the hub operation does not cover all aspects of the service. For example, remote access to patient medications record, the supply of valproate in compliance packs, recording of interventions, and managing incidents. This means it cannot demonstrate it is operating effectively and team members are not able to reference appropriate work instructions if needed.

## Standard 1.2

- The pharmacy does not have effective procedures in place to manage dispensing incidents relating to the hub operation. And it does not record and review near miss errors. This means team members miss opportunities to make improvements and learn from things that go wrong.

## Standard 1.6

- The pharmacy cannot produce a responsible pharmacist record as required by law.

## Standard 4.3

- The pharmacy's stock medicines are not stored in an orderly manner. Some stock is kept in random locations and wholesale stock is not always properly separated from pharmacy stock. This could increase the risk of selecting the wrong medicine when assembling prescriptions, and team members may use wholesale stock instead of stock dedicated for dispensing.

## Standards that were met with areas for improvement

### Standard 4.2

- The pharmacy does not retain easily retrievable audit trails for the prescription medicines that it supplies. This could make it harder to resolve queries and identify which prescriptions have been assembled by the pharmacy. And dispensed medicines do not contain details of the pharmacy as an audit trail, so it may not be apparent to people where their prescription medicines were assembled.

## 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	Not 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	Standard not inspected	
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	Standard not inspected	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Standard not inspected	
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Standard not inspected	

### 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	Standard not inspected	
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	Standard not inspected	

## 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	<b>Area for improvement</b>
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	<b>Not met</b>	
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	Standard not inspected	
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	Standard not inspected	

### What do the summary outcomes for each principle mean?

Finding	Meaning
✓ <b>Excellent practice</b>	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.
✓ <b>Good practice</b>	The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.
✓ <b>Standards met</b>	The pharmacy meets all the standards.
<b>Standards not all met</b>	The pharmacy has not met one or more standards.