

# Registered pharmacy inspection report

## Pharmacy name: Everest Pharmacy Hub

**Address:** 9 Avocado Court, Commerce Way, Trafford Park, Manchester, Greater Manchester, M17 1HW

**Pharmacy reference:** 9012643

**Type of pharmacy:** Community

**Date of inspection:** 07/08/2025

### Pharmacy context and inspection background

This is a distance-selling 'hub' pharmacy located on an industrial estate. It exclusively supplies people's NHS prescription medicines in multi-compartment compliance packs via 'spoke' pharmacies that Prestford Ltd owns.

This was the first routine inspection of the pharmacy since it was registered in February 2025.

**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

- New pharmacy team members are not completing a necessary training qualification. So, they may not possess important knowledge and skills to provide services safely.

### Standards that were met with areas for improvement

## Standard 1.1

- The pharmacy has written procedures for preparing people's compliance packs. However, the procedures do not always clarify whether the hub or spoke pharmacy is responsible for each step. In addition, procedures do not cover some aspects of the service including supplying urgent medicines or preparing higher risk medicines, such as methotrexate and lithium, which require additional safety checks.
- The pharmacy has carried out informal risk assessments of the service it provides. However, it has not formally documented these risks, so it is not always clear how identified risks are mitigated or monitored on an ongoing basis.

## Standard 1.2

- The pharmacy team discusses the mistakes it makes. But it's not clear if it learns from those mistakes or records them. Because of this, the team might miss opportunities to identify common problems or improve the service.

## Standard 4.2

- The pharmacy informs the spoke pharmacy when it is unable to prepare medicines. But it doesn't document these communications or have a written process for how to handle them. So, the pharmacy may have difficulties resolving issues in the event of queries.
- The pharmacy sometimes includes pictures of the medicines in each compliance pack to help people identify them. However, these images aren't always provided. This could make it harder for people to identify their medicines and might lead to confusion or mistakes when taking them.

## Standard 4.3

- The pharmacy has automated systems that assist in checking medicine stock expiry dates. However, it does not keep records of when these checks are manually completed for some medicines. So, the pharmacy may have difficulties confirming when it has checked these expiry dates in the event of a query.

## 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	<b>Area for improvement</b>
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	<b>Area for improvement</b>
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	<b>Not met</b>	
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	<b>Area for improvement</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	Met	<b>Area for improvement</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.