General Pharmaceutical Council

Registered pharmacy inspection report

Pharmacy name: Care Quality Pharmacy

Address: Unit 2, Burnsall Road Industrial Estate, Burnsall Road, Coventry, West Midlands, CV5 6BS

Pharmacy reference: 9012435

Type of pharmacy: Internet

Date of inspection: 13/10/2026

Pharmacy context and inspection background

The pharmacy provides its services at a distance and access to the premises is closed to the public. It is located in an industrial estate in Coventry, West Midlands. The pharmacy's main activity is dispensing NHS prescriptions for a significant number of care homes across United Kingdom.

This was a routine inspection of the pharmacy which focused on the core Standards relating to patient safety. Not all Standards were inspected on this occasion. The pharmacy was last inspected in November 2024.

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 1.2

- Pharmacy team members do not always record the mistakes they make during the dispensing process. This means that they are missing the opportunities to learn and improve from such events.

Standard 1.3

- The pharmacy's team members are not clear on the tasks they can and cannot undertake when there is no Responsible Pharmacist present.

Standard 1.6

- The pharmacy does not maintain complete and accurate records for its controlled drugs (CDs) and Responsible Pharmacist records in line with statutory requirements. The pharmacy is significantly behind in entering the supplies it has made into the register. Which means records are not accurate or up to date.

Standard 2.1

- The pharmacy has seen a large increase in its level of business recently. And it cannot demonstrate how it monitors or reviews the increases in workload and staffing levels. So it cannot provide assurances that its services continue to be delivered safely and effectively.

Standard 2.2

- Team members perform duties that they are not appropriately qualified or trained for. The pharmacy has number of team members undertaking dispensing duties that have not been enrolled on an appropriate training course.

Standard 2.3

- The Superintendent Pharmacist does not have sufficient oversight, support or capacity to monitor how the pharmacy provides its services. They are not empowered to exercise their professional and legal obligations in the best interest of patients and the public.

Standard 4.3

- The pharmacy does not have enough capacity to store all of its higher-risk medicines in line with Safe Custody Regulations. And when these medicines are returned to the pharmacy for destruction, they are not safeguarded against unauthorised access. And some medicines are not suitably denatured before disposal in line with requirements.

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	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	**Not 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	Standard not inspected	
1.8 - Children and vulnerable adults are safeguarded	Standard not inspected	

Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Standards not all 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	**Not 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	**Not 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	**Not 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: Not assessed

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	Standard not inspected	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Standard not inspected	
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	Standard not inspected	
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	
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	**Not 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: Not assessed

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	Standard not inspected	
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
✔ 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.