

Registered pharmacy inspection report

Pharmacy name: Kamsons Pharmacy

Address: 1 York Buildings, HASTINGS, East Sussex, TN34 1NN

Pharmacy reference: 1126066

Type of pharmacy: Community

Date of inspection: 01/07/2026

Pharmacy context and inspection background

This pharmacy is a branch of Kamsons situated on a high street in Hastings, East Sussex. It dispenses people's prescriptions, sells over-the-counter medicines, and provides health advice. It offers consultations and some medicines through the Pharmacy First service. And supplies multi-compartment compliance packs to help people take their medicines at the right time. It provides services such as supervised consumption to help people who take drugs, and it also offers a delivery service for those who can't visit the pharmacy themselves.

This was a routine 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 last inspected in August 2015.

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 1.8

- The pharmacy's team members are familiar with common signs of abuse, and are able to provide

examples of safeguarding interventions that they have made and how they have resulted in positive outcomes for people.

Standard 4.1

- There is evidence that the pharmacy team has actively considered the possible barriers to accessing services, particularly for those people who need medicines to support their recovery from drug use. The pharmacy works in partnership with other healthcare providers to improve outcomes for people in the community.

Standards that were met with areas for improvement

Standard 4.2

- Overall, the pharmacy manages its services safely. But the pharmacy orders multi-compartment compliance packs from its dispensing hub based on a person's previous medicines and before the pharmacy itself has a valid prescription. This increases the chance that a dispensed pack may not match a person's current prescription. And it puts further reliance on the checks made in the pharmacy when the dispensed packs come back from the hub to prevent any mistakes. Also, the pharmacy does not complete individual risk assessments for people who have valproate-containing products dispensed outside of the manufacturers original pack. This makes it harder for the pharmacy to show that it has explained the risks involved to those people, and that supplying those medicines in this way remains both safe and appropriate.

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	
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	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	Met	
1.8 - Children and vulnerable adults are safeguarded	Met	Good Practice

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	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	Good Practice
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	
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.