

# Registered pharmacy inspection report

## Pharmacy name: The Family Pharma Ltd

**Address:** Unit 6, Acorn Business Park, Airedale Business Centre, Skipton, North Yorkshire, BD23 2UE

**Pharmacy reference:** 9011239

**Type of pharmacy:** Internet / distance selling

**Date of inspection:** 03/02/2025

### Pharmacy context and inspection background

The pharmacy is in a business park in Skipton. It dispenses a small range of unlicensed topical medicines following a private online consultation. People access the service to help treat hair loss via its website [www.densehairexperts.com](http://www.densehairexperts.com). The pharmacy does not have a contract to provide NHS services and people do not access the pharmacy premises directly.

This was a reinspection of the pharmacy after it was found to not meet standards 1.1, 1.2, 3.1, 4.2 and 4.3 at its last inspection in June 2024, but was meeting other standards. This inspection focussed on those standards which had previously not been met. Following the last inspection, the pharmacy had made progress implementing documented standard operating procedures (SOPs) and risk assessments for some key processes. Staff had also improved how they audit their services and how they manage and learn from mistakes. The pharmacy had resolved the labelling issues with its packaging and dispensing labels. And the pharmacist had improved the way they collect and use people's clinical information.

**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 has made some improvements since the last inspection. It has implemented some new standard operating procedures and risk assessments. But these do not cover all aspects of the service. For example, supporting the team to understand the importance of people's dispensing history when making clinical assessments, to be able to effectively record and audit clinical interventions, and to manage people's registration with the pharmacy's website to confirm their identity and manage their consent to share information with their regular NHS prescribers. So the pharmacy still cannot fully demonstrate that it comprehensively identifies and manages all the risks associated with the service it provides.

## Standards that were met with areas for improvement

### Standard 3.1

- The pharmacy has made improvements to its website, and now makes it clear to people that their treatment will be determined after consultation and review with a prescriber. But the pharmacy's website does not make it clear who the prescriber is or how they are independently regulated. So, this makes it more difficult for people to carry out their own checks about who is providing their care.

## 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/<br>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   | Met                            |   |
| 1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability   | Standard not inspected         |   |
| 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 | Standard not inspected         |   |
| 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  | Standard not inspected         |   |
| 1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services  | Standard not inspected         |   |
| 1.8 - Children and vulnerable adults are safeguarded   | Standard not inspected         |   |

## Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

**Summary outcome: Not assessed**

Table 2: Inspection outcomes for standards under principle 2

| Standard  | Outcome of individual standard | Area for improvement/<br>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  | Standard not inspected         |   |
| 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 | Standard not inspected         |   |
| 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                  | Standard not inspected         |   |
| 2.4 - There is a culture of openness, honesty and learning  | Standard not inspected         |   |
| 2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services   | Standard not inspected         |   |
| 2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff  | Standard not inspected         |   |

### 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                            | <b>Area for improvement</b>                              |
| 3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services | Standard not inspected         |  |
| 3.3 - Premises are maintained to a level of hygiene appropriate to the pharmacy services provided                        | Standard not inspected         |  |
| 3.4 - Premises are secure and safeguarded from unauthorized access   | Standard not inspected         |  |
| 3.5 - Pharmacy services are provided in an environment that is appropriate for the provision of healthcare               | Standard not inspected         |  |

## 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 met**

Table 4: Inspection outcomes for standards under principle 4

| Standard  | Outcome of individual standard | Area for improvement/<br>Area of good or excellent practice |
|---|--------------------------------|---|
| 4.1 - The pharmacy services provided are accessible to patients and the public  | Standard not inspected         |   |
| 4.2 - Pharmacy services are managed and delivered safely and effectively  | 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   | Standard not inspected         |   |

## 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: Not assessed**

Table 5: Inspection outcomes for standards under principle 5

| Standard  | Outcome of individual standard | Area for improvement/<br>Area of good or excellent practice |
|---|--------------------------------|---|
| 5.1 - Equipment and facilities needed to provide pharmacy services are readily available  | Standard not inspected         |   |
| 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 | Standard not inspected         |   |
| 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                                 | Standard not inspected         |   |

### What do the summary outcomes for each principle mean?

| Finding                      | Meaning  |
|------------------------------|--|
| ✓ <b>Excellent practice</b>  | 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. |
| ✓ <b>Good practice</b>       | The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.                                |
| ✓ <b>Standards met</b>       | The pharmacy meets all the standards.  |
| <b>Standards not all met</b> | The pharmacy has not met one or more standards.  |