

Registered pharmacy inspection report

Pharmacy name: Roade Pharmacy

Address: 4 High Street, Roade, Northampton, Northamptonshire, NN7 4NW

Pharmacy reference: 9012696

Type of pharmacy: Community

Date of inspection: 19/03/2026

Pharmacy context and inspection background

This community pharmacy is situated in the centre of Roade. Its main activity is dispensing NHS prescriptions, some of which it delivers to people's homes. It also sells medicines over the counter and offers a range of services including the NHS Pharmacy First service, NHS Contraception service and seasonal flu vaccinations. It provides a private weight loss service. The pharmacy supplies medicines in multi-compartment compliance packs to people who need this support to help them take their medicines at the right time.

This was the first routine inspection of the pharmacy since it relocated from nearby premises in April 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 1.1

- The pharmacy does not effectively manage key risks associated with some of the services it provides. It does not effectively manage its medicines that require safe storage. And it does not

manage all the risks with its private weight management service. The pharmacy was operating under an expired weight loss Patient Group Direction (PGD) and has inadequate systems in place to ensure it always has all the appropriate current authorities in place to supply prescription only medicines. And it does not keep suitable records of its consultations and share information with the patient's regular prescriber when consent has been given.

Standard 1.6

- The pharmacy does not have complete and accurate records of its medicines that require safe storage. It does not keep a record of the medicines returned by patients that need safe storage. It does not regularly balance check all of its medicines that require safe storage. This increases the risk of diversion of medicines and if there was a break-in at the pharmacy it would not be able to provide an accurate record of all these medicines.
- The pharmacist supplies weight loss medicines against a private PGD. But the pharmacist does not keep appropriate records of the consultation they have carried out. This makes it more difficult to explain their decision to supply a medicine if something goes wrong and does not allow another pharmacist to understand their rationale for prescribing if they are carrying out the next consultation.

Standards that were met with areas for improvement

Standard 1.2

- Pharmacy team members talk about the mistakes they make to try to learn from them. And they have just started recording them. But they do not review them, so they may be missing opportunities to spot patterns or trends and take effective action to help prevent the same sort of things happening again.

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	Met	Area For Improvement
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	Not 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 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	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	
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
✓ 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.