

Registered pharmacy inspection report

Pharmacy name: Skegness Pharmacy

Address: 13-15 Lumley Road, Skegness, Lincolnshire, PE25 3LL

Pharmacy reference: 9011112

Type of pharmacy: Community

Date of inspection: 19/02/2026

Pharmacy context and inspection background

This community pharmacy is on a busy shopping street in Skegness, a seaside town and popular tourist resort in Lincolnshire. The pharmacy changed ownership in July 2024. Its main services include dispensing NHS and private prescriptions and selling over-the-counter medicines. It provides a range of NHS consultation services including Pharmacy First, blood pressure checks, contraception services, the New Medicine Service (NMS), and seasonal vaccinations. And it offers private consultations for weight management, travel health, and minor ailments. The pharmacy supplies medicines in multi-compartment compliance packs to some people to help them remember to take their medicines. It also supplies medicines to people residing in a local care home. And it offers a medicine delivery service.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in November 2019, 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

- Some of the pharmacy's written procedures contain inaccurate information about how the pharmacy provides its services and so does not reflect the pharmacy's current practice. And the pharmacy doesn't always ensure all team members have completed learning for the procedures relevant to their role.
- The pharmacy has no risk assessments or policies in place for providing its prescribing service, so it cannot show how it identifies or manages the risks for this service.

Standard 1.2

- The pharmacy does not undertake any audits of its private prescribing service. So, it cannot provide assurance that the service continues to be provided safely.

Standard 1.6

- The pharmacy does not keep some of its records in accordance with requirements. Pharmacists do not routinely sign-out of the responsible pharmacist record when ceasing their role and the pharmacy does not always complete the necessary records when supplying unlicensed medicines to people.
- The pharmacy does not maintain clear consultation records for its prescribing service. The prescriber does not consistently document the information discussed during consultations, including the rationale for prescribing decisions, ongoing monitoring, or consideration for any follow-up required. This means important information may not always be available to ensure the pharmacy supplies its medicines safely.

Standards that were met with areas for improvement

Standard 4.3

- The pharmacy has monitoring equipment to ensure it keeps its medicines at suitable temperatures. But it does not always record the operating temperature ranges of its refrigerators. This may make it more difficult for the pharmacy to provide assurances about its medicine storage arrangements should a query arise.

Standard 4.4

- The pharmacy receives alerts about medicines. But it does not always record the checks it makes in response to these alerts to show how it has responded to them.

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	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 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	
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	Area For Improvement
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
✓ 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.