General Pharmaceutical Council

Registered pharmacy inspection report

Pharmacy name: Aqua Pharmacy

Address: 52 Duke Street, IPSWICH, IP3 0AQ

Pharmacy reference: 1115618

Type of pharmacy: Community

Date of inspection: 12/08/2026

Pharmacy context and inspection background

This community pharmacy is located in a residential area in the city of Ipswich in Essex. It provides a variety of services including dispensing of NHS and private prescriptions, the sale of Pharmacy only (P) medicines and the Pharmacy First service and a weight loss service under Patient Group Directions (PGDs). The regular pharmacist is a prescriber who prescribes botulinum toxin for patients and prescribes a small number of prescriptions for minor conditions.

This was an 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 previously inspected in January 2017.

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 1.2

- The pharmacy has not undertaken any audits of its prescribing. So, the pharmacy cannot be sure it is always prescribing medicines safely.

Standard 1.6

- The pharmacy does not maintain appropriate records when prescribing and supplying medicines on private prescriptions. Accurate consultation notes are not always recorded for supplies of botulinum toxins or antibiotics supplied on private prescriptions. And there are no records of side effects, signposting or consent to share information with the GP being discussed. And there is no evidence that any prescribing done at the pharmacy is shared with the person's regular prescriber. So, the pharmacy may not have all the information it needed to make a safe supply of a medicine.
- The pharmacy cannot produce complete and accurate records to demonstrate the safety and effectiveness of its services. Records including the responsible pharmacist (RP) log, the private prescription register and records for medicines with special storage requirements are not completed correctly or are completed in a way that makes them difficult to interpret.
- The pharmacy does not maintain appropriate and complete records when supplying people with weight loss medicines via a patient group directions (PGDs). Records do not always have a clear and detailed history, treatment goals, justification for changes in strengths or doses of medicines and other important information such as Body Mass Index (BMI). There is also no record of side effects, safety netting or follow up being recorded. So, the pharmacy may not have all the information it needed to make a safe supply of a medicine. And some weight loss consultation records are recorded on sheets designed for other treatments such as travel vaccinations which makes the information more difficult to interpret.

Standard 4.2

- The pharmacy does not provide all of its services safely including its prescribing service and weight loss service under a PGD. Detailed consultation notes are not always made, and consent to share information with a person's GP is not routinely obtained or documented. So, there is a risk that medicines are not always supplied appropriately.
- The pharmacy prescribes non-surgical cosmetic products for people. But it does not ensure that the prescriber always undertakes a physical examination before the products are prescribed. And it cannot show sufficient evidence that the administration of the products is done by a healthcare professional. And as administration of the procedures is carried out in another premises, this means that the pharmacist prescriber may not have ongoing oversight of the patient and treatment. This increases the risk of harm to people using the service.

Standard 5.1

- The pharmacy does not always ensure it has a suitable anaphylaxis kit when it administers vaccines. This increases the risk that people will not receive appropriate treatment if they get an anaphylactic reaction.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has a set of standard operating procedures (SOPs). But some SOPs are hard to read due to issues with formatting and appear to be overdue a review from 2022. So, the team may not have access to the most up to date procedures in the pharmacy.

Standard 4.3

- The pharmacy records temperatures for its fridges. But the temperatures for one fridge are not recorded daily, although records seen for the fridge were all in range. Not recording the temperatures every day could make it harder for the pharmacy to quickly respond to temperatures that are out of range.

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	Met	**Area For Improvement**
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	**Not 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	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	**Not met**	
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	
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	**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 not all 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	**Not 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
✔ 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.