

Registered pharmacy inspection report

Pharmacy name: John Wilson Chemist

Address: 19 Vivian Avenue, Hendon, LONDON, NW4 3UX

Pharmacy reference: 1040598

Type of pharmacy: Community

Date of inspection: 12/02/2025

Pharmacy context and inspection background

This community pharmacy is located on a high street in Hendon, London. It dispenses NHS and private prescriptions, and it sells medicines over the counter. The pharmacy provides some NHS services such as the new medicines service and the flu vaccination service. And it delivers prescriptions to some people who cannot get to the pharmacy.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in May 2015.

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 does not have written standard operating procedures (SOPs) for team members to refer to. This means team members may not always be working in the most safe and effective way.

Standard 1.2

- Team members do not record mistakes they make and they do not always review the mistakes to identify improvements. This means they cannot demonstrate any learnings from these events to help prevent similar mistakes happening again.

Standard 1.7

- The pharmacy does not follow suitably robust processes to dispose of confidential waste. This means it cannot show that personal information is adequately protected against inadvertent disclosure.

Standard 3.1

- Some areas of the pharmacy are cluttered, dirty and in a poor state of repair. This increases the risk that services are not offered safely and effectively.

Standard 3.2

- The consultation room is cluttered and there is confidential information accessible to people in the room. In its current state, it is not a suitable space for providing pharmacy services.

Standard 4.3

- The pharmacy does not always store its medicines appropriately. It cannot show that all medicines requiring refrigeration are always stored at the right temperature. And it does not have a robust process for checking the expiry dates of its medicines to ensure medicines due to expire are separated from in-date stock. This increases the chances that medicines are supplied to people that are not suitable for use.

Standards that were met with areas for improvement

Standard 1.8

- The responsible pharmacist had completed appropriate training about safeguarding vulnerable people. However, the other team member present had not done any safeguarding training. This could mean they may not always recognise when a vulnerable person requires additional support.

Standard 4.2

- The pharmacy uses baskets during the dispensing process to keep prescriptions for different people separate. But it doesn't have an audit trail to show who has dispensed and checked each item. This could make it harder to identify those involved in the event of a mistake or other query.
- The pharmacy doesn't have a process to routinely highlight prescriptions for higher-risk medicines so may be missing opportunities to provide further advice to people receiving these medicines to help them take their medicines safely.

Standard 4.4

- The pharmacy receives drug safety alerts and recalls but it does not keep a record of these. This makes it harder for the pharmacy to show it has taken the right actions in response to these to protect people.

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	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	Not 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 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 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	Not 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	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	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
✓ Excellent practice	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.
✓ 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.