

Registered pharmacy inspection report

Pharmacy name: Well Chem

Address: 641 High Road, Seven Kings, ILFORD, Essex, IG3 8RA

Pharmacy reference: 1031276

Type of pharmacy: Community

Date of inspection: 25/03/2026

Pharmacy context and inspection background

This pharmacy is located on a busy high street and is part of a small chain of independent pharmacies across East London. In addition to dispensing prescriptions, it provides a range of NHS services including the New Medicines Service, the Pharmacy First service, the Hypertension Case-Finding Service, the contraception service, minor ailments and it is also piloting the HbA1C and cholesterol point of care testing. In addition, it offers a number of private services via patient group directions, including Mounjaro, Norethisterone and the ACWY vaccine. 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 December 2015.

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 1.3

- The pharmacy team generally knows what to do in the absence of a responsible pharmacist. But some of the team members were not aware that certain activities should not be done if the responsible pharmacist has not signed in.

Standard 1.6

- Although the pharmacy discusses the inclusion and exclusion criteria during weight loss consultations, this is not always documented. It also does not consistently record the advice and counselling provided. Therefore, the records do not fully demonstrate the clinical considerations or support given during these consultations.

Standard 1.8

- Pharmacy team members have some awareness about how to safeguard vulnerable people, but not all team members have undertaken safeguarding training. So, they may not be aware of signs to look out for or how to refer any concerns.

Standard 2.2

- Team members have the right training for their roles, but ongoing training is not regular or structured. This means that it may be harder for them to keep their knowledge and skills up to date.

Standard 3.1

- The pharmacy has just enough clear workspace for the team to carry out dispensing activities. However, the work areas are small relative to the volume of work, and the team could do more to keep the environment clean and free from clutter.

Standard 4.3

- The pharmacy routinely records the temperatures of its pharmaceutical fridges, and the records reviewed were within the required range. However, during the inspection, the temperature range displayed on one of the fridges was out of range, even though the current temperature reading at the time was within range.

Standard 4.4

- The pharmacy receives and deals with drug alerts and recalls appropriately. But it could not demonstrate that it always records the action it has taken. So, it may be harder for the pharmacy to show what it had done in response if there was a query.

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	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	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	Area For Improvement

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	Area For Improvement
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	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	
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
✓ 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.