

Registered pharmacy inspection report

Pharmacy name: J. P. Pharmacy

Address: 139 Camden High Street, LONDON, NW1 7JR

Pharmacy reference: 1040539

Type of pharmacy: Community

Date of inspection: 09/04/2026

Pharmacy context and inspection background

This pharmacy is situated on a busy main road in Camden, London in close proximity to an Underground station. It dispenses NHS and private prescriptions and sells over-the-counter medicines. The pharmacy offers a private prescribing service and supplies multi-compartment compliance packs to help people take their medicines at the right time. It provides services such as supervised consumption to help people who misuse drugs; malaria prophylaxis and travel vaccinations including yellow fever; COVID and flu vaccinations, weight loss treatments, ear wax removal, and medicines delivery. People can purchase medicines online via eBay and through the pharmacy's website.

This was an intelligence-led inspection of the pharmacy following information received by the GPhC. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in April 2016.

Overall outcome: Standards not all met

Required Action: Improvement Action Plan; Statutory Enforcement

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

Standards not met

Standard 1.1

- There are no Standard Operating Procedures (SOPs), or risk assessments in place for any of the pharmacy-only medicines sold online. And all the risks associated with its prescribing service have not been appropriately identified and managed. This may make it hard for the pharmacy to deliver its services safely and consistently and mean that the risks associated with the services are not identified, increasing the potential harm to people using the services.

Standard 1.2

- The pharmacy do not complete regular audits for the prescribing services or for the sale of medicines online. This may mean that issues with the service provision are not identified, such as suitability of communication methods and clinical decisions including refusal of sales.

Standard 1.6

- The pharmacy does not keep the appropriate records for the prescribing services or distance selling of medicines, including communications with people to ensure medicines are appropriate or decisions to refuse sales. This means that it does not have evidence available to show that the service is safe and there is no data to drive improvement or quality management.

Standard 2.2

- The prescribers associated with the pharmacy cannot demonstrate that they have the appropriate skills and knowledge for the medicines and treatments for which they prescribe. This may mean that the latest clinical guidelines and best practice guidance is not followed when supplying medicines to people, particularly those medicines liable to misuse.
- Team members involved with processing online sales of medicines are not trained in accordance with requirements. This may mean that they do not have the knowledge to contribute to providing safe pharmacy services.

Standard 3.1

- The pharmacy website contains information that is inaccurate or misleading and does not meet GPhC distance-selling guidance. This may mean that people obtaining some services do not have the correct information to be able to contact the pharmacy if they have any questions about their medicines or want to discuss something with the pharmacist.

Standard 4.2

- The pharmacy cannot provide evidence that appropriate identity checks are carried out for the medicines being supplied or that requests are appropriate for the people they are making sales to, including requests for more than one box or frequent purchases. This may mean that the steps to confirm that the medicine is suitable for a person, before making a supply have not been taken and that safeguards are not adequate.

Standard 4.3

- The pharmacy does not store medicines requiring safe custody in accordance with requirements.

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	Not 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	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	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 not all 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	Not 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	Not 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	

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: Not assessed

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	Standard not inspected	
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.