

Registered pharmacy inspection report

Pharmacy name: Wise Pharmacy

Address: 22 London Road, Sandbach, Cheshire, CW11 3BD

Pharmacy reference: 9012564

Type of pharmacy: Community

Date of inspection: 15/04/2025

Pharmacy context and inspection background

This is a traditional community pharmacy located in a mid-terrace property in a residential area of Sandbach. NHS dispensing is the main activity, and it also provides a number of other NHS services including Pharmacy First, the New Medicine Service (NMS) and the Covid-19 booster vaccination service.

This was the first routine inspection of the pharmacy since it relocated from a 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 1.1

- The pharmacy has a set of standard operating procedures (SOPs). But there was no evidence to indicate members of the pharmacy team had read and understood them. So there is a risk they may not fully understand the written processes that underpin the services they offer to help make sure they are provided in a safe and effective manner.

Standard 1.2

- The pharmacy team discuss mistakes when they occur. But the pharmacy team are unable to show how they record mistakes so they can review and look for underlying trends. So there is a risk some mistakes may be overlooked and the same or similar mistake may happen again.

Standard 2.2

- Two members of the pharmacy team have not undertaken the necessary training for their role. Both are involved in the sale and supply of medicines and dispensing prescription only medicines, including the assembly of multi-compartment compliance packs. So they may not have the underpinning knowledge and skills to carry out the role effectively and safely.
- The pharmacy does not have a robust process for checking the suitability of temporary staff, including delivery drivers, and there is no training provided before they commence employment.

Standard 3.1

- Members of the pharmacy team raise concerns about maintenance issues in the pharmacy. But the pharmacy has an ineffective process for these concerns to be raised and corrected. The consultation room has no lighting and the carbon monoxide monitor does not work. This presents a health and safety risk to both people using the pharmacy and its team members.

Standard 4.1

- There was no external signage indicating that the premises was a pharmacy. Pharmacy services which are available are not clearly displayed which may make it unclear to people what services they can access.

Standard 4.3

- The pharmacy does not adequately manage its medicines appropriately to ensure they are always stored correctly or remain fit for purpose. Some medicines that need cold storage are not appropriately monitored to make sure they are being kept at the right temperature.

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	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 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 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	Not 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: **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.