

Registered pharmacy inspection report

Pharmacy name: S.G. Barai Pharmacy

Address: 39 Erskine Road, SUTTON, Surrey, SM1 3AT

Pharmacy reference: 1036757

Type of pharmacy: Community

Date of inspection: 04/03/2025

Pharmacy context and inspection background

This is a family-owned independent pharmacy in a residential area of Sutton, Surrey. It dispenses people's prescriptions, sells over-the-counter medicines and gives healthcare advice. It also offers a wide range of other NHS and private health services.

This was a routine inspection of the pharmacy which focused on the core Standards relating to patient safety. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in March 2015.

Overall outcome: Standards met

Required Action: None

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

Areas of good practice

Standard 1.1

- Staff are involved in updating the pharmacy's standard operating procedures (SOPs). The pharmacy has a clear procedure for making local amendments, to ensure they are tailored to the pharmacy's activities and context. Team members share their suggestions and learnings between themselves via a secure messaging app. Everyone acknowledges them with a thumbs up when read and understood.

Standard 1.2

- The pharmacy keeps detailed records of errors, near misses and other patient safety incidents which it regularly and comprehensively reviews. It can show what has been learned, what has been done, and how they have been used to improve the safety and quality of services provided. The team holds regular, frequent meetings to discuss and share new learnings.

Standard 1.8

- All staff are familiar with the common signs of abuse and neglect, and with local safeguarding issues and priorities. They can provide examples of safeguarding interventions that they have made and how they have resulted in positive outcomes for those individuals. The pharmacy has built up a strong working relationship with key personnel in the local authority.

Standard 2.1

- The owner makes good use of her additional qualifications, skills, local knowledge and experience for the benefit of pharmacy users and for young people locally who are exploring their career options. The pharmacy reaches out to schools and colleges, speaking at careers fairs and offering work experience placements.

Standard 2.2

- Most members of the pharmacy team are fully trained and experienced, and newer members are fully supported while undergoing training. The pharmacy offers multiple placements to trainee pharmacists. It provides protected time for staff to learn while they are at work. Planned learning and development is actively encouraged and relevant and useful learning and development is arranged for the team to access. Detailed records are kept to show what they have learned.

Standard 3.2

- The pharmacy has, and makes good use of, two consultation rooms with effective sound proofing and privacy measures. The availability of the consultation room is actively promoted for many of the pharmacy's services.

Standard 4.2

- The pharmacy is proactive and innovative at providing services in a safe and effective manner including providing services for a wide range of people outside the pharmacy. It is one of the pilot sites for an NHS independent prescribing service, sharing its results with local GP colleagues. The pharmacy carries out audits of patients on high-risk medicines to assess the need for clinical interventions or counselling. And it keeps a record of its interventions.

Areas of excellent practice

Standard 4.1

- Specific needs of the local community are proactively identified and addressed, such as high smoking rates and digital exclusion in the local area. The pharmacy works in partnership with other healthcare providers and community groups, reaching out into the community, to raise

awareness and tackle these problems and can show improved outcomes as a result.

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	Good practice
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	Good practice
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	Standard not inspected	
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	Good practice

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	Met	Good practice
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	Good practice
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	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: **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	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	Good practice
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	Met	
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	Met	Excellent practice
4.2 - Pharmacy services are managed and delivered safely and effectively	Met	Good practice
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	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.