

Registered pharmacy inspection report

Pharmacy name: Heathway Pharmacy

Address: 149 & 151 Broad Street, DAGENHAM, Essex, RM10 9HX

Pharmacy reference: 1031135

Type of pharmacy: Community

Date of inspection: 20/11/2025

Pharmacy context and inspection background

This is a community pharmacy located in a parade of shops in a residential area. In addition to providing NHS dispensing services, the pharmacy provides the Hypertension Case Finding Service, the Pharmacy First service, the contraception service, the supervised consumption service, the New Medicines Service and the Community Pharmacy Consultation Service. It supplies medicines in multi-compartment compliance packs to a number of people to help them take their medicines safely and delivers medicines to some patients. The pharmacy also provides a private travel and weight loss clinic via Patient Group Directions (PGDs).

This was a routine inspection of the pharmacy which focused on the core Standards relating to patient safety. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in October 2015 when it was under different ownership.

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 1.6

- The pharmacy cannot always demonstrate that it asks people the necessary questions before administering a vaccination. And it does not always record the date when it records people's weights for its weight loss service. In addition, it does not always conduct regular audits of certain medicines in line with its standard operating procedures. It does not always make a record about the prescriber for the private prescriptions it dispenses. Its responsible pharmacist record is not always accurate. And it cannot demonstrate that it records all the necessary information when it dispenses unlicensed medicines.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy team knows what to do when things go wrong. However, they could not demonstrate that they routinely record dispensing mistakes. This could make it harder to review the mistakes and may mean the staff are missing out on opportunities to learn and make the pharmacy's services safer. Also, team members cannot show what improvements have been made in the pharmacy as a result of dispensing mistakes.

Standard 1.3

- Although team members are aware of their roles and responsibilities, the standard operating procedures (SOPs) do not outline the roles of all team members. And although the non-pharmacist accuracy checker knows how to operate, this is not made clear in a written protocol.
- Although the pharmacist has given assurances that the pharmacy team do not operate in the absence of a responsible pharmacist, the responsible pharmacist record does not demonstrate this. And not all team members were aware that pharmacy medicines could not be handed out and medicines could not be dispensed if the responsible pharmacist has not signed in.

Standard 2.1

- Although the pharmacy may not always have the team members it needs, it utilises its long opening hours and prevents delays in people receiving their medicines by ensuring that all items for the prescriptions received are in stock.

Standard 3.1

- The pharmacy has enough workspace for its team members to use for dispensing. But the pharmacy team could do more to keep the pharmacy clear of clutter and more organised.

Standard 4.2

- Although the pharmacy team are aware of the requirements when dispensing valproate, the pharmacy does not always document individual risk assessments when supplying the medicine outside of its original pack. The pharmacy does not always label multi-compartment compliance packs with the correct quantity of tablets supplied. And it does not always supply patient information leaflets about the medicines and the mandatory warnings required for certain medicines on the labels. So, people may not always have important information they need to take their medicines safely.
- The pharmacy has a system in place for prescriptions checked by a non-pharmacist accuracy checker. However, audit trails are not always maintained to show the pharmacist who was

involved in clinically checking the prescription.

Standard 4.3

- The pharmacy can demonstrate that it regularly date checks its stock. But it does not always store medicines with the required information, such as expiry date and batch number.
- The pharmacy checks its fridge temperatures every day to make sure they are within appropriate range. But it does not always record the fridge temperatures accurately. This could make it harder for the pharmacy to show that it is storing its medicines requiring cold storage correctly.

Standard 4.4

- The pharmacy receives and deals with drug alerts and recalls appropriately. But it does not always record the action it has taken, which could make it harder for the pharmacy to demonstrate what it has done.

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	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	Area for improvement
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	Standard not inspected	
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	Area for improvement
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 not all 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	Area for improvement
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	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	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
✓ Excellent practice	The pharmacy demonstrates innovation in the way it delivers pharmacy services which benefit the health needs of the local community, as well as performing well against the standards.
✓ 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.