

# Registered pharmacy inspection report

## Pharmacy name: Pharmacy Warehouse Ltd

**Address:** Unit 3, 2 Somerset Road, London, N17 9EJ

**Pharmacy reference:** 9010749

**Type of pharmacy:** Internet / distance selling

**Date of inspection:** 27/12/2024

### Pharmacy context and inspection background

This is a distance selling pharmacy in a business unit in North London. It provides NHS services such as dispensing and the flu vaccination service. And it supplies medicines in multi-compartment compliance packs to some people who need this additional support. The pharmacy also dispenses private prescriptions and provides a private travel vaccination service.

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. No pharmacist was physically present during the inspection but a director of the company that owned the pharmacy was present.

**Overall outcome:** Standards not all met

**Required Action:** Improvement Action Plan; Statutory Enforcement

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

### Standards not met

#### Standard 1.1

- The pharmacy does not have written standard operating procedures available to the team so there is a risk that team members may not know the correct procedures to follow.

### **Standard 1.3**

- The pharmacy team are not clear about what can and cannot be done in the absence of the Responsible Pharmacist. And there was evidence that dispensing activity had occurred while no Responsible Pharmacist was signed in.

### **Standard 2.2**

- The pharmacy does not ensure that staff involved in the dispensing process do the right training for their role. Not all team members have completed or are enrolled on a relevant course and the pharmacy does not always have a pharmacist to deliver its services.

### **Standard 4.2**

- The pharmacy imports and supplies unlicensed injectable products and cannot always demonstrate where these products are obtained from. This means that the pharmacy does not have sufficient assurances to know that they are safe for people to use.

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

### **Standard 1.6**

- The pharmacy largely keeps the records required by law. But it does not always record the prescriber's details for private prescriptions it dispenses. And its responsible pharmacist record is not always kept up to date and accurate.

### **Standard 3.1**

- The pharmacy's website does not display the correct details about the superintendent pharmacist. So, this could make it harder for people to raise a query or speak to the superintendent.

## 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	<b>Not met</b>	
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	<b>Not met</b>	
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	<b>Area for improvement</b>
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Standard not inspected	
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	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	<b>Not met</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	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	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 not all 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	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	Standard not inspected	
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	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	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.