

Registered pharmacy inspection report

Pharmacy name: Avicenna Pharmacy

Address: 20 London Road, WICKFORD, Essex, SS12 0AN

Pharmacy reference: 1031445

Type of pharmacy: Community

Date of inspection: 22/05/2025

Pharmacy context and inspection background

This pharmacy is part of a chain of pharmacies. It is located off a main high street 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, and the New Medicines 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.

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 not all met

Required Action: Improvement Action Plan

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

Standards not met

Standard 2.1

- The pharmacy is busy and does not always have enough staff to provide its services. The pharmacy has experienced some staff absence and is behind on its dispensing.

Standards that were met with areas for improvement

Standard 1.1

- Although the pharmacy has standard operating procedures (SOPs) and these are regularly reviewed, not all the pharmacy team members have read the most up to date versions. So, there is a risk that the pharmacy team may not be following the correct procedures. Following the inspection, the pharmacy has confirmed that all staff now working in the pharmacy have read, understood, and are following the SOPs.

Standard 3.1

- There is enough workspace for team members to deliver its services safely, but the pharmacy team could do more to keep the pharmacy clean and clear of clutter. Following the inspection, the pharmacy confirmed it has completed a spring clean, which included destruction of confidential waste, transfer of excess dispensing stock to neighbouring pharmacies and the clearing of backlog of uncollected prescriptions.

Standard 4.3

- The pharmacy records its fridge temperatures, but it does not do this every day. This could make it harder for the pharmacy to show that it is storing its medicines requiring cold storage correctly. Following the inspection, the pharmacy confirmed staff have been retrained in the recording of fridge temperature and this has been checked daily to ensure ongoing compliance.
- The pharmacy generally stores its medicines securely. But a few boxes of medicines which had been received had not yet been put away and were found in an area which was less secure. These boxes were immediately moved once this was highlighted. Following the inspection, the pharmacy confirmed stock management has improved from deliveries now that the dispensary has undergone a significant 'spring clean'.

Standard 4.4

- The pharmacy has a procedure to receive and deal with drug alerts and recalls appropriately. But it is not always clear that this procedure is being followed, which could make it harder for the pharmacy to demonstrate that it has taken appropriate action. No medicines affected by recent recalls were found in stock. Following the inspection, the pharmacy confirmed that it provided re-training and compliance monitored since the inspection.

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	
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	
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 not all 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	Not 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	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
✓ 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.