

Registered pharmacy inspection report

Pharmacy name: Allen Pharmacy

Address: 150 Albion Road, London, N16 9PA

Pharmacy reference: 1073653

Type of pharmacy: Community

Date of inspection: 06/06/2025

Pharmacy context and inspection background

This is a community pharmacy located within a parade of shops in Stoke Newington. In addition to providing NHS dispensing services, the pharmacy provides the Hypertension Case Finding Service, the Pharmacy First service, the Contraception service, and COVID and flu vaccinations. It supplies medicines in multi-compartment compliance packs to a number of people to help them take their medicines safely and delivers medicines to some patients. The pharmacy also offers a travel vaccination service.

This was a routine inspection of the pharmacy which focused on the core Standards relating to patient safety. Not all the Standards were inspected on this occasion. The pharmacy was last inspected in January 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 4.2

- The pharmacy provides a travel vaccination service but cannot demonstrate that it uses valid patient group directions (PGDs) for this service.

- The pharmacy cannot demonstrate that it always provides its services safely. During the inspection it was found that the pharmacy displayed and offered for sale a particular medicine which is liable to misuse. And the pharmacy could not show that it had sufficiently considered the potential risks about selling this medicine. Staff spoken to were not aware of the recent published article by the regulator about the additional care which needs to be taken when selling this medicine. Following the inspection the pharmacy provided a risk assessment it had created to use as guidance when selling the medicine over the counter, with evidence that team members had read and signed it. However, the risk assessment did not consider all the risks associated with misuse of this medicine, such as the need to advise patients on the side effects of potential sedation, drowsiness and dizziness, and advise not to drive or operate machinery if these occur.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has standard operating procedures (SOPs). But there is no evidence that these are reviewed and not all the pharmacy team members have read them. So, there is a risk that the pharmacy team may not be following the correct procedures. Following the inspection, the pharmacy confirmed that there were now new SOPs and that team members would read through them.

Standard 1.3

- The pharmacy team generally knows what to do in the absence of a responsible pharmacist but some of the team members were not aware that labelling prescriptions is part of the dispensing process and should not be carried out if the responsible pharmacist has not signed in.

Standard 1.6

- The pharmacy generally keeps the records it needs to by law. But some of its records are incomplete and do not contain the required information. The pharmacy does not always record the destruction of controlled drugs that are returned to the pharmacy in a timely manner. It does not always record the prescribers' details for private prescriptions it dispenses. And it does not always make a record about the prescriber for unlicensed medicines it dispenses.

Standard 3.2

- The pharmacy has a consultation room which provides a degree of privacy. But the walls of the room are made of glass and not all areas of the glass are frosted or covered. So, this may make the room less able to protect people's privacy in some circumstances.

Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards 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	
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Met	Area for improvement
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	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	
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	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 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	Area for improvement
3.3 - Premises are maintained to a level of hygiene appropriate to the pharmacy services provided	Standard not inspected	
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	Standard not inspected	

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	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	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
✓ 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.