

# Enforcement Action Summary – Improvement Notice

**Pharmacy trading name: Owen's Chemist**

**Pharmacy address:**

20a Chester Street, Saltney, Chester, Cheshire, CH4 8BJ

**Premises registration number:**

1029532

**Enforcement action taken:**

Issuing of an improvement notice - (Article 13 of the Pharmacy Order 2010)

**Effective date:**

26/03/2025

**Premises standards failed:**

1.1, 4.2

**Summary:**

An unannounced re-inspection of the pharmacy was carried out on 19 February 2025 after it had previously failed an inspection on 17 October 2025. Multiple issues were found with the pharmacy's stock management processes which resulted in people not receiving their medicines in a timely manner. This had also been identified at a previous inspection which had not been addressed. The concerns identified fall below the standards expected and increase the risk to patient safety.

**Improvements required:**

1. You must support the pharmacy team to directly order stock from wholesalers in a timely manner, reducing delays and ensuring critical medications are available for patients when needed.
2. You must order medicine stock to make sure the number of owed medicines significantly reduces and increase the level of stock available in the dispensary to enable prescriptions to be assembled in a timely manner. You must record the number of prescription items owed each day and show that

the number of prescription items owed each day has reduced until the next inspection has taken place.

3. You must proactively communicate with patients and/or prescribers when stock issues arise. Offer patients alternatives, such as referrals to nearby pharmacies, or ensure they are informed about when their medications will be available. Records of communication must be retained to demonstrate this.
4. You must make sure the pharmacy has written policies and procedures relating to dispensing, assembly of prescriptions and stock management, including ordering of medicine stock, which are relevant, up to date and scheduled for regular reviews.
5. You must provide training for all staff members on the updated SOPs to ensure they understand and follow the written processes. Staff must document that they have received the training, read and understood the SOPs and agree to follow the SOPs.
6. You must check each member of staff's adherence to the SOPs at least once per week, and document and keep records of those checks until the next inspection has taken place.

**Deadline for compliance:**

24/05/2025

**Outcome:**

ongoing