

Registered pharmacy inspection report

Pharmacy name: Certified Health Ltd

Address: Unit ID 47 Globe Mill, Bridge Street, Slaithwaite, Huddersfield, West Yorkshire, HD7 5JN

Pharmacy reference: 9011877

Type of pharmacy: Internet

Date of inspection: 10/09/2025

Pharmacy context and inspection background

The pharmacy is in a business centre in Slaithwaite, near Huddersfield. It dispenses private prescriptions for a small range of unlicensed topical and oral medicines to help treat hair loss following a private online consultation. People access the service via its website, www.unthin.co.uk. The pharmacy does not have a contract to provide NHS services and people do not access the pharmacy premises directly.

This was a reinspection following an inspection in December 2024 where the pharmacy did not meet Standards 1.1, 1.2, 3.1, 4.2, and 4.3. This reinspection focused on those Standards which had previously not been met, and the core Standards relating to patient safety. Since the last inspection, the pharmacy has carried out audits on how it dispenses medicines and checks that prescribing consultations follow its policies. It keeps appropriate records of prescriber's consultations with people and obtains additional information when necessary. And it labels medication in line with requirements. Although the pharmacy has made some improvements in relation to its risk assessments, and they consider and mitigate risks, some omissions still remain. And it has updated the layout and information provided on its website, however there are parts of the website that remain potentially misleading.

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's risk assessments do not address all the key risks with the pharmacy's services. This includes its use of unlicensed preparations and potential side effects of topical formulations. And the risk assessments don't refer to established practice or evidence-based use for these unlicensed preparations. So some key risks affecting patient safety may be missed.

Standard 3.1

- The pharmacy has updated parts of its website following the previous inspection. But the homepage promotes prescription only medicines with associated prices, and there is wording that makes unsubstantiated medicinal claims about unlicensed medicines. This is not in line with requirements for promoting medicines to the public, and can be misleading for people using the website.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy carries out some documented reviews to help ensure its consultations and dispensing service remains safe. But these reviews don't incorporate a clinical audit of the pharmacist's own prescribing practice. So they may miss opportunities to improve their knowledge and practice.

Standard 4.2

- The pharmacy obtains people's consent to access their centrally held NHS Summary Care Records. But the pharmacist prescriber doesn't consistently use this resource to verify the information people provide, instead relying on the discussions they have with people as part of a telephone consultation. So there is a risk when prescribing they make decisions without important available information.

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	Met	Area for improvement
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	
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	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 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	Standard not inspected	
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	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/ 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	Met	Area for improvement
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	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
✓ 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.