

Registered pharmacy inspection report

Pharmacy name: Kings Pharmacy

Address: 27 Ballards Lane, Finchley, LONDON, N3 1XP

Pharmacy reference: 1040326

Type of pharmacy: Community

Date of inspection: 26/02/2026

Pharmacy context and inspection background

This community pharmacy is located on a main road in Finchley, London. It dispenses NHS and private prescriptions. And it provides advice and sells medicines over the counter. The pharmacy also supplies medicines in multi-compartment compliance packs to some people. And it offers a prescription delivery service. The pharmacy offers additional services such as the NHS Pharmacy First service, as well as a private travel vaccination service.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in September 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 2.2

- Pharmacy team members have not completed, or been enrolled on, accredited training relevant to their roles. This means they are completing tasks that they are not qualified for or been appropriately trained for.

Standard 4.3

- The pharmacy does not keep complete records of its pharmaceutical fridge temperatures. This means it cannot show medicines requiring cold storage are always stored at the correct temperatures. And it does not keep records of expiry-date checks which increases the chances of out-of-date medicine being stored with dispensing stock.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has a set of standard operating procedures (SOPs) for team members to follow, however these have not been reviewed since 2022. This means that team members may not be working to current best practice in the pharmacy.

Standard 1.8

- Team members are not all aware of how to recognise a safeguarding concern and they have not completed any formal safeguarding training. This could mean people who are vulnerable may not always receive the necessary support they need.

Standard 3.1

- The pharmacy is generally kept clean, however there is some clutter both in public spaces and in the dispensary. This reduces the space available for team members to work and detracts from the professional image of the pharmacy.

Standard 4.2

- The pharmacy does not always highlight prescriptions for higher-risk medicines. This means people receiving these medicines may not always be given the appropriate advice to ensure they are taking them safely.
- Pharmacy team members do not sign dispensing labels. This means the pharmacy cannot clearly show which team members are involved at each stage of the dispensing process.

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	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	
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	Area For Improvement

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	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	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	

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.