

Registered pharmacy inspection report

Pharmacy name: Assured Pharmacy

Address: Springfield House, Water Lane, WILMSLOW, Cheshire, SK9 5BG

Pharmacy reference: 1121967

Type of pharmacy: Internet / distance selling

Date of inspection: 12/06/2025

Pharmacy context and inspection background

The pharmacy is in an office building in the centre of Wilmslow, Cheshire. It provides a private online prescribing service for patients through its website www.assuredpharmacy.co.uk. It operates using on-site and remote pharmacist independent prescribers. People do not access the pharmacy premises directly. The pharmacy supplies medicines for the treatment of erectile dysfunction, premature ejaculation and hair loss. It provides an online weight management service. It delivers medicines to people's homes.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in February 2019 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 complete and up to date risk assessments for the treatments

provided, including the supply of Mounjaro injections for weight loss. It does not review its risk assessments annually, and it has not reviewed them since the update to the GPhC's Guidance for providing services at a distance.

- The pharmacy does not have a complete and up-to-date set of written standard operating procedures for the services it provides. And although some new procedures have been written, they have not yet been read by the team and embedded into ways of working.
- The pharmacy does not have a complete set of up-to-date prescribing policies for the services provided. The policies it does have are not readily available for its prescribers and other team members to use and refer to. It is not clear from its policies who is responsible for completing and documenting ongoing monitoring checks required for each treatment, for example blood pressure checks.

Standard 1.2

- The pharmacy has stopped completing regular audits, and has not completed any since the GPhC updated its Guidance for providing services at a distance. And it is difficult to complete meaningful audits when written procedures do not give up-to-date guidance on expectations around independent verification of clinical information, two-way communication with patients and direction on suitability of patients' BMI for different ethnic backgrounds.

Standard 4.2

- The pharmacy doesn't always independently verify clinical information provided by the patient, particularly for the weight loss service. This means people may receive treatment which is not suitable and safe for them to take.
- The pharmacy cannot confirm the packaging it uses to deliver medicines requiring cold storage keeps them at the required temperature during the journey. So, people may receive medicines with reduced shelf life.

Standards that were met with areas for improvement

Standard 1.6

- The pharmacy makes an electronic record of conversations with patients, including prescribing consultation notes. But some records from telephone calls and video consultations lack detail with yes or no answers only.

Standard 3.1

- Overall the pharmacy's website is professional. But some information is conflicting, particularly with regards to the process for accessing the weight management service. Most of the information is up to date, but not all prescribers' details are displayed.

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	Area for improvement
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	Area for improvement
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.