

Registered pharmacy inspection report

Pharmacy name: The Chief Cornerstone

Address: 4 Eastmead Avenue, GREENFORD, Middlesex, UB6 9RA

Pharmacy reference: 1034910

Type of pharmacy: Community

Date of inspection: 09/01/2025

Pharmacy context and inspection background

This is an independently owned community pharmacy. The pharmacy is on a small parade of local shops and businesses in Greenford. It dispenses prescriptions. And it has a selection of over-the-counter medicines and other pharmacy related products for sale. The pharmacy provides a range of services including a travel vaccination service. And a flu and Covid vaccination service. And it can provide medicines in multi-compartment compliance packs for people who need them.

This was a reinspection of the pharmacy to check compliance with the Improvement Notice which was served on 24 May 2024. An initial follow up visit to the pharmacy in August 2024 found that the terms of the IN had been met and the IN was lifted. The reinspection was necessary to seek assurance that improvements have been sustained. Not all the standards were inspected on this occasion. This inspection found that in general improvements had been sustained with standards met. But some areas for improvement remained regarding staff training and medicines management.

Overall outcome: Standards met

Required Action: None

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

Standards that were met with areas for improvement

Standard 1.3

- The Saturday counter assistant has not read and signed some SOPs relevant to her role. And as she has not completed a recognised counter assistant training course this means that she may not be as up to date with her knowledge and skills as she should be.

Standard 1.6

- The pharmacy's registers are not all complete. This means that they may not all be completed in the way the law requires. The pharmacy does not always fully complete its responsible pharmacist record. While on most days the record had been completed, incomplete entries mean that the pharmacy can not always show when the responsible pharmacist's duties had ended for the day.

Standard 2.2

- The counter assistant has not yet completed a recognised training course for medicine counter assistants. This means that, while she works only one day per week, and consults her colleagues regularly, she may not be able to provide as much informed support to the pharmacist as she should.

Standard 4.3

- On the day of the inspection the pharmacy's fridge temperatures appeared to lie significantly outside of the required temperature range. This means that the team should review its procedures for monitoring fridge temperatures so that it can ensure that its fridge medicines are suitable for supply to people. An out-of-date medicine was found on the pharmacy's shelves. While the team conducts regular date checks, it does not always record what had been checked. And what still needed to be checked. This means that its date checking procedures could be more robust to reduce the risk of supplying a medicine which was not in date.

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	Met	
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	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	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	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	Standard not inspected	
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	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	Area for improvement
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
✓ 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.