

# Registered pharmacy inspection report

## Pharmacy name: Elliott Street Pharmacy

**Address:** 185-187 Elliott Street, Tyldesley, Manchester, Greater Manchester, M29 8DR

**Pharmacy reference:** 9012543

**Type of pharmacy:** Closed

**Date of inspection:** 27/05/2025

### Pharmacy context and inspection background

This is a closed pharmacy in Tyldesley, near Leigh. People do not access its services directly, instead it acts as a pharmacy hub for another nearby pharmacy owned by the same company. It dispenses medicines against patient-named prescriptions and delivers the dispensed medicines back to the pharmacy for supply to the patient.

This was the first routine inspection of the pharmacy since it was registered in December 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 1.1

- The pharmacy dispenses medicines in a hub and spoke model at low volumes, for another pharmacy under the same ownership. But the pharmacy does not assess the risks associated with

the services it provides. There are no written procedures in place which cover the activities being undertaken. And members of the team do not work under the supervision of a pharmacist. So the pharmacy cannot demonstrate all the risks with dispensing medicines in this manner have been assessed and is completed safely and effectively.

### **Standard 1.5**

- The pharmacy cannot demonstrate it has sufficient professional indemnity insurance in place for the pharmacy services it provides. So people may not be sufficiently protected in the event of a serious mistake.

### **Standard 1.6**

- Records for the responsible pharmacist are not kept. So the pharmacy is unable to show when a pharmacist is present.

### **Standard 2.1**

- The pharmacy routinely operates without a pharmacist present to take on the role of the responsible pharmacist. This means there is no professional oversight to ensure pharmacy services are provided safely and effectively. And the pharmacy is operating outside of the UK legal framework.

### **Standard 3.1**

- This is a new pharmacy premises, built to accommodate the pharmacy's services. But it is under construction and has not been signed-off by the building inspector to indicate that it meets building regulations. It is dusty, with wiring waiting to be fixed. There is no running water, or toilet facilities. The premises does not meet the expectations of a healthcare setting.

### **Standard 4.2**

- The pharmacy dispenses prescriptions on behalf of a nearby pharmacy owned by the same company. But it does not inform people of this arrangement or include the address of the dispensing pharmacy. So people may not be aware how their medicines are dispensed and it may make it difficult to establish who is responsible in the event of an incident.

### **Standard 4.3**

- The pharmacy obtains medicines ordered from licensed wholesalers. But there is no medicine management process in place to monitor and review its stock. So the pharmacy cannot demonstrate its medicines always remain fit for purpose.

## 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	<b>Not met</b>	
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	<b>Not met</b>	
1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained	<b>Not met</b>	
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 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	<b>Not met</b>	
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 not all 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	Not 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	<b>Not met</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	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
✓ <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.