General Pharmaceutical Council

# Registered pharmacy inspection report

## Pharmacy name: Woodside Pharmacy

**Address: 851 High Road, Leytonstone, LONDON, E11 1HH**

**Pharmacy reference: 1040142**

**Type of pharmacy: Community**

**Date of inspection: 23/09/2026**

### Pharmacy context and inspection background

This is a community pharmacy in an urban area in Leytonstone, London, located in a parade of shops. It provides NHS services, including Pharmacy First , flu vaccinations, emergency contraception and blood pressure checks. The pharmacy also provides multi-compartment compliance packs for people to help them take their medicines.

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 June 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 4.3

- The pharmacy stores medicines that have secure storage requirements in a location which is not fully compliant with legal requirements. This means these medicines may not be completely safeguarded against unauthorised access.

## Standards that were met with areas for improvement

### Standard 1.1

- There are written procedures for team members to follow, but not all the appendices are present. So, staff may not know where to check if they are unsure about how to do something.

### Standard 1.6

- The pharmacy keeps balances of medicines which have additional storage requirements. But it does not record when it checks these balances, and can not demonstrate that balance checks take place regularly. So, this may make it harder for the pharmacy to identify any missed entries or missing medicines promptly.
- The pharmacy generally keeps all records required by law. But it does not always record supplies made under Patient Group Directions or emergency supplies accurately. And there are a few times where the Responsible Pharmacist has not entered their signing out time in the record. This could make it harder for the pharmacy to find the correct information if there was a query.

### Standard 3.1

- The pharmacy has a website but it provides some inaccurate information. This means people wanting to access pharmacy services may not have all the information they need to make informed choices about their care.

### Standard 4.4

- The pharmacy receives safety alerts and drug recall information, however, there is no record of the action taken to show what the pharmacy has done in response. This could make it difficult to track which alerts or recalls have been actioned.

## 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 | **Area For Improvement** |
| 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 | 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 | **Area For Improvement** |
| 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/ 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 | 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 | **Area For Improvement** |
| 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 | 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 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 | |
| 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 | 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 |
|---|---|
| ✔ 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. |