

Registered pharmacy inspection report

Pharmacy name: Plough Green Pharmacy Ltd

Address: 364 Malden Road, WORCESTER PARK, Surrey, KT4 7NW

Pharmacy reference: 1036853

Type of pharmacy: Community

Date of inspection: 05/05/2026

Pharmacy context and inspection background

This is an independently owned community pharmacy on a parade of shops in Old Malden, near Worcester Park in Surrey. It dispenses people's prescriptions, sells over-the-counter medicines and offers healthcare advice. It supplies some medicines in multi-compartment compliance packs to those who might otherwise struggle to manage their medicines. And it offers a delivery service to those who can't visit the pharmacy themselves.

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 May 2017

Overall outcome: Standards not all met

Required Action: Improvement Action Plan

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

Standards not met

Standard 1.2

- The pharmacy cannot show how it learns from things that go wrong. It does not keep a record of the mistakes its team members make, nor does it carry out any regular reviews to identify any trends or patterns. This makes it harder for the team to avoid repeating their mistakes and increases the risk of people not getting their medicines exactly as prescribed for them.

Standard 1.7

- The pharmacy leaves labelled multicompartiment compliance packs on the medicines counter beside where people sit waiting for their prescriptions. And bags of prescriptions awaiting collection are stored on shelves facing people waiting at the counter. Both of which mean that people can see other people's private information without authority to do so.

Standard 2.2

- The pharmacy has not trained its team members, or enrolled them on suitably accredited training courses. This is not in accordance with GPhC requirements and may mean they are performing tasks that they are not appropriately qualified or trained for.

Standards that were met with areas for improvement

Standard 1.1

- Although the pharmacy has written instructions for its team members to follow, it has not reviewed or updated them for some time. And the pharmacy's current team members haven't signed them. This means that while the current team members know how to carry out their tasks, it may not be clear to anyone new to the pharmacy.

Standard 1.6

- The pharmacy does not always make sure all its records are complete. Some of its private prescription records do not include the required prescriber details. The pharmacy doesn't regularly check the stock balances of some of its medicines in accordance with its own procedures. And it doesn't always keep a record of when people return some unwanted medicines. All of this may make it harder for the pharmacy to resolve any queries that may arise in future.

Standard 4.4

- The pharmacy receives safety alerts and drug recalls but does not have an audit trail of the action it has taken to show what it has done in response. This may make it harder for the pharmacy to show what it has done should a query arise in the future.

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	Met	Area For Improvement
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	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	Area For Improvement
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Not 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 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	
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/ 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	Area For Improvement

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
✓ 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.