



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:

29/05/2026

Premises standards failed:

1.1, 1.2, 1.6, 1.7, 2.1, 3.1, 4.2 and 4.3

Summary:

An intelligence led inspection of the pharmacy was carried out on 8 May 2026 after several concerns had been received. Multiple issues were found with the pharmacy's governance, operations and stock management processes. This had also been identified at previous inspections which had had been addressed but not subsequently sustained. The concerns identified fall below the standards expected and increase the risk to patient safety.

Improvements required:

1. You must ensure effective governance systems and SOPs are in place and operating effectively within the pharmacy. This includes:
 - Reviewing and updating all SOPs to ensure they reflect the current services and working practices of the pharmacy.
 - Ensuring all team members read, understand and sign SOPs relevant to their role.

- Implementing effective processes to identify, record, review and learn from near misses and dispensing incidents.
 - Ensuring dispensing audit trails are consistently maintained.
2. You must ensure all records required for the safe and lawful operation of the pharmacy are complete, accurate and accessible. This includes:
- Ensuring responsible pharmacist records are complete and maintained appropriately.
 - Updating controlled drugs registers to reflect current stock levels and any discrepancies are fully investigated and resolved.
 - Ensuring private prescription records and records relating to unlicensed specials are completed accurately and maintained appropriately.
 - Ensuring all members of the pharmacy team have access to the required electronic records.
3. You must ensure effective information governance arrangements are operating within the pharmacy. This includes:
- Implementing appropriate information governance procedures.
 - Ensuring all team members complete appropriate GDPR and confidentiality training and records of this are maintained.
 - Removing the current accumulation of confidential waste and implementing an effective process for the prompt destruction of confidential information.
 - Ensuring confidential information is stored securely and is not visible to members of the public
4. You must ensure sufficient staffing levels and contingency arrangements are in place to support the safe and effective operation of the pharmacy. This includes:
- Ensuring effective staffing arrangements are in place, including responsible pharmacist cover, to ensure patients receive their medicines when they need them. The pharmacy must investigate any time when a responsible pharmacist is not available and document the reasons why and learnings taken.
 - Implementing effective contingency arrangements to manage staff absences and holidays.
5. You must ensure the pharmacy premises are maintained in a clean, safe and suitable condition for the services being provided. This includes:
- Removing waste and obstructions from the pharmacy premises.
 - Ensuring the consultation room is clean, professional and suitable for confidential healthcare discussions.
 - Ensuring the staff WC is hygienic and suitable for use.
 - Implementing an effective process for raising and resolving maintenance concerns.

6. You must ensure pharmacy services are appropriately managed, monitored and delivered safely and effectively. This includes:
 - Ensuring records relating to deliveries and pharmacy services are accessible and appropriately maintained.
 - Ensuring the NHS Pharmacy First service operates in accordance with current SOPs, PGDs and record keeping requirements. Evidence of the PGDs, SOPs and records should be maintained and made available when requested.
 - Ensuring medicines used for dispensing are sourced from recognised wholesalers. And medicines dispensed at other pharmacies are not re-labelled with the pharmacy's dispensing label and onward supplied to patients.
7. You must ensure medicines are appropriately managed, monitored and stored safely within the pharmacy. This includes:
 - Removing out of date medicines from stock.
 - Ensuring opened liquid medicines are appropriately labelled with opening dates where required.
 - Implementing effective fridge temperature monitoring processes and maintaining appropriate records.
 - Ensuring controlled drugs are stored securely and unidentified medicines are appropriately investigated and removed from stock.
 - Implementing effective date checking processes and maintaining records of date checking activity.
8. You must ensure that all team members, including locum workers, are informed and confirm their understanding of the imposed Condition when working at the pharmacy. You must keep evidence as a record that this has been done.

Deadline for compliance:

24/07/2026

Outcome:

Ongoing