

Registered pharmacy inspection report

Pharmacy name: Reach Pharmacy

Address: 2 Old Gartloch Road, Gartcosh, Glasgow, Lanarkshire, G69 8EU

Pharmacy reference: 1093332

Type of pharmacy: Community

Date of inspection: 24/04/2025

Pharmacy context and inspection background

This is a community pharmacy in the village of Gartcosh near Glasgow. Its activities include dispensing NHS prescriptions and supplying medicines to people in multi-compartment compliance packs to help them take their medicine effectively. The pharmacy team provides services such as NHS Pharmacy First. The pharmacy also provides aesthetics products and injectable medicines for weight loss against private prescriptions. And it supplies some over-the-counter and pharmacy-only medicines through its website www.reachpharmacy.com.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in March 2020 and all Standards were met.

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 have documented written procedures for all of the services it provides, including some higher-risk services, such as delivery of medicines to people which require

temperature control. And team members do not always follow the written procedures that are available which increases risk.

- The pharmacy does not identify and manage all the risks for the services it provides at a distance. It does not have detailed risk assessments for private prescriptions it delivers to people for botulinum toxins and weight loss medicines. And it cannot show it has considered the need to restrict the quantity and frequency of the medicines it supplies or how it verifies that botulinum toxins are only prescribed following a face-to-face consultation with a person.

Standard 1.2

- The pharmacy does not proactively audit or review the private dispensing services it provides. This includes completing clinical audits of supplies and monitoring prescribers to show they are eligible and safe to prescribe. The pharmacy does not have adequate systems in place to identify prescribing trends and prompt effective interventions. So, the pharmacy is unable to show how it continually monitors and improves the safety and quality its services.

Standard 1.6

- The pharmacy records the details of the private prescriptions it supplies. But it does not always capture accurate information about the prescriber such as their registered name or their correct address. This means that the pharmacy does not have the correct records required by law. The pharmacy does not always maintain an audit trail of who it supplies unlicensed medicines to, which may mean that it is unable to respond effectively in response to concerns about the medicines supplied.

Standard 3.1

- The pharmacy's website does not display all required information including about the superintendent pharmacist and the pharmacy's registration number. This is not in line with requirements and makes it harder for people to check the pharmacy's registration details.

Standard 4.2

- The pharmacy does not have robust systems to ensure it always makes the necessary checks when dispensing medicines to ensure they are appropriate for people to use. For botulinum toxins the team do not verify that prescribers have completed face-to-face consultations, and they do not always ensure administration instructions are included on the label. The pharmacy doesn't obtain additional information for medicines used for unlicensed indications and it does not query when large quantities of medicines are prescribed. This makes it difficult to ensure the medicine is appropriate for people.
- Not all team members, including the responsible pharmacist, have access to the pharmacy's online platforms used for receiving private prescriptions and for selling pharmacy-only medicines through its website. So they cannot demonstrate how they maintain records and access the necessary information to make a decision on the suitability of people's treatment.
- The pharmacy regularly delivers medicines which require cold storage. But it has not made the necessary checks to ensure the packaging it uses to deliver these medicines appropriately maintains these medicines at the correct temperature. So, it cannot be sure these medicines are suitable for use.

Standards that were met with areas for improvement

Standard 2.2

- Team members have completed training for some of the services provided. But they have not completed specific training about higher risk aesthetics products that are supplied by the pharmacy. This means that they cannot assure themselves that the medicines are being prescribed safely.

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	Area for improvement
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 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	Not 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 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	Met	
4.2 - Pharmacy services are managed and delivered safely and effectively	Not met	
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
✓ 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.