General Pharmaceutical Council

Registered pharmacy inspection report

Pharmacy name: Karsons Pharma

Address: 69-71 City Way, ROCHESTER, Kent, ME1 2BA

Pharmacy reference: 1090819

Type of pharmacy: Community

Date of inspection: 24/09/2026

Pharmacy context and inspection background

This is a community pharmacy in a convenience store on a busy main road in a largely residential area of Rochester. In addition to providing NHS dispensing services, the pharmacy provides NHS services such as the New Medicine Service, the Pharmacy First service and the Hypertension Case Finding service. It provides a flu and COVID vaccination service using patient group directions. And it uses a van to administer vaccines to the wider community. It supplies medicines in multi-compartment compliance packs to a large number of people who need this support. And it delivers medicines to some people's homes. It also provides supervised administration of certain medicines. And it provides a low-volume face-to-face private prescribing service for conditions such as urinary tract infections, period delay and other common infections.

This was a reinspection of the pharmacy following an inspection in December 2025 where the pharmacy was found not to be meeting Standards 1.6, 3.4 and 4.3. An Improvement Notice was issued on 23 January 2026 and was subsequently deemed to have been complied with in March 2026. Following the Improvement Notice, the pharmacy installed shutters to secure the registered pharmacy premises when the pharmacy was closed, and the shop was open. It also ensures medicines requiring safe storage are kept secure. However, it has not sustained all of the improvements previously made. It does not consistently ensure that medicines requiring refrigeration are stored appropriately or that expired medicines are removed from dispensing stock in a timely manner. The pharmacy does not always properly maintain the records it is required to keep, including accurate private prescription and responsible pharmacist records. In addition, it does not consistently ensure that team members follow its standard operating procedures. As a result, there is an increased risk that errors may occur and that patients may not always receive safe and effective care.

Overall outcome: Standards not all met

Required Action: Statutory Enforcement

Follow this link to find out what the inspections possible outcomes mean

Standards not met

Standard 1.1

- The pharmacy has standard operating procedures, but these are not consistently followed by team members. For example, team members do not raise concerns when medicines requiring refrigeration are not stored appropriately, and they do not consistently undertake expiry date checks of dispensing stock or ensure that expired medicines are removed promptly. As a result, issues affecting the safe storage and supply of medicines are not always identified and addressed in a timely manner.

Standard 1.6

- The pharmacy's responsible pharmacist records are not always accurate and are sometimes completed retrospectively. As a result, they do not always provide a reliable account of who was acting as the responsible pharmacist. In addition, the pharmacy’s private prescription record does not always contain all the required information. This means that the pharmacy may not be able to readily access accurate information if needed.

Standard 4.3

- The pharmacy cannot demonstrate that all medicines requiring refrigeration are stored appropriately. As a result, it is less able to demonstrate that these medicines remain safe and effective to use. The pharmacy does not consistently remove expired medicines from its dispensing stock in a timely manner and does not always keep medicines in their original packaging. This increases the risk of expired medicines being supplied and limits the pharmacy's ability to identify affected stock and respond appropriately to drug alerts and recalls.

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	Standard not inspected	
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	
1.8 - Children and vulnerable adults are safeguarded	Standard not inspected	

Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Not assessed

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	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Standard not inspected	
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	Standard not inspected	
4.2 - Pharmacy services are managed and delivered safely and effectively	Standard not inspected	
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	Standard not inspected	

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.