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: 17/09/2026**

### 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 a desktop reinspection of the pharmacy following an inspection in August 2026 where the pharmacy did not meet Standards 2.2, 4.2 and 4.3. This reinspection focused on those Standards which had previously not been met. Following the last inspection, the pharmacy has made a number of improvements. It ensures that access to areas of the pharmacy is restricted to authorised people. And it ensures that medicines are delivered to the intended recipient and that patient information leaflets are routinely supplied with medicines. The pharmacy ensures that medicines requiring refrigeration or safe custody are stored appropriately. And it carries out regular expiry date checks to help ensure that out-of-date medicines are identified and removed from dispensing stock promptly. In addition, the pharmacy has arrangements in place to ensure that team members are enrolled on an accredited training course appropriate to their role within the required timeframe.

**Overall outcome:** Standards met

## **Required Action:** Not Required

Follow this link to find out what the inspections possible outcomes mean

## Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

### Summary outcome: Not assessed

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 | Standard not inspected | |
| 1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored | Standard not inspected | |
| 1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability | Standard not inspected | |
| 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 | Standard not inspected | |
| 1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained | Standard not inspected | |
| 1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services | Standard not inspected | |
| 1.8 - Children and vulnerable adults are safeguarded | Standard not inspected | |

## 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 | Standard not inspected | |
| 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 | Standard not inspected | |
| 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: Not assessed

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 | Standard not inspected | |
| 3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services | Standard not inspected | |
| 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 | Standard not inspected | |
| 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 | Standard not inspected | |
| 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 | |
| 4.4 - Concerns are raised when medicines or medical devices are not fit for purpose | Standard not inspected | |

## 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: Not assessed

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 | Standard not inspected | |
| 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. |