

Registered pharmacy inspection report

Pharmacy name: High Street Pharmacy

Address: 3 High Street, Cheadle, Greater Manchester, SK8 1AX

Pharmacy reference: 9012549

Type of pharmacy: Community

Date of inspection: 16/06/2025

Pharmacy context and inspection background

This pharmacy is situated in a parade of retail outlets on a main road. It mainly dispenses NHS prescriptions and it supplies a large number of people their medicines in multi-compartment compliance packs to help them manage their treatment. The pharmacy provides other NHS services including the New Medicine Service (NMS), Pharmacy First, and COVID-19 and influenza vaccinations. It has a private in-person weight loss treatment service via a patient group direction (PGD), and it provides a home delivery service.

This was the first routine inspection of the pharmacy since it relocated from nearby premises in October 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 2.2

- A team member is not enrolled on an appropriate training course for their role. So, the pharmacy cannot provide assurance that they are acquiring the skills and knowledge they need for their

role.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has written procedures for the RP regulations, safe dispensing and controlled drugs (CDs). But it does not have a written procedure for reporting CD concerns. So, the pharmacy team may miss important opportunities to share information and learn from significant issues relating to CDs.
- The pharmacy keeps records of mistakes, which the pharmacist discusses with team member involved. But the pharmacist does not share these mistakes with the whole team, and records do not include the root cause of each mistake. So, the pharmacy team may miss opportunities to learn and make improvements.

Standard 1.6

- The pharmacy's weight loss consultation records include the patient's BMI, target weight, and that lifestyle advice was given. However, they lack evidence of checks on BMI or medical history during the consultation, or GP notification—making it difficult to demonstrate that appropriate safeguards were followed before supplying medication.
- The pharmacy keeps records of CD transactions, as required by law. But it does not keep records of CDs returned to the pharmacy for disposal. So, it may not be able to effectively account for these medicines.

Standard 4.2

- 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.
- Compliance packs include a description of each medicine to help people identify them. But the descriptions sometimes lack sufficient detail for patients to be able to differentiate between the medicines included in the pack.

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	Area for improvement
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	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 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	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	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.