

Registered pharmacy inspection report

Pharmacy name: **Wise Pharmacy Ltd**

Address: 93 Fore Street, LONDON, N18 2TW

Pharmacy reference: 1110947

Type of pharmacy: Community

Date of inspection: 09/04/2026

Pharmacy context and inspection background

This community pharmacy is located on a busy high street in Upper Edmonton, London. It dispenses NHS and private prescriptions. And it sells medicines over the counter. The pharmacy dispenses medicines in multi-compartment compliance packs to some people. And it offers some NHS services such as NHS Pharmacy First and a drug misuse service.

This was a reinspection following an inspection in February 2026 where the pharmacy did not meet Standards 1.1, 1.2, 1.6, 4.2 and 4.3. Since the last inspection, the pharmacy has implemented a near miss log and has made some changes to improve its practice, however it does not always record near misses regularly. It now records private prescriptions as required and keeps an accurate register of medicines which require additional records. But it still does not regularly audit all of these medicines which can make it harder to identify any discrepancies. The pharmacy has signed patient group directions (PGDs) available for the services it provides. And team members can explain the guidance about dispensing valproate-containing medicines. The pharmacy now keeps records of its fridge temperatures which show that the temperatures are maintained within the required range. But these are not always recorded every day. The pharmacy still does not keep records of expiry date checks and out of date medicine is stored with in-date medicine on its shelves. And it has not got a set of standard operating procedures which are tailored to the pharmacy and which all team members have read.

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 a set of SOPs which are tailored for the pharmacy and team members have not read the SOPs to ensure they are working safely and effectively.

Standard 4.3

- The pharmacy still does not have a process for checking expiry-dates of medicines. Some expired stock is mixed with in-date stock on its shelves. This means people may be receiving medicines which are no longer suitable to use.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy has a near miss log and can explain some actions it has taken to improve its practice. However, near misses are not always recorded. This makes it harder for the pharmacy to identify trends to make further improvements.

Standard 1.6

- The pharmacy now keeps records of its private prescriptions and medicines requiring additional records. However, it still does not regularly audit the stock it holds of the medicines which require these additional records. This can make it harder for the pharmacy to identify any discrepancies.

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	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	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: 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: Not assessed

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	Standard not inspected	
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	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: 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.