

Registered pharmacy inspection report

Pharmacy name: Arun Valley Pharmacy

Address: 38 Station Road, BILLINGSHURST, West Sussex, RH14 9SE

Pharmacy reference: 1111225

Type of pharmacy: Community

Date of inspection: 23/04/2026

Pharmacy context and inspection background

This community pharmacy is set opposite the railway station in Billingshurst. The pharmacy is open six days a week. It dispenses people's prescriptions, sells over-the-counter medicines and offers health advice. And it also provides a range of other NHS services.

This was a full inspection of the pharmacy. The pharmacy was last inspected in August 2016.

Overall outcome: Standards met

Required Action: Not Required

Follow this link to [find out what the inspections possible outcomes mean](#)

Areas of good practice

Standard 2.2

- The pharmacy provides its team members with the training and support they need. And it actively encourages them to improve their skills.

Standard 2.4

- Members of the pharmacy team work well together and have a clear work culture of openness, honesty and learning.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has a range of written procedures that provide its team with information to perform tasks supporting the delivery of its services. And team members can demonstrate they have read, understood and agreed to follow the procedures relevant to their roles. However, a few procedures haven't been reviewed for some time so may contain out-of-date information or don't reflect how the team currently works.

Standard 1.6

- The pharmacy generally maintains appropriate records as required by law. However, its emergency supply records are sometimes incomplete. And some prescriber details are incorrectly recorded in the private prescription register. This could make it harder for the pharmacy to demonstrate the reliability of its records when responding to a query.

Standard 4.2

- The pharmacy supplies packaging leaflets for the medicines contained in the multi-compartment compliance packs it dispenses. But it doesn't always provide cautionary and advisory information about these medicines on the multi-compartment compliance packs. This means that people sometimes may not have all the information they need to take their medicines safely.

Standard 4.3

- The pharmacy team sometimes forgets to remove certain items from the consulting room or lock them away when they aren't being used. This means that these things may not always be stored securely or safeguarded from unauthorised access.

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	
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: Good practice

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	Good Practice
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	Good Practice
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 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	Met	Area For Improvement
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
✓ 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.