

# Enforcement action summary (Improvement notice)

**Pharmacy trading name: Karsons Pharma**

**Pharmacy address:**

69 – 71 City Way  
Rochester  
Kent  
ME1 2BA

**Premises registration number:**

1090819

**Enforcement action taken:**

Issuing of an improvement notice - (Article 13 of the Pharmacy Order 2010)

**Effective date:**

23/01/2026

**Premises standards failed:**

[1.6, 3.4 and 4.3]

**Summary:**

The pharmacy has been unable to provide sufficient assurances on several occasions that Standards 1.6, 3.4 and 4.3 of the Standards for Registered Pharmacies are met with respect to the Responsible Pharmacist (RP) record, the private prescription record, controlled drug storage, unauthorised access to pharmacy-only medicines, expired medicines in with dispensing stock, medicines not being appropriately packaged or labelled and medicines requiring refrigeration. It has failed to provide assurances that suitable systems or controls are in place to make sure that medicines are stored appropriately and restricted from unauthorised access. And that its RP record and private prescription record are completed properly. Similar concerns have been identified at previous inspections of the pharmacy. The concerns identified are ongoing, and patients and members of the public continue to use the services of the pharmacy.

## Improvements required:

1. You must submit detailed floor plans for the premises. The plans you submit must be drawn to scale with the dimensions shown in metres squared (m<sup>2</sup>). The plans must show clearly the:
  - dimensions of the dispensary
  - dimensions of the registered area
  - internal layout, including the areas in which medicinal products are intended to be sold, assembled, prepared, dispensed, supplied or storedThey must include:
  - the postal address of the building in which the premises is situated
  - any other relevant information, such as access pointsAs the premises do not occupy the entire building, you should include a separate plan of the premises, showing its location within the building.  
(Compliance with this point is required by 21 February 2026)
2. You must ensure that the registered pharmacy premises are secure and safeguarded from unauthorised access when the pharmacy is closed. This includes ensuring securing and safeguarding any medicines which require a responsible pharmacist present before they can be supplied.
3. You must ensure that sales of pharmacy-only medicines are only made from the registered premises.
4. You must ensure that all the required information is recorded on the responsible pharmacist record in line with requirements.
5. You must ensure that all the required information is recorded on the private prescription record in line with requirements.
6. You must ensure that all controlled drugs requiring safe custody are stored in accordance with relevant legislation. And that the responsible pharmacist has direct control over the keys to the controlled drugs cabinets. The keys to the controlled drugs cabinets must be stored securely when the pharmacy is closed. You must be able to demonstrate that you have robust systems to correctly store and account for patient-returned controlled drugs.
7. You must ensure that that the pharmacy has effective procedures to identify and remove out-of-date medicines.
8. You must ensure that all stock medicines are appropriately packaged or labelled in line with requirements.
9. You must ensure that medicines requiring refrigeration are stored appropriately. Maximum and minimum temperature must be checked and recorded daily, and any anomalies reported to the responsible pharmacist promptly.

## Deadline for compliance:

23/03/2026

## Outcome:

Ongoing