

Registered pharmacy inspection report

Pharmacy name: Lodge Lane Pharmacy

Address: 31 Lodge Lane, GRAYS, Essex, RM17 5RY

Pharmacy reference: 1031181

Type of pharmacy: Community

Date of inspection: 20/06/2025

Pharmacy context and inspection background

This pharmacy is located on a parade of shops in a residential area. In addition to providing NHS services, the pharmacy provides the New Medicines Service (NMS), the Hypertension Case Finding service, the Pharmacy First Service, supervised consumption and COVID vaccinations. And 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 people.

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 February 2017. The Pharmacy changed owners in October 2023, and this was the first inspection under the new ownership.

Overall outcome: Standards met

Required Action: Improvement Action Plan

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

Areas of good practice

Standard 1.2

- The pharmacy records any dispensing mistakes and regularly reviews them. It takes action from the reviews to help make its services safer.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has standard operating procedures (SOPs). But there is no evidence that these are regularly reviewed. So, they may not reflect current best practice.
- The pharmacy displays pharmacy-only medicines for facilitated self-selection by people, including some medicines liable to misuse and it has completed a risk assessment for this service. However, the pharmacy does not always follow the recommended actions in its risk assessment. For example, a control listed in the risk assessments was to keep high risk medicines closer to the till in sight of pharmacy staff, however the pharmacy places some medicines liable to misuse further away from the medicines counter.

Standard 1.6

- The pharmacy generally keeps the records it needs to by law. But some of its records are incomplete and do not contain the required information. The pharmacy does not always record the prescribers' details for private prescriptions it dispenses and does not always record the date the prescription was written.

Standard 4.2

- The pharmacy generally prepares multi-compartment compliance packs safely but it does not always include any mandatory warnings on the labels or patient information leaflets. So, people may not always have important information they need to take their medicines safely.

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 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	Area for improvement
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	Good practice
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	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	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	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	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	
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.