

# Registered pharmacy inspection report

## Pharmacy name: Henley Pharmacy

**Address:** 25 Bell Street, HENLEY-ON-THAMES, Oxfordshire, RG9 2BA

**Pharmacy reference:** 1035923

**Type of pharmacy:** Community

**Date of inspection:** 04/03/2026

### Pharmacy context and inspection background

The pharmacy is on a busy main street through Henley in Oxfordshire. It dispenses NHS and private prescriptions, gives health advice and sells over-the-counter medicines. The pharmacy supplies medicines in multi-compartment compliance packs for people who find it difficult to take their medicines at the correct time. The pharmacy's services include Pharmacy First, new medicines service, weight loss (NHS), blood pressure case-finding, delivery, earwax removal, COVID and flu vaccinations and NHS 111 urgent supply of medicines.

This was a re-inspection following an inspection of the pharmacy in July 2025 where the pharmacy did not standards 1.1, 3.1 and 4.3. The pharmacy has made improvements to its procedures relating to online services 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 3.1

- There is limited workbench space which could pose a risk to preparing the multi-compartment compliance packs if it is not tidy. The consultation rooms require some tidying and cleaning so they present a more professional image.

## 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/<br>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                            |                                                             |
| 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                                                                                  | Met                            |                                                             |
| 1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained                                                                                        | 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 met**

Table 2: Inspection outcomes for standards under principle 2

| Standard                                                                                                                                                                                              | Outcome of individual standard | Area for improvement/<br>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 | 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 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                            | <b>Area for improvement</b>                              |
| 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 met**

Table 4: Inspection outcomes for standards under principle 4

| Standard                                                                                                                                                                                                                        | Outcome of individual standard | Area for improvement/<br>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                                                                                                                                                        | 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: Not assessed**

Table 5: Inspection outcomes for standards under principle 5

| Standard                                                                                                                                                                            | Outcome of individual standard | Area for improvement/<br>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                                                                                                                                                                                |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ✓ <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.                                                                                                                                        |