

# Registered pharmacy inspection report

## Pharmacy name: Oasis Pharmacy Wellness Centre

**Address:** 131A Plumstead Road, London, SE18 7DW

**Pharmacy reference:** 9012288

**Type of pharmacy:** Private

**Date of inspection:** 14/01/2025

### Pharmacy context and inspection background

This pharmacy is located on in a row of shops in Plumstead, London. It does not provide any NHS services but sells over-the-counter medicines and dispenses medicines against private prescriptions. It also offers a travel clinic. The superintendent pharmacist (SI) is an independent prescriber and provides a private prescribing service face-to-face, for a range of conditions. These include weight loss, travel medicines and minor ailments. Occasionally, prescribing services are offered at a distance via telephone consultations.

This was the first inspection of the pharmacy since it was registered in December 2023.

**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 1.1

- The pharmacy does not appropriately identify and manage the risks associated with its prescribing service. It has not undertaken risk assessments for the prescribing service, particularly

if providing it at a distance. The pharmacy's prescribing policy lacks detail and does not include information about the areas of prescribing, or details about which national guidance is followed for each condition. The pharmacy's standard operating procedures (SOPs) state that when prescribing, detailed records should be maintained about presenting circumstances, the person's history, and agreed treatment. There is evidence that the prescribing SOP was not being followed, as the pharmacy is not always maintaining detailed records of consultations with people. The pharmacy's SOPs do not cover key areas. Such as arrangements which are to apply during the absence of the responsible pharmacist from the premises, if a complaint is made about the pharmacy business or if an incident occurs. Taken together these increase the potential risks to people using the services.

## **Standard 1.2**

- The pharmacy cannot sufficiently demonstrate that it monitors the safety and quality of its services. Team members do not routinely record any dispensing mistakes and no audits have been undertaken about the pharmacy's prescribing service. This makes it harder for the pharmacy to show that its services are safe and that it learns from any mistakes.

## **Standard 1.6**

- The pharmacy does not keep all the appropriate records necessary to demonstrate that its prescribing services are provided safely and effectively. The records seen did not document advice given to people about what they should do if their symptoms did not improve. Or how the prescribing decision had been reached. Some prescriptions issued by the pharmacy seen on the patient medication record system did not have any associated clinical records on the pharmacy's system. So, this means that the pharmacy cannot sufficiently demonstrate that its prescribing is safe and appropriate.

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

### **Standard 4.2**

- The pharmacy does not routinely highlight prescriptions for higher-risk medicines. So, it may be missing out on opportunities to provide additional counselling information to people taking them.

## 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	Not 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	
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	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	
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	
4.2 - Pharmacy services are managed and delivered safely and effectively	Met	<b>Area for improvement</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	Met	

### 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.