

Registered pharmacy inspection report

Pharmacy name: Bognor Regis Pharmacy

Address: 47 - 49 Queensway, Bognor Regis, West Sussex, PO21 1QN

Pharmacy reference: 1037269

Type of pharmacy: Community

Date of inspection: 22/07/2026

Pharmacy context and inspection background

This pharmacy is set on a parade of shops close to the town centre of Bognor Regis. The pharmacy opens six days a week. It dispenses people's prescriptions, sells over-the-counter medicines and offers health advice. And it provides additional NHS services and a private prescribing service for minor ailments and travel vaccinations.

This was a full inspection of the pharmacy. The pharmacy was last inspected in July 2016.

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 1.1

- The pharmacy hasn't properly identified or managed the risks in its private prescribing service. It lacks prescribing policies for several conditions, and there's no evidence it checks the health information patients provide. These gaps raise concerns about the service's safety and clinical suitability.

Standard 1.6

- The pharmacy doesn't consistently keep adequate consultation records for its pharmacist prescribing service, and some records miss important details. This raises concerns about how strong its clinical governance is and whether prescribing decisions can be reviewed or justified effectively.
- The pharmacy doesn't consistently keep the records it is required to keep by law. It omits the supplier's address in its controlled drugs register, its emergency supply records are routinely incomplete, and prescriber details are frequently missing or recorded incorrectly in the private prescription register.

Standard 2.2

- Not all members of the pharmacy team are trained in line with the GPhC's requirements for the education and training of pharmacy support staff.

Standard 4.3

- The pharmacy doesn't remove or secure items in its consultation rooms when they are not in use, which means unauthorised people may be able to access them.
- The pharmacy cannot show that it stores all refrigerated medicines at the correct temperature.

Standards that were met with areas for improvement

Standard 1.2

- Members of the pharmacy team talk about dispensing mistakes when they spot them, but they don't always record them. This makes it harder for the team to review the mistakes, identify patterns, and take action to stop similar problems happening again.

Standard 4.2

- The pharmacy doesn't routinely provide patient information leaflets or all the necessary cautionary and advisory information with medicines supplied in multi compartment compliance packs. As a result, people may not have the information they need to use their medicines safely.
- The pharmacy doesn't always keep a signed record, even though its written procedures require one when delivering someone's medicine. This means the pharmacy has less evidence to show it delivered the right medicine to the right person.

Standard 4.4

- The pharmacy team acts on the drug alerts it receives, but it doesn't keep a clear record of what action it took or when. This makes it harder for the pharmacy to show what it has done if a query about one of the affected medicines arises 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	Not met	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	Area For Improvement
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	Not 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 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 not all 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	Area For Improvement
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	Not 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.