General Pharmaceutical Council

Registered pharmacy inspection report

Pharmacy name: Pharmacy Sturdee Avenue

Address: 46 Sturdee Avenue, GILLINGHAM, Kent, ME7 2HN

Pharmacy reference: 1032780

Type of pharmacy: Community

Date of inspection: 13/08/2026

Pharmacy context and inspection background

This is a community pharmacy on a parade of shops in a largely residential area of Gillingham. In addition to providing NHS dispensing services, the pharmacy provides NHS services such as the New Medicine Service, the Pharmacy First service, the Contraception service and the Hypertension Case Finding service. It provides flu and COVID vaccinations using patient group directions. It 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 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 August 2016.

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 2.2

- The pharmacy does not always ensure that its team members are doing the required training for the activities they are undertaking, including dispensing of prescriptions. This means the pharmacy cannot provide adequate assurances that team members have the right skills and knowledge to work safely.

Standard 4.2

- The pharmacy does not have adequate arrangements to ensure that medicines are successfully delivered to the intended person and not left in a place that may be accessible to unauthorised persons. And it does not always supply patient information leaflets with medicines, so there is a risk that people may not always have all the information they need to take their medicines safely.

Standard 4.3

- The pharmacy does not always ensure that all its medicines are stored appropriately or securely. It does not ensure that medicines requiring safe custody are stored securely and it does not restrict unauthorised access to these medicines. And it does not have adequate restrictions to prevent people using the pharmacy potentially accessing areas where pharmacy-only medicines or other medicines are kept.
- The pharmacy does not have effective procedures to identify and remove out-of-date stock medicines. It also does not always keep its medicines in their original manufacturer's packaging which may affect the availability of important information such as batch numbers and expiry dates. And it does not maintain appropriate records for medicines requiring refrigeration to show that they remain stored within suitable limits or ensure that these are medicines are kept secure.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy team members are made aware of mistakes they make during the dispensing process and are given opportunities to learn from them. But these are not always recorded, and team members do not have access to the near miss record. As a result, opportunities to identify trends, patterns and underlying causes may be missed. This may limit the pharmacy's ability to implement effective preventative measures to reduce the likelihood of similar mistakes occurring in the future.

Standard 1.6

- The pharmacy keeps most of the records it needs to by law. But it does not always accurately record supplies of medicines made against private prescriptions. This means that this information may not be readily available if there is 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	**Area For Improvement**
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 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	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	**Not 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 not all 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	**Not 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	**Not met**	
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.