

Registered pharmacy inspection report

Pharmacy name: Westlake Pharmacy

Address: 1015 Finchley Road, Golders Green, LONDON, NW11 7ES

Pharmacy reference: 1040699

Type of pharmacy: Community

Date of inspection: 20/05/2025

Pharmacy context and inspection background

This pharmacy is located on a busy high street in Golders Green in North London. It provides a variety of services including dispensing of NHS and private prescriptions and the Pharmacy First service under Patient Group Directions (PGDs). It also provides medicines in multi-compartment compliance packs for people who have difficulty taking their medicines on original packs.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in April 2017.

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 1.2

- The pharmacy does not have any systems in place to record near misses (dispensing mistakes that occur before a medicine leaves the pharmacy), so team members may be missing opportunities to learn from mistakes that are made.

Standard 3.1

- The pharmacy is not always kept tidy. Although the shop area is tidy, there is excessive clutter on both the floor and some of the workspace in the dispensary. This, coupled with the fact the dispensary area is quite small increases the risk of near misses or dispensing errors occurring and could present health and safety risks including tripping hazards and injury to team members. There has also been a previous leak in the pharmacy which has caused damage to the ceiling. The consultation room is cluttered and lacks amenities such as a chair for the pharmacist which makes it harder for safe and effective consultations to take place in the consultation room.

Standard 4.3

- The pharmacy cannot demonstrate that it has appropriate procedures for removal of expired medicines or medicines that are unfit for use. During the inspection several expired medicines as well as loose blisters of medicines and bottles of medicines missing important information such as batch numbers and expiry dates were found on the shelves.
- Although the previous fridge temperature records seen were within the appropriate range, the thermometer for the fridge was found to be broken. So, the pharmacy cannot sufficiently demonstrate that its medicines requiring cold storage are being stored at the appropriate temperature.
- The layout of the pharmacy means that people are required to walk through the dispensary to access the consultation room in close proximity to some prescription-only medicines that are liable to misuse on the dispensary shelves. This could provide people with unauthorised access to these medicines and increase the risk of theft.

Standards that were met with areas for improvement

Standard 1.6

- The pharmacy generally keeps the records it needs to by law. But it does not always record the appropriate details in its private prescription register. And sometimes records some supplies of medications as emergency supplies when an emergency supply has not been made and there is a current prescription. So, the records the pharmacy are keeping are not always up to date or correct. The SI gave assurances that going forward the correct and appropriate details would be recorded, and appropriate records made.

Standard 1.7

- The pharmacy disposes of its confidential waste appropriately. But people are required to walk through the dispensary to access the consultation room and by doing so pass by checked medicines with people's details on them. This could increase the risk that people's confidential information could be exposed. The pharmacy explained that this information was covered when a person was walking through to access the consultation room. And that the room was not used often, and people were escorted when using it.

Standard 3.5

- The premises are generally suitable for the pharmacy's services, but the room temperature in the pharmacy reached 28 degrees Celsius during the inspection which could affect the stability of medicines that needed to be stored at room temperature. The pharmacy team opened the main

door of the pharmacy to increase airflow and reduce the temperature. The consultation room area is also dimly lit which could make examinations more difficult. But the room does allow for privacy to be maintained.

Standard 5.2

- The pharmacy has the equipment it needs to provide its services. But its electrical equipment has not been safety tested for over 10 years. So, this might mean that there is electrical equipment in the pharmacy that is not in proper working order. The superintendent pharmacist provided assurances that the electrical equipment would be tested this year.

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	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	Area for improvement
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	Area for improvement
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 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	Area for improvement

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	
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	Area for improvement
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.