

Registered pharmacy inspection report

Pharmacy name: **Aspire Pharmacy**

Address: 23 High Street, SIDCUP, Kent, DA14 6EQ

Pharmacy reference: 1032948

Type of pharmacy: Community

Date of inspection: 27/08/2025

Pharmacy context and inspection background

This is a community pharmacy on a parade of shops on Sidcup high street. It provides NHS services such as the New Medicine Service, the Pharmacy First service and the Hypertension Case Finding service. And it provides NHS flu and COVID vaccinations using patient group directions. It supplies medicines in multi-compartment compliance packs to a large number of people who need this support. And it delivers medicines to some people's homes. It also provides supervised administration of certain medicines. The pharmacy provides several face-to-face private services, including treatment for excessive sweating, ear wax removal, vitamin B12 injections, travel vaccinations and mole, wart and skin tag removal and a private face-to-face prescribing service.

This was an intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in November 2016 when it was under a different ownership. Conditions have been placed on the pharmacy since the inspection.

Overall outcome: Standards not all met

Required Action: Improvement Action Plan; Statutory Enforcement

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

Standards not met

Standard 1.1

- The pharmacy does not identify or manage the risks associated with its private services. It has not undertaken risk assessments, and it does not have standard operating procedures for all these services. This means that staff may not always be working safely in line with current best practice.

Standard 1.2

- The pharmacy does not audit its clinical services including its prescribing service. This means that it cannot evidence that it is following national guidelines or that it takes a consistent approach with all people that access the services.

Standard 1.3

- The pharmacy does not have a clear process in place to define how non-pharmacist accuracy checkers operate. This makes it harder to ensure that the responsibility for different pharmacy activities including the clinical checks are completed by the appropriate professional.

Standard 1.5

- The pharmacy does not always comply with the requirements for its insurance to cover all its private services. This means that people may be less protected if something goes wrong.

Standard 1.6

- The pharmacy does not write prescriptions for the medications supplied as part of its private services and it doesn't keep records of consultations. So, this makes it more difficult to understand the reason for the supply and the clinical evidence available at the time.

Standard 2.2

- The pharmacy cannot demonstrate that the relevant staff have the appropriate training for all the pharmacy's services, including examining moles and identifying whether they are benign or cancerous before treating.
- The pharmacy does not always ensure that its team members have completed or are doing the required training for the activities they are undertaking, including dispensing prescriptions and selling over-the-counter medicines. This means the pharmacy can't provide adequate assurances that team members have the right skills and knowledge to work safely.

Standard 3.1

- The pharmacy advertises prescription only medicines at the pharmacy and on its website.

Standard 4.2

- The pharmacy does not have systems in place to ensure the quality and appropriateness of all its private services. It doesn't verify information provided during consultations before supplying medicines. Additionally, the pharmacy cannot demonstrate that it obtains consent for and routinely shares information about medicines it has supplied with people's regular prescriber.

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

Summary outcome: Standards not all 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	Not met	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Not met	
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Not 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	Met	
1.5 - Appropriate indemnity or insurance arrangements are in place for the pharmacy services provided	Not met	
1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained	Not 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	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	Met	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Met	
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Met	

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 not all 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	Not 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	Met	
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	Met	

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	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	Met	
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	Met	

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.