

Registered pharmacy inspection report

Pharmacy name: PharmacyOnline.co.uk / Bliss.co.uk

Address: St Andrews Industrial Estate, Unit 1 Devon Place, Glasgow, G41 1RD

Pharmacy reference: 9011378

Type of pharmacy: Internet

Date of inspection: 21/01/2026

Pharmacy context and inspection background

This pharmacy is located in an industrial estate in the city of Glasgow, and it is closed to the public. It provides online prescribing services for conditions including weight management, erectile dysfunction, hair loss and women's health through its website www.pharmacyonline.co.uk. It dispenses private prescriptions generated by its internal prescribing service. And it sells a range of over-the-counter medicines. The pharmacy delivers medicines via courier to people living in the UK. The pharmacy also operates as a hub pharmacy and dispenses medicines in multi-compartment compliance packs and sealed individual compliance pouches against NHS prescriptions on behalf of another community pharmacy in the company.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in July 2024 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 2.6

- The pharmacy advertises some prescription-only medicines in a way that does not adhere to regulatory requirements. For example, it offers discount codes for prescription-only medicines which does not follow guidance issued by the Medicines and Healthcare Products Regulatory Agency and Advertising Standards Authority.

Standard 4.2

- The pharmacy does not always use appropriate safeguards when prescribing medicines. For example, prescribers sometimes verify people's weight and height during video consultations and they have access to people's summary care records (SCR) to refer to. But they do not conduct video consultations or access SCR for each person. And they regularly use short, real-time videos for initiating treatment for weight loss medicines without further independent verification of the persons actual weight and height. Prescribers do not perform checks to verify the identity of people when reviewing real-time videos. The lack of verification with each supply means there may be a risk of inappropriate supplies to people.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has assessed and documented the risks associated with the services it provides. But the way in which the risk assessments are documented are not in a consistent format. This may make it difficult for team members, including prescribers, to refer to them easily.

Standard 2.2

- The pharmacy offers a wide range of prescribing services provided by pharmacist independent prescribers. The prescribers were not able to provide evidence of all of their training. So, it is difficult to show prescribers are always working within their scope of competence.

Standard 3.1

- The pharmacy website does not always display the correct and appropriate information. For example, it does not display information naming the Superintendent Pharmacist or the registration details of all of its prescribers. So, the information it does display is not entirely transparent for people accessing pharmacy services.

Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards 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	Met	Area For Improvement
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	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 not all 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	Not 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
✓ 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.