

Registered pharmacy inspection report

Pharmacy name: Pyramid Pharmacy

Address: 151 High Street, Barkingside, Ilford, IG6 2AJ

Pharmacy reference: 9012732

Type of pharmacy: Community

Date of inspection: 14/11/2025

Pharmacy context and inspection background

This community pharmacy is part of a small group of pharmacies. It is located on a high street in Barkingside. In addition to providing NHS dispensing services, the pharmacy provides the Hypertension Case Finding Service, the Pharmacy First service, the New Medicines Service and flu vaccinations. It supplies medicines in multi-compartment compliance packs to a number of people to help them take their medicines safely and delivers medicines to some patients. The pharmacy also provides a private travel and weight loss clinic via Patient Group Directions (PGDs).

This was the first routine inspection of the pharmacy since it relocated from nearby premises in May 2025.

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 had Standard Operating Procedures (SOPs) but these are not always easily accessible to staff. The SOPs were not available during the inspection. The pharmacy provided

SOPs after the inspection, but these were not tailored to the specific pharmacy.

Standard 1.6

- Although the pharmacy goes through health questionnaires during the consultations provided for the weight loss and travel clinic, it does not keep a record of this. So, the pharmacy cannot demonstrate that it has asked the appropriate questions prior to making a supply. In addition, it does not always record the correct prescriber's details for the private prescriptions it dispenses. And its responsible pharmacist record does not always have the time the responsible pharmacist signed out.

Standards that were met with areas for improvement

Standard 1.2

- Team members can show what improvements have been made in the pharmacy as a result of dispensing mistakes. But they do not routinely record them. This could make it harder to review the mistakes and may mean the staff are missing out on opportunities to learn and make the pharmacy's services safer.

Standard 1.3

- The pharmacy team generally knows what to do in the absence of a responsible pharmacist but some of the team members are not aware that General Sales Lists (GSL) medicines could not be sold if there is no responsible pharmacist signed in.

Standard 4.2

- The pharmacy team are aware of most of the requirements when dispensing valproate. But the team is not all aware of the need for individual risk assessments for people if supplying the medicine outside of its original pack. And it does not always label multi-compartment compliance packs with the correct quantity of tablets or capsules supplied.

Standard 4.3

- The pharmacy records its fridge temperatures, but it does not do this every day. This could make it harder for the pharmacy to show that it is storing its medicines requiring cold storage correctly.
- Although no expired stock was found, the pharmacy cannot demonstrate that it regularly date checks its stock. And it does not always store medicines with the required information, such as full drug name.

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	Met	Area for improvement
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Met	Area for improvement
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	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	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 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.