

Registered pharmacy inspection report

Pharmacy name: Stone Pharmacy

Address: 223 Boarshaw Road, Middleton, Manchester, Greater Manchester, M24 2WQ

Pharmacy reference: 9012789

Type of pharmacy: Community

Date of inspection: 31/03/2026

Pharmacy context and inspection background

This is a traditional high street community pharmacy in a suburban residential area, serving the local population. It mainly prepares NHS prescription medicines. A large number of people also receive their medicines in weekly multi-compartment compliance packs to help make sure they take them safely. The pharmacy provides other NHS services including Pharmacy First, influenza vaccinations and hypertension case finding. It also has a home delivery service.

This was the first routine inspection of the pharmacy since it relocated from nearby premises in July 2025.

Overall outcome: Standards met

Required Action: Not Required

Follow this link to [find out what the inspections possible outcomes mean](#)

Standards that were met with areas for improvement

Standard 1.6

- The pharmacy has a record of controlled drugs returned to it for disposal. However, it does not always keep up to date records for these CDs. So, the pharmacy may have difficulties verifying or

demonstrating that it accounts for and disposes of these CDs securely.

- The pharmacy monitors its controlled drug (CD) stock. But it does not always document these checks, so the pharmacy cannot easily demonstrate that it regularly accounts for these CDs and it may make it more difficult to resolve any stock discrepancies.
- The pharmacy keeps records of the Responsible Pharmacist (RP) on duty. But the pharmacist does not always document when they ceased being the RP. So, the pharmacy may have difficulties identifying who was responsible for the pharmacy's services in the event of a query.

Standard 1.7

- The pharmacy does not always secure paper-based documents containing people's information, which could lead to inappropriate access.
- Pharmacy team members have obtained the necessary authorisation to access NHS patient data systems. But they sometimes use another team member's credentials to access these systems. This may create ambiguity when identifying who had viewed patient information.

Standard 4.2

- The pharmacy has written procedures for valproate. But it does not cover all the latest MHRA guidance, and the pharmacy does not have written procedures for other medicines and long-term conditions that require ongoing monitoring or management. So, the pharmacy team may miss opportunities to provide people who are taking these medicines with appropriate advice.

Standard 4.3

- The pharmacy keeps an audit trail of medicine home deliveries, but it does not always obtain the recipient's signature or request proof of their identity for deliveries of CDs, so it cannot easily demonstrate medicines are securely delivered.

Standard 4.4

- The pharmacy receives medicine safety alerts and recalls. However, there is no corresponding audit trail of the action taken. So, the pharmacy may have difficulties easily demonstrating that it has suitably responded.

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	
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	Area For Improvement
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	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	Area For Improvement
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	Met	Area For Improvement

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.