

Registered pharmacy inspection report

Pharmacy name: Medicine Market Place

Address: Moor Park Avenue, Entrance Off St Thomas Road, Preston, PR1 6AS

Pharmacy reference: 1116946

Type of pharmacy: Community

Date of inspection: 19/06/2025

Pharmacy context and inspection background

This is a closed pharmacy which is not accessible to members of the public. It dispenses NHS prescriptions for people who reside in care homes. Some of these medicines are supplied in in multi-compartment compliance packs to help people take their medicines at the right time. It also sells and supplies a range of pharmacy only and prescription only medicines through its website 'www.medicinemarketplace.com'.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in August 2023 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 provides services at a distance, such as weight loss medicines authorised by a

patient group direction (PGD). It has considered some of the risks associated with the service, such as verifying information using NHS records. But it has not identified all of the risks or recorded them in a risk assessment. So the pharmacy is unable to demonstrate how it controls the risks in order to provide this service safely.

- The pharmacy sells Pharmacy Only medicines at a distance via its website. It has put some controls in place such as restricting the amount of medicines a person can purchase in a specific timeframe. But it has not maintained a full risk assessment for the service or for each medicine sold. So the pharmacy is unable to demonstrate all of the risks associated with selling medicines in this manner have been considered and addressed.

Standard 1.2

- The pharmacy has not completed an audit of its services. This makes it difficult to demonstrate that its processes are effective. And it cannot show the controls are sufficiently robust to protect people who use the pharmacy's services.
- The pharmacy uses a patient group direction as the authorisation to supply weight loss medicines. But these types of authorisations only permit medicines to be supplied against a specific criterion. And the pharmacy has not completed an audit to confirm that supplies of medicines are only made to those who fit the set criteria.

Standard 4.2

- The pharmacy requires people to enter their date of birth and to confirm they are over 18 years old when they sell or supply medicines online. But the pharmacy is unable to demonstrate it has a robust age verification system available to check the information submitted is accurate. So there is a risk the pharmacy may supply medicines to people who are not over 18 years old.
- The pharmacy checks the NHS record systems to independently verify the information people supply is accurate and correct for its weight loss service. But it cannot carry out this check for every person that accesses its services and relies upon the information submitted by the patient. It does not inform the person's GP about medicines they have supplied. So the pharmacy is unable to show how their weight loss service is safe and effective when it is provided at a distance.

Standards that were met with areas for improvement

Standard 2.2

- Members of the pharmacy team have completed formal pharmacy training programmes. And the pharmacy provides some ongoing learning to help team members to keep their knowledge up to date. But this is not provided in a regular or structured manner. So learning opportunities may be missed.

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 | 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 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 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. |