

Registered pharmacy inspection report

Pharmacy name: Timothy Whites Pharmacy

Address: 1 Roebuck Place, 110 Roebuck Road, CHESSINGTON, Surrey, KT9
1EU

Pharmacy reference: 1118168

Type of pharmacy: Internet / distance selling

Date of inspection: 24/02/2026

Pharmacy context and inspection background

This is a distance selling pharmacy on an industrial estate in Chessington, Surrey. People can't generally visit the pharmacy in person as it provides its services remotely. Primarily dispensing NHS prescriptions for people living in care homes.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in September 2018.

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 does not keep any records of the mistakes it makes or when things go wrong. This makes it very hard to spot any patterns or trends, to learn from them and improve the safety of its services.

Standard 1.6

- Although the pharmacy generally keeps the records it is expected to, several of them are incomplete. The pharmacy doesn't keep its records of returned controlled drugs up to date, nor does it include all the information it should in its unlicensed medicines records and its responsible pharmacist record. All of these gaps make it much harder for the pharmacy to look into and resolve any queries that might arise in the future.

Standard 4.3

- The pharmacy does not have any recent records or effective procedures in place to identify and remove medicines that have reached their expiry date. It also has inappropriately packaged or labelled stock on its shelves. All of this increases the risk that the pharmacy may supply medicines that are no longer fit for use. In addition, it keeps some specific medicines on open shelves when the law requires them to be stored more securely.

Standards that were met with areas for improvement

Standard 1.7

- Although the pharmacy has procedures to protect people's personal data, it hasn't given its team members any formal training for too long and they would benefit from a refresher. This would help them identify any gaps in their knowledge and improve the security of people's private information.

Standard 1.8

- Although the pharmacy has procedures to help protect vulnerable people, it hasn't given its team members any formal safeguarding training for too long and they would benefit from a refresher. This would help them identify any gaps in their knowledge and improve the safety of their services.

Standard 2.2

- Although the pharmacy's team members are appropriately trained for their roles and keep themselves up to date, the pharmacy doesn't have any records to show that it provides them with any regular or structured training. This makes it very difficult for them to show what training they have had in the event of a query or problem arising in the future.

Standard 3.1

- Although the pharmacy is generally clean, it is very cluttered with boxes of returned compliance aids, large quantities of medicines, unsorted paperwork and other miscellaneous items which have all accumulated over time. This leaves very little clear space for the pharmacy's team members to work safely and effectively.

Standard 4.4

- Although the pharmacy receives safety alerts and drug recalls, it has no audit trail of the action it has taken. This makes it harder for the pharmacy to show what it has done should a query arise in

the future.

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	
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	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	Not met	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	Area for improvement
1.8 - Children and vulnerable adults are safeguarded	Met	Area for improvement

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	Area for improvement
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	
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	Area for improvement
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 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	Area for improvement

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
✓ Excellent practice	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.
✓ 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.