

Registered pharmacy inspection report

Pharmacy name: World's End Pharmacy

Address: 469 Kings Road, LONDON, SW10 0LU

Pharmacy reference: 1041098

Type of pharmacy: Community

Date of inspection: 28/07/2025

Pharmacy context and inspection background

This is a community pharmacy located within a parade of shops in southwest London. Its main activity is dispensing NHS prescriptions. And it supplies medicines in multi-compartment compliance packs to some people who need help remembering to take their medicines at the right times. The pharmacy provides the Pharmacy First and Hypertension Case Finding services.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in October 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 1.6

- The pharmacy does not maintain its responsible pharmacist record properly. There are many missed entries in the record. This means the pharmacy cannot always demonstrate who is responsible for overseeing the activities in the pharmacy at a particular time.

Standard 2.2

- The pharmacy does not ensure that it enrolls team members on the appropriate qualification training for their role in a timely way. And so, they may not have the knowledge and skills they need to do their tasks safely.

Standard 4.3

- The pharmacy does not always manage its medicines appropriately. The team members carry out expiry date checks, but they do not always keep a record of these checks. And several medicines are not stored in their original containers and are not labelled with important information like batch numbers or expiry dates. This may make it difficult to carry out date checks or respond to product recalls effectively. Although the pharmacy receives MHRA alerts, it does not always maintain clear audit trails of the action it has taken in response to them. And it does not always record fridge temperatures to ensure that medicines requiring cold storage are stored within the recommended range.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has standard operating procedures (SOPs) but these have not been reviewed for some time. And some team members working in the pharmacy have not read the SOPs. This may increase risks associated with services.

Standard 1.2

- Pharmacy team members discuss mistakes they make to try to learn from them. But they don't record or review them, so they may be missing opportunities to spot patterns or trends and take effective action to help prevent the same sort of things happening again.

Standard 1.8

- Some members of the team have completed training about safeguarding vulnerable groups. But not all team members have done this training. So, they may not be able to identify or deal with concerns effectively.

Standard 4.2

- The pharmacy does not routinely highlight prescriptions for higher-risk medicines. This makes it harder for the pharmacy to make sure that people taking these medicines receive the right information to help them take their medicines safely.

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	Area for improvement
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	Area for improvement
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	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	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	
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
✓ 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.