

# Registered pharmacy inspection report

## Pharmacy name: A.Karim's-Chuckery Pharmacy

**Address:** 7-9 Kinnerley Street, WALSALL, WS1 2LD

**Pharmacy reference:** 1115567

**Type of pharmacy:** Community

**Date of inspection:** 12/12/2025

### Pharmacy context and inspection background

This is a community pharmacy located in a residential area on the outskirts of Walsall town centre. The pharmacy is open extended hours over six days. It dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including NHS Pharmacy First and the NHS blood pressure service. The pharmacy team dispenses medicines into weekly packs for people to help make sure they take them at the right time, and it provides services to care homes.

This was an inspection of the pharmacy to follow up on information received by the GPhC. Not all the Standards were inspected on this occasion

**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 1.7

- Confidential waste is not being destroyed appropriately. In addition, NHS Smartcards and passcodes are not being used correctly which increases the risk of improper access to people's health information.

## **Standard 4.2**

- The pharmacy team do not refer to the actual prescription form during the dispensing process when they are assembling multi-compartment compliance packs. This means that there is a greater risk of dispensing errors, and changes to people's prescribed medication not being identified.

## **Standard 4.3**

- Date checking and stock management is not carried out in accordance with the pharmacy's own standard operating procedures or best practice. This means that there is more chance of out-of-date medication being dispensed, or medication involved in product recalls not being identified. In addition, the pharmacy does not always manage controlled drugs appropriately.

## **Standards that were met with areas for improvement**

### **Standard 2.2**

- Whilst the pharmacy appears to have enough staff to manage the workload, the team's current skill mix and level of experience means that some basic pharmacy tasks are not being carried out in accordance with the pharmacy's standard operating procedures.

### **Standard 3.1**

- The dispensary is generally clean and mostly tidy. But there is an area of the shop floor being used for additional storage which makes the pharmacy look less professional. There are also parts of the premises that require clearing and tidying to ensure they do not present hazards.

### **Standard 5.1**

- The pharmacy team only has access to a small range of crown stamped conical measures. This may make it more difficult to make sure liquids are always measured accurately.

## 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	Standard not inspected	
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	Met	
1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained	Met	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	<b>Not met</b>	
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: 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	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	Met	<b>Area for improvement</b>
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	Met	<b>Area for improvement</b>
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	<b>Not met</b>	
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	<b>Not met</b>	
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: **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	<b>Area for improvement</b>
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
✓ <b>Excellent practice</b>	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.
✓ <b>Good practice</b>	The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.
✓ <b>Standards met</b>	The pharmacy meets all the standards.
<b>Standards not all met</b>	The pharmacy has not met one or more standards.