

# Registered pharmacy inspection report

## Pharmacy name: Crystal Pharmacy

**Address:** 39 High Street, HOUNSLOW, Middlesex, TW3 1RH

**Pharmacy reference:** 1034945

**Type of pharmacy:** Community

**Date of inspection:** 27/03/2025

### Pharmacy context and inspection background

This is an independently owned high street pharmacy in the centre of Hounslow. It provides a prescription dispensing service. And it supplies medicines in multi-compartment compliance packs to people who need them. The pharmacy has a selection of over-the-counter medicines and other pharmacy related products for sale. And it provides the NHS Pharmacy First service.

This was a reinspection of the pharmacy following an inspection in August 2024 where the pharmacy was found to be not meeting standards 1.3 and 4.3 but was meeting the other standards. This reinspection focused on those standards which had previously not been met. Following the last inspection, the pharmacy had implemented new standard operating procedures and it had improved its procedures for managing medicines.

**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 pharmacy has an up-to-date set of standard operating procedures (SOPs) for staff to follow.

But not all staff had read and signed them to show that they understood how to carry out their tasks. This means that they may not be completing their tasks as safely and effectively as they could.

## **Standard 2.2**

- The pharmacy ensures that its team members are supported to carry out their roles appropriately. But not all team members are enrolled on a course relevant to their role. This means that they may not always have the skills and knowledge to carry out their tasks safely and effectively.

## **Standard 4.3**

- Since the previous inspection, the pharmacy has significantly improved the way it manages and stores its medicines. But it still has a small number of isolated products which are not stored in appropriately labelled packaging. And while the team checks its medicines to ensure they are appropriate to supply to people, it still could do more to ensure that all of its medicines are checked in a timely way. And so, while the risk is low, it is possible that a mistake could happen.

## 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	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	Met	<b>Area for improvement</b>
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	<b>Area for improvement</b>
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

<b>Standard</b>	<b>Outcome of individual standard</b>	<b>Area for improvement/ Area of good or excellent practice</b>
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	Standard not inspected	
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	<b>Area for improvement</b>
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
✓ <b>Excellent practice</b>	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.
✓ <b>Good practice</b>	The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.
✓ <b>Standards met</b>	The pharmacy meets all the standards.
<b>Standards not all met</b>	The pharmacy has not met one or more standards.