Veterinary Medicines Directorate

Veterinary Practice Premises Inspection Report

Practice Name:	Kingston Veterinary Group
Premises Number:	2028485
RCVS Number:	6577348
Premises Address:	Shave Hill Equine Clinic Shave Hill GILLINGHAM Dorset SP8 5HY
Phone:	01747822799
Email:	Equine@kingstonvets.co.uk [redacted]
Practice Type:	Equine
Inspected by:	[redacted]
Report Number:	51I030725
Date of Inspection:	3rd July 2025

The Veterinary Medicines Regulations 2013 (as amended) and the Misuse of Drugs Regulations 2001

This report details the findings of the practice's compliance with the above regulations when they were inspected on the date shown above.

Further guidance is provided in the VMD section of GOV.UK under *Retail of Veterinary Medicines* https://www.gov.uk/retail-of-veterinary-medicines and *Controlled Drugs: Recording, Using, Storing and Disposal* https://www.gov.uk/guidance/controlled-drugs-recording-using-storing-and-disposal

If you require this report in accessible format, please contact inspections@vmd.gov.uk

Risk Rating and Inspections Interval

Compliance Rating	Inspection Points	Maximum Inspection Interval (Months)
2	25	24

Inspections are scheduled at intervals based on a points schedule taken from the number and type of deficiencies noted during an inspection, as follows:

- Deficiency = 1 point
- Major deficiency = 7 points
- Critical deficiency = 36 points

A compliance rating is then awarded, with 5 being the highest possible. This can only be achieved if no deficiencies are found.

Inspection Findings	Compliance Rating	Inspection Points	Maximum Inspection Interval (Months)
0 deficiencies; recommendations only	5	0	48
1-6 Deficiency	4	1-6	48
More than 6 Deficiencies and/or 1-3 Majors	3	7-21	36
3 Majors plus1 or more Deficiencies up to and including 5 Majors	2	22-35	24
More than 5 Majors and/or any Critical	1	36 and over	9/12

Further detail on risk intervals and enforcement strategy can be found on our website at https://www.gov.uk/retail-of-veterinary-medicines

Persons Seen During the Inspection:

[redacted]

Description of the Practice:

Equine only branch of the Kingston Veterinary Group. There are 4 veterinary surgeons working from this branch, 3 practice vehicles provided with 1 vet using his own vehicle. Emergency cover provided, no overnight in-patients.

Closing Comments

The premise needs to address the deficiencies to be in compliance with the requirements of the Veterinary Medicines Regulations 2013 (as amended).

Please contact me if you require any further information or clarification at any point.

If you wish to discuss anything on this report, please email inspections@vmd.gov.uk

INSPECTOR'S NAME, SIGNATURE AND DATE

Inspector: [redacted] Signed: [redacted]

Date: 23 July 2025

Inspection Findings

Is the storage of veterinary medicinal products (VMP's) appropriate and in accordance with the Summary of Product Characteristics (SPC)?	Major Deficiency
Issue(s) Seen	• Vehicle Storage is outside the appropriate range. Temperature monitoring records indicate that storage conditions within vehicles have consistently exceeded the maximum allowable temperature of 25°C. Specifically, data from CC's vehicle show recorded temperatures reaching up to 38.1°C, while [redacted] vehicle recorded temperatures as high as 37.2°C. There is no documented evidence of any remedial actions taken to mitigate these elevated temperatures or to remove stock from the vehicles once the threshold was surpassed. • Ambient storage is outside the appropriate range. Temperature monitoring records for the pharmacy indicate temperatures have reached 27.6°C with no evidence of remedial action taken. • Storage temperatures are incorrectly monitored. The current configuration of the temperature recording devices, which record temperatures at 12-hour intervals, is insufficient to accurately capture the full range of temperature fluctuations. This limited frequency does not provide reliable evidence of the actual maximum and minimum temperatures reached, nor does it offer adequate insight into the duration for which storage temperatures remain outside the acceptable range. • Cold chain products are not stored in refrigeration. [redacted] vehicle is not equipped with appropriate facilities for the storage of cold chain products. During the inspection, such products were observed stored in the boot of the car in an open cardboard container, which does not meet the required standards for temperature-controlled storage.
Action(s) Required	• Veterinary medicinal products (VMPs) stored in vehicles must be maintained within the temperature ranges specified in their Summary of Product Characteristics (SPC). Storage conditions must be managed to minimise the risk of temperatures deviating from these specified ranges. During periods of extreme weather, ambient temperature products should be stored in insulated containers to protect them from temperature extremes. Additionally, thermometers must be placed inside these containers to ensure accurate monitoring of storage temperatures. • Ambient temperatures must be appropriately monitored, and proactive corrective actions should be taken in anticipation of periods of extreme weather. All such actions must be clearly documented and recorded. Furthermore, temperature records should demonstrate the effectiveness of the measures implemented to ensure compliance with storage requirements. • Dataloggers or smart thermometers must be correctly configured with appropriate maximum and minimum temperature alarms. For refrigerated storage, alarms should be set at 2.5°C (minimum) and 7.5°C (maximum), while for ambient storage, the maximum alarm should be set at 24.5°C to provide a buffer that allows time for corrective action. Additionally, devices should be set to record temperatures at intervals of 15 minutes or less, particularly in environments where extreme temperature fluctuations are anticipated.

	• Where veterinary medicinal products are stored in personal vehicles and are not removed when the veterinary professional is off duty, temperature monitoring and recording must be continuous. This ensures that storage conditions remain compliant with product requirements at all times, regardless of working hours. **Storage** All areas where medicines are stored should be subject to appropriate temperature monitoring and recording. If a min/max digital thermometer is used, both min/max readings should be checked daily and recorded, and the thermometer then reset. This will give complete temperature coverage since the last reading/reset. If a datalogger (or SD card) is used, then a procedure should be implemented so that temperatures are checked at least daily, and readings downloaded at least weekly. Weekly recording is appropriate for stable, ambient temperature storage areas and this frequency should be reviewed as necessary. Dataloggers must be properly set up so that any excursions from the set temperature range continues to be indicated even when the temperature has returned to within range. The dataloggers must be checked at least daily to ensure any issues are noticed quickly and dealt with before the VMPs in any fridges/chillers have been compromised. There are now 'smart' temperature monitoring systems available where thermometers are directly linked to an App. Examples of these include Sensor Blue, SensorPush, Oria, Inkbird, and Brifit, some using datalogging systems such as hibernian.vet and Tiny Tag. Please note that these are not recommendations and practices should carry out their own research into which option is best for them. Always check that the device you choose is suitable for use in your fridge and vaccine chillers. Just search for "Wi-Fi thermometers" in you search engine or retailer site. It is recommended that the thermometer sensors are put into a container to mimic the packaging that the VMPs are stored in within the fridge. This acts as a thermal brake and reduces the effects of opening the fridge door on the readings. Any anomalous readings should have the reasons and corrective actions recorded against them. **Storage in vehicles** Vehicles storing VMPs should also have provisions in place to store those VMPs correctly and also be temperature monitored and recorded to ensure the products carried are kept in the correct conditions. If vaccines or other cold chain products are carried on the vehicle, measures must be taken to ensure that they are transported at the correct storage temperatures (e.g. the use of an in-car fridge or insulated cool boxes). The effectiveness of such measures should be demonstrated. This also applies to ambient temperature products, where there is a risk that the temperature range specified on their SPCs is likely to be exceeded (e.g. when carried on vehicles on very hot days). The BSAVA Guide to Veterinary Medicines is a useful source of information: https://www.bsava.com/Resources/Veterinary-resources/Medicines-Guide/Storage-and-dispensary-management

You must submit the following evidence to show that you have made the required corrective action(s):

- Evidence of staff training on temperature monitoring.
- Copies of temperature records for all storage areas covering the period from 03.07.25 to 29.09.25.

You must submit this by 30/09/2025 by sending it to inspections@vmd.gov.uk

If you fail to submit this evidence by the above date, we will be required to conduct a follow-up inspection. If this occurs, you will be charged the full inspection fee for that follow-up inspection and we may take formal action in line with our published enforcement policy: https://www.gov.uk/guidance/enforcement-policy-for-animal-medicines

Are Controlled Drugs stored appropriately in vehicles?	Major Deficiency
Issue(s) Seen	• [redacted]
Action(s) Required	• [redacted]

You must submit the following evidence to show that you have made the required corrective action(s):

You must submit this by 30/09/2025 by sending it to inspections@vmd.gov.uk

If you fail to submit this evidence by the above date, we will be required to conduct a follow-up inspection. If this occurs, you will be charged the full inspection fee for that follow-up inspection and we may take formal action in line with our published enforcement policy: https://www.gov.uk/guidance/enforcement-policy-for-animal-medicines

Are all veterinary medicinal products only supplied / administered within the published shelf life / expiry date?	Major Deficiency
Issue(s) Seen	• VMPs have been found in stock ready to be dispensed/ administered outside of the manufacturer expiry date. Within the dispensary this included:   


Imaverol

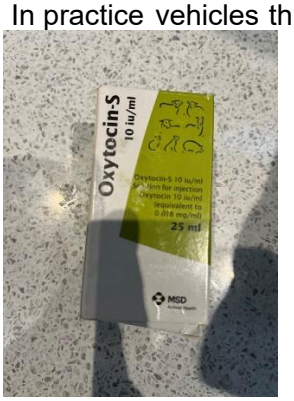

Rapidexon
mg/ml
Solution for injection
Dexamethasone
sodium phosphate
100 ml
Dechra

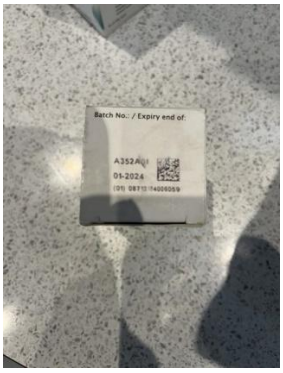

Brinzolamide/
Timolol Eye Drops,
Suspension

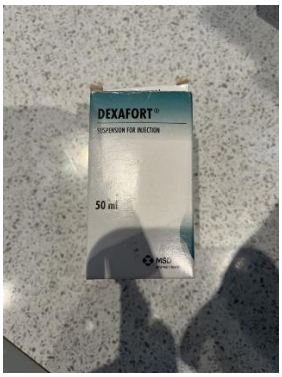

Osphos
51 mg/ml
Solution for injection
For horses
Clodronic acid
15 ml
Dechra

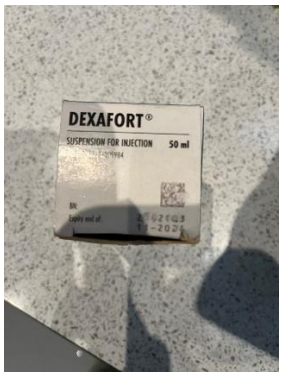

ALDEVARD
EKYFLOGYL

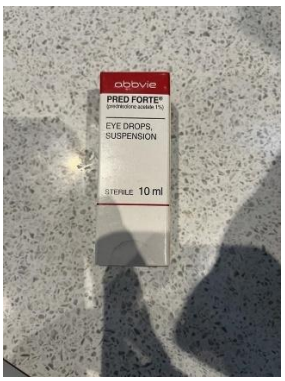
In practice vehicles this included:

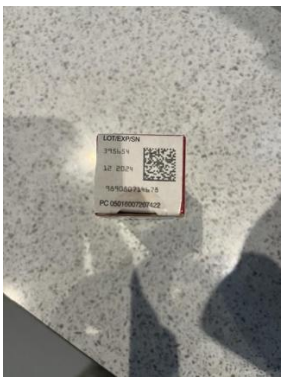


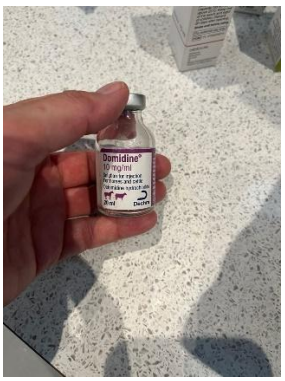


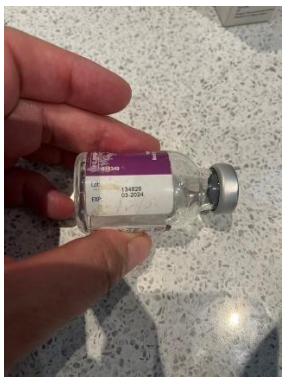


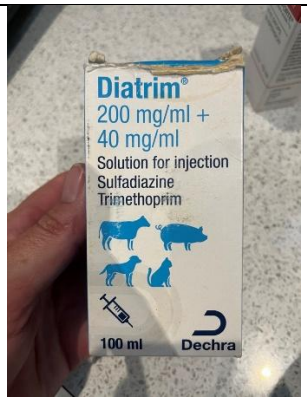


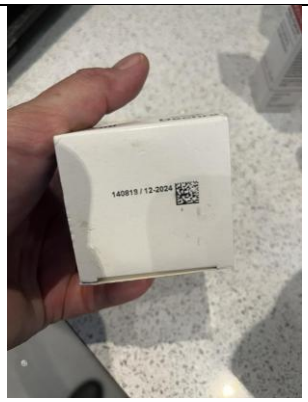












- The only vehicle available for inspection that contained veterinary medicinal products was the personal vehicle belonging to [redacted]. Due to the vehicle being required for a scheduled visit during the inspection, a full stock check could not be completed at that time.
- Administration records associated with [redacted] vehicle do not correspond with the veterinary medicinal products found in the vehicle at the time of inspection. This discrepancy indicates a lack of alignment between recorded usage and actual stock held, which must be addressed to ensure accurate and compliant record-keeping.
- Domidine administered on between 12.03.25 and 19.06.25 – records indicate the batch numbers used were 149878 and 146724. Stock in the vehicle was batch number 134828 exp 03.24 which also appears to have a broached on date of 08.12.2022
- Diatrim administered on 05.3.25, records indicate this was batch number 137842. Stock in the vehicle is batch number 140816 exp date 12-2024.
- Comfortan administered on 07.05.25 appears to have been from a 5ml bottle received into the car on 30.12.22 with no recorded administrations between those dates. The bottle broached on 07.05.25 would have an in-use expiry date of 03.06.25. At this time the bottle should have been removed from [redacted] vehicle and Register and recorded into the practice Register then segregated awaiting witnessed denaturing. At the time of the inspection, this bottle was still stored in the vehicle and had not been identified as being out of date.
- The practice did not provide any administration records for the Diatrim or Dexafort.

Action(s) Required

- It is an offence to supply/ administer an expired product. There should be appropriate procedures in place to ensure expired products are removed from useable stock and disposed of.
- There should be appropriate procedures in place to ensure VMPs are not used past the broached use-by date. This includes VMPs that are stored in the CD cabinet and fridges.
- A comprehensive stock check must be conducted across all storage areas, including vehicles, to verify both in-use and manufacturer expiry dates of all veterinary medicinal products. Any items found to be out of date must be immediately removed from available stock and disposed of appropriately, with all disposals fully documented. Following this initial check, it is recommended that stock checks of all storage areas and vehicles be carried out at a minimum on a monthly basis to ensure ongoing compliance.

	• It must be possible to demonstrate that administration records are fully aligned with the stock held both within the practice and in practice vehicles. This includes ensuring that batch numbers recorded in stock inventories correspond accurately with those documented in administration records.

You must submit the following evidence to show that you have made the required corrective action(s):

You must submit this by 30/09/2025 by sending it to inspections@vmd.gov.uk

If you fail to submit this evidence by the above date, we will be required to conduct a follow-up inspection. If this occurs, you will be charged the full inspection fee for that follow-up inspection and we may take formal action in line with our published enforcement policy: https://www.gov.uk/guidance/enforcement-policy-for-animal-medicines

Is the Controlled Drug Register kept in accordance with the Misuse of Drugs Regulations (MDR) and the Misuse of Drugs Act (MDA) 1971?	Deficiency
Issue(s) Seen	• The page header does not state the class, form and strength of the preparation. • The register contains gaps, obliterations, alterations or cancellations. • There are inconsistencies between the Registers in how stock is recorded with some counting whole bottles and some counting mls.
Action(s) Required	• The page header must be completed on every page. The CDR should not have any gaps, cancellations or alterations. In the same manner as when writing a cheque, leave no blank spaces and initial any changes. Blank spaces should be filled with a single line and mistakes crossed out with a single line, not obliterated or overwritten. The register may be used for explanatory notes related to the register but all input to the register should be made in a manner that can be understood by any reader. • The CD register must have the entries in chronological order and made on the day of the supply/administration. If this is not reasonably practical, the entries must be made the next day. The intake and supply of all Schedule 2 CDs (e.g. quinalbarbitone, methadone, ketamine, pethidine, fentanyl and morphine) must be recorded in a CD Register in accordance with the MDR. • To clarify and ensure proper documentation: If **different bottle sizes** of the same VMP are available: You must **either**: Use **separate pages** for each bottle size **if recording whole bottles only**, **or** Record the **exact amount used in millilitres (ml)** if using a **single page**. This ensures accurate tracking of stock and usage, especially when partial bottles are used or when switching between sizes.

Are appropriate actions taken when treating or supplying VMPs for FPA Equines?	Deficiency
Issue(s) Seen	• There is no system/procedure in place to ascertain the passport status of the equine treated or consider its food producing status in the prescribing decision. This was discussed during the inspection and [redacted] advised that this has now been implemented.
Action(s) Required	• It is recommended that you keep a record of which animals under your care are signed out of the food chain and which remain in the food chain. This allows you to ensure that you meet the regulations regarding records to be kept for food producing animals and gives you an auditable record in case an animal should end up in the food chain when you believed it to be signed out. • Without a record of the food producing status of an individual equine it is impossible to ascertain if supplies were appropriate. Failure to comply with horse passport legislation is an offence. • Unless the passport status of an equine is known (and recorded) then all equines should be assumed to be food producing animals. **Passports** All equines should have passport status recorded to allow all prescribing veterinary surgeons to prescribe and supply appropriately. If passport status is not known, then the prescriber must assume that the equine is a food producing animal. Horse passport information is available on the BEVA website: https://www.beva.org.uk/Guidance-and-Resources/Medicines/Medicines-legislation-and-passports Keeping a record ensures that you meet the regulations regarding records to be kept for food producing animals and gives you an auditable record in case an animal should end up in the food chain when you believed it to be signed out. Please note that the legislation places the responsibility for ensuring the animal is signed out of the food chain firmly with the veterinary surgeon who has prescribed or administered a relevant product and that responsibility cannot be passed to the owner. If passport status is unknown, then assume the equine is a food producing animal or the BEVA form should be used. The British Equine Veterinary Association have produced a form specifically for use when treatment is given and the passport is not available (or has yet to be applied for, such as foals) The form can be downloaded from :- https://www.beva.org.uk/Portals/0/Documents/Resources/emergency-treatment-form-no-passport-2011.pdf A copy of the form should be retained by the practice and a copy given to the owner of the animal.

Do written prescriptions contain all the information required under the VMR?	Deficiency
Issue(s) Seen	• The following items were missing from prescriptions seen at the time of inspection: • The words “It is an offence under the Veterinary Medicines Regulations 2013 for a person to alter a written prescription unless authorised to do so by the person who signed it” • The prescription template cites the VMR 2005, recommend changing this to say current VMR
Action(s) Required	**Written Prescriptions** (1) A written prescription must include— (a) the full name, address and contact details of the person prescribing the product, including that person’s professional registration number (if available); (b) the full name, address and contact details of the animal owner or keeper; (c) the identification (including the species) of the animal or group of animals to be treated; (d) the premises at which the animals are kept if this is different from the address of the owner or keeper; (e) the issue date; (f) the signature or electronic signature of the prescriber; (g) the name and amount of the product prescribed; (h) the pharmaceutical form and strength of the product; (i) as regards veterinary medicinal products that are antibiotics which are prescribed for prophylactic purposes or metaphylactic purposes (as the case may be), a statement to that effect; (j) the dosage regimen; (k) any warnings necessary to ensure the proper use, including, where relevant, to ensure prudent use of antimicrobials; (l) the words “It is an offence under the Veterinary Medicines Regulations 2013 for a person to alter a written prescription unless authorised to do so by the person who signed it”; (m) for food-producing animal species, the withdrawal period or a statement that the withdrawal period is equal to zero days; and (n) if the prescription relates to a product prescribed under the cascade, a statement to that effect. (1A) Subject to the professional obligations of a veterinary surgeon to ensure the health and welfare of animals under their care, a veterinary surgeon may only prescribe a veterinary medicinal product that is an antibiotic where satisfied that the circumstances set out in sub-paragraph (1B) apply. (1B) For the purposes of sub-paragraph (1A) the circumstances are that the product is not— (a) used routinely; (b) used to compensate for poor hygiene, inadequate animal husbandry, or poor farm management practices; or

	(c) used to promote growth or increase yield (2) A written prescription for a controlled drug as specified in Schedules 2 to 4 of the Misuse of Drugs Regulations 2001 is valid for 28 days. (3) A written prescription for any other drug is valid for six months or such shorter period as may be specified in the prescription. (4) If the prescription is repeatable it must specify the number of times the veterinary medicinal product may be supplied.

Has the premise carried out a detailed audit as required by the VMR, on every POM product?	Deficiency
Issue(s) Seen	• Disposals have not been recorded. • No audit was available to inspect. • Records of disposals and audits were provided via email following the inspection.
Action(s) Required	• A physical stock check of all POM products must be carried out at least annually. • It is required that records of disposed VMPs is kept to assist with stock control and annual audits. **Audits** The VMR requires anyone retailing POM-V and POM-VPS medicines to carry out an annual stock reconciliation of those medicines i.e. VMPs acquired to be added to opening stocks and reconciled with medicines supplied and closing stock. Any discrepancies must be noted. Please see *Record keeping requirements for veterinary medicines* at https://www.gov.uk/guidance/record-keeping-requirements-for-veterinary-medicines The VMD recognises that some retailers will find this extremely difficult unless they have a full stock control programme on their computer. Retailers who can't fully comply must carry out the audit requirements as far as they can and take measures to rectify this as soon as they can. In this instance the retailer must be able to carry out the following: (a) record the details of all incoming POM-V and POM-VPS medicines, including the quantity and their batch numbers, (b) record all supplies of POM-V and POM-VPS medicines (which includes those administered by vets), including their quantities and batch numbers (for non-food producing animals the requirement is to record the batch details when the product is first received or first used), (c) carry out a physical stock check of all POM products at least once a year, (d) maintain a waste record, (e) maintain a running balance for Schedule 2 CDs in their CD registers.

Have all supplies of unauthorised VMPs been in accordance with the Cascade/the terms of the SIC?	Recommendation
Issue(s) Seen	• Supply records have not met the requirements of the SIC held. SICs were not checked during this inspection. This is included for information only.
Action(s) Required	• Copies of SICs must be available for inspection. Records must demonstrate that requirements of the SIC have been met.

Does the site hold relevant authorisations for all business areas?	Compliant
Are Controlled Drugs stored in accordance with the Safe Custody Regulations?	Compliant
Is there an appropriate procedure in place for the witnessed destruction of Schedule 2 Controlled Drugs?	Compliant
Have POM-V products only been prescribed (written or oral) by a vet who has performed a clinical assessment of the animal and where the animal is under the care of that vet?	Compliant
Is supply carried out by competent staff / a relevant registered qualified person (RQP) as applicable?	Compliant
Has a veterinary medicinal product (VMP) been prescribed (or in the case of NFA-VPS, been supplied) in amounts greater than the minimum required for treatment?	Compliant
Are veterinary medicinal product (VMP) packages suitably labelled and has relevant information been supplied?	Compliant
Has the person entitled to supply POM-V or POM-VPS products retained the required records of receipt for those products?	Compliant
Has the person entitled to supply POM-V or POM-VPS products retained the required records of supply for those products?	Compliant
Does the practice comply with the requirements of the Cascade?	Compliant
Have products supplied under the cascade been appropriately labelled?	Compliant
Does the website have appropriate questions for all VPS products prior to checkout?	Compliant
Is the premise only purchasing VMPs from authorised suppliers?	Compliant
When VMPs are administered to FPA under the cascade, does the veterinary surgeon record all the required information (as per Reg.24 of the VMR)?	Not Applicable

Have VMPs administered by veterinary surgeon(s) to FPAs been correctly recorded in the keeper's medicines book or provided to the keeper in writing?	Not Applicable
Is sheep dip supplied in accordance with the VMR?	Not Applicable
Are the correct records of sheep dip taken at point of supply and correctly retained?	Not Applicable
Do written Prescriptions for Controlled Drugs (Sch.2-4) meet the requirements?	Not Applicable
Where supply has been made against a written prescription, is that in accordance with the VMR?	Not Applicable
Where supply is against a prescription for Controlled Drugs, is supply in accordance with the MDR?	Not Applicable
Do MFS prescriptions contain all the required information?	Not Applicable
Does the MFS prescription comply with the following validity requirements?	Not Applicable
If sch.5 products are stocked or supplied, is the premise appropriately authorised as a manufacturer or distributor?	Not Applicable
If an unauthorised in-feed product has been found can an SIC be produced?	Not Applicable
Where Sch.5 products are stocked, are they stored appropriately?	Not Applicable
Is supply of Top Dressing compliant with the VMR?	Not Applicable
Is supply of Sch.5 VMP premixes only to approved premises?	Not Applicable
If wholesaling VMPs, does the premise hold the relevant WDA?	Not Applicable
Where autogenous vaccines are handled, are they obtained from an authorised manufacturer?	Not Applicable
Are advertising requirements complied with?	Not Applicable
Does the website have appropriate questions for all VPS products prior to checkout?	Not Applicable

Further Guidance

Full List of Veterinary Medicines Directorate Guidance

This includes links to guidance on the retail of veterinary medicines, how to advertise medicines legally, medicated feed, registration and inspections of vet practices and controlled drugs guidance.

VMD Connect

This includes additional information on VMD projects, adverse events and the monthly medicines updates which includes a comprehensive list of all the veterinary medicines which include warnings for pregnant women.

Legal Documents

Veterinary Medicines Regulation 2013

Misuse of Drugs Regulations 2001

Additional Useful Links

Product Information Database

Report an adverse event

Apply to import a medicine

Find a vet

RCVS Controlled Drugs Guidance

Vetlife

The VMD also wishes to ensure you have the details of Vetlife, should you find yourself/yourselves in need of advice or support at any time. They offer a 24-hour confidential helpline on 0303 040 2551.