General Pharmaceutical Council

Registered pharmacy inspection report

Pharmacy name: Rishi Pharmacy Limited

Address: 84 Hart Road, Thundersley, BENFLEET, Essex, SS7 3PF

Pharmacy reference: 1030980

Type of pharmacy: Community

Date of inspection: 21/10/2026

Pharmacy context and inspection background

This is a community pharmacy located on a parade of shops in a largely residential area of Benfleet. In addition to providing NHS dispensing services, the pharmacy provides a range of NHS services, including the New Medicine Service, Pharmacy First service, Hypertension Case Finding service and Contraception service. The pharmacy supplies medicines in multi-compartment compliance packs to people who need this support. And it delivers medicines to some people's homes.

This was an intelligence-led inspection of the pharmacy following information received by the GPhC. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in April 2021, and all standards were met.

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 largely maintains accurate records, but it does not always ensure that all records contain the information required by law. For example, the private prescription record does not

always contain the correct prescriber's details. The pharmacy also does not routinely record the nature of the emergency when a prescription-only medicine is supplied in an emergency without a prescription. And pharmacists do not always record the time at which they cease to be responsible for the pharmacy. This means that the pharmacy may be less able to rely on these records if there is a query.

Standard 4.2

- Overall, the pharmacy manages its services safely. However, it does not routinely highlight prescriptions for higher-risk medicines to help ensure appropriate checks are carried out when these medicines are supplied. This means it may be missing opportunities to provide additional advice to people receiving these medicines to help them take their medicines safely. The pharmacy also does not routinely highlight prescriptions for medicines that are only valid for 28 days. This may increase the chance of these medicines being supplied when the prescription is no longer valid.

Standard 4.3

- Overall, the pharmacy manages its medicines appropriately. However, it does not always store its dispensing stock in an organised manner, which may increase the chance of the wrong medicine being selected during the dispensing process. In addition, the pharmacy does not always keep its dispensing stock medicines in their original packaging. This could limit its ability to identify affected stock and take appropriate action in response to drug alters and recalls.

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	
1.8 - Children and vulnerable adults are safeguarded	Standard not inspected	

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	Standard not inspected	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Standard not inspected	
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Standard not inspected	

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	Standard not inspected	
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	Standard not inspected	

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	

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	Standard not inspected	
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	Standard not inspected	

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.