

# Registered pharmacy inspection report

## Pharmacy name: Virens Chemist

**Address:** 560 Hertford Road, Edmonton, LONDON, N9 8AG

**Pharmacy reference:** 1040385

**Type of pharmacy:** Community

**Date of inspection:** 10/03/2026

### Pharmacy context and inspection background

This community pharmacy is located within a parade of shops, on a main road in Edmonton. It sells medicines over the counter. And it dispenses NHS and private prescriptions. The pharmacy supplies medicines in multi-compartment compliance packs to some people. It offers some additional services such as NHS Pharmacy First and seasonal flu and Covid vaccinations. And it provides a face-to-face private prescribing service where prescriptions are issued by a pharmacist independent prescriber. The pharmacy provides a prescription delivery service to some people in the local area.

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 1.1

- The pharmacy provides a prescribing service for some people but it does not have any risk assessments or standard operating procedures (SOPs) to ensure the service is carried out safely.

And it does not have a process to review its prescribing to ensure all prescriptions supplied are clinically appropriate.

### **Standard 4.3**

- The pharmacy does not follow its process for expiry date checks, including keeping a record about when it date checks its medicines and highlighting medicines with short shelf lives remaining. And date-expired medicines are not always separated from in-date stock. This increases the risk that people are supplied medicines which are not fit for purpose.

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

### **Standard 1.2**

- The pharmacy does not always record near misses (mistakes picked up and corrected during the dispensing process). This makes it harder for the pharmacy to identify trends and make further improvements to its practice.

### **Standard 1.7**

- Team members sometimes use NHS smartcards belonging to another team member. This could mean they have access to information they are not authorised to access.

### **Standard 1.8**

- Not all team members were aware, or had completed training, about safeguarding vulnerable people. This could mean that vulnerable people using the pharmacy may not always get the necessary support they need.

### **Standard 4.2**

- Although the pharmacy keeps some consultation records for its prescribing service, these records do not always contain enough information to make it clear why a prescribing decision has been made. This could make it harder for a pharmacy to show that the prescriptions it issues are always appropriate.

## 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	<b>Area For Improvement</b>
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	<b>Area For Improvement</b>
1.8 - Children and vulnerable adults are safeguarded	Met	<b>Area For Improvement</b>

## 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	<b>Not met</b>	
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>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.