

# Registered pharmacy inspection report

## Pharmacy name: W C & K King Chemist

**Address:** 35 Amwell Street, LONDON, EC1R 1UR

**Pharmacy reference:** 1040238

**Type of pharmacy:** Community

**Date of inspection:** 14/07/2025

### Pharmacy context and inspection background

This is a community pharmacy located within a parade of shops in central London. Its main activity is dispensing NHS prescriptions. And it supplies medicines in multi-compartment compliance packs to some people who need help remembering to take their medicines at the right times. The pharmacy offers a face-to-face private prescription service mainly for weight-loss medicines, which is run by its pharmacist independent prescriber. Additionally it prescribes weight-loss medicines to some people who live overseas. It also offers the Pharmacy First service and travel vaccinations.

This was a full inspection of the pharmacy to follow up on information of concern received by the GPhC. The pharmacy was last inspected in April 2017.

**Overall outcome:** Standards not all met

**Required Action:** Statutory Enforcement

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

### Standards not met

#### Standard 1.1

- The pharmacy is not fully identifying or managing the risks associated with its services, particularly its prescribing service. It does not have a robust prescribing policy. And its risk

assessment is not comprehensive and does not identify the relevant risks associated with the prescribing service. Taken together with the lack of appropriate clinical records, this increases the risks to people using the prescribing service.

- The pharmacy prescribes medicines for people based overseas. But it has not undertaken a risk assessment for this service. So, it cannot demonstrate that it has sufficiently considered and mitigated the potential risks.

### **Standard 1.6**

- The pharmacy does not maintain robust clinical records for its prescribing service. This means that it cannot demonstrate how it has arrived at a prescribing decision.

### **Standard 4.2**

- The pharmacy provides a weight-loss prescribing service to people living overseas relying on virtual consultations and questionnaires completed by people to make prescribing decisions. It does not have processes to independently verify information supplied by people including people's weight, height and medical history. This means the pharmacy cannot be sure that it is getting all the information needed to make safe prescribing decisions. And the pharmacy cannot adequately demonstrate that regular prescribers of people living overseas are informed about prescribed medicines supplied through the pharmacy's prescription service.

## **Standards that were met with areas for improvement**

### **Standard 4.2**

- The pharmacy has emergency protocols for use with its aesthetics service. But they are not always easily available in the pharmacy, which could cause delays if the staff needed to refer to them.

## 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	<b>Not met</b>	
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	<b>Not met</b>	
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	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	<b>Area for improvement</b>
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	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.