

Registered pharmacy inspection report

Pharmacy Name: Halo Health, Suite 2a, Ardenfield House, 197A
Station Road, Knowle, Solihull, West Midlands, B93 0PU

Pharmacy reference: 9011953

Type of pharmacy: Internet / distance selling

Date of inspection: 13/02/2024

Pharmacy context

This is a private, distance-selling pharmacy situated in Solihull, West Midlands. Its main activity currently is dispensing a handful of private prescriptions generated from a private doctor's surgery. It also supplies home testing kits for various conditions such as menopause, fatigue, hair loss, and anaemia. The pharmacy currently does not have a contract to provide NHS funded services and its premises are not accessible to members of the public.

Overall inspection outcome

✓ **Standards met**

Required Action: None

Follow this link to [find out what the inspections possible outcomes mean](#)

Summary of notable practice for each principle

Principle	Principle finding	Exception standard reference	Notable practice	Why
1. Governance	Standards met	N/A	N/A	N/A
2. Staff	Standards met	N/A	N/A	N/A
3. Premises	Standards met	N/A	N/A	N/A
4. Services, including medicines management	Standards met	N/A	N/A	N/A
5. Equipment and facilities	Standards met	N/A	N/A	N/A

Principle 1 - Governance ✓ Standards met

Summary findings

The pharmacy currently provides a very limited range of services and it has written procedures to support safe working. It generally keeps the records it needs to by law. Its team members understand safeguarding requirements and they keep people's private information securely.

Inspector's evidence

The correct Responsible Pharmacist (RP) notice was on display and the dispenser could explain the tasks they could or could not undertake when a pharmacist was not present in the pharmacy. The superintendent pharmacist (SI) was the RP on the day of the visit but was not present when the inspector arrived at the pharmacy. They attended the pharmacy midway through the inspection.

The pharmacy had a range of in-date standard operating procedures (SOPs) and these were signed by the dispenser. The SI, who was also an independent prescriber (IP), provided consultation services remotely to a wellness and vitamin therapy clinic in the local area. The role involved analysing blood test results and signposting people to contact their GP for further medical advice. The SI said that, to date, they had not prescribed any treatments for conditions advertised on the website such as hair-loss, erectile dysfunction, and acid reflux. The SI further commented that the pharmacy had applied for a contract to be able to provide NHS funded services, and the application was under consideration.

The pharmacy had current professional indemnity and public liability insurance. Records about RP, and private prescriptions were generally kept in line with requirements. However, on the day of the visit, the SI had not recorded their absence from the pharmacy. Most of the private prescriptions seen during the inspection had been generated from a private clinic in the local area.

The pharmacy's website included a complaint procedure and details of the privacy policy. The pharmacy's IT system was password protected. Confidential waste was shredded in the pharmacy. The SI said that he had completed Level 3 safeguarding training.

Principle 2 - Staffing ✓ Standards met

Summary findings

The pharmacy has enough team members to manage its current workload safely. And its team members have the skills and they need to provide the services offered.

Inspector's evidence

A qualified dispenser was on duty at the time of the visit. The dispenser was also a director of the company which owned the pharmacy. The SI arrived midway through the inspection. The apparent workload was currently very low so the team was able to manage this comfortably.

The SI had completed various training modules including vaccination, basic life support, and CPPE primary care pathway training which supported his role as a consultant pharmacist and enabled him to interpret blood bio-markers and provide clinical feedback on blood test results to people.

Principle 3 - Premises ✓ Standards met

Summary findings

The pharmacy's premises are adequate for the services it provides. And they are kept secure from unauthorised access. The pharmacy's website provides information to people wishing to access its services though some of this information may not reflect the services currently provided.

Inspector's evidence

The pharmacy was situated in an office complex which was closed to the public. The unit was fitted to a basic standard. There was enough storage and workspace available to allow safe working. A sink with hot and cold running water was available. The premises were secured from unauthorised access.

The pharmacy's website included the details of the pharmacy such as, the premises address, services offered, the name of the SI, and the pharmacy's GPhC registration number. However, most of the services advertised by the pharmacy on its website were currently not being provided in practice. This could mean people aren't clear about what services are available to them.

Principle 4 - Services ✓ Standards met

Summary findings

The pharmacy obtains its medicines and medical devices from reputable sources. It stores them safely and it takes the right action in response to safety alerts and recalls so that people get medicines that are fit for purpose.

Inspector's evidence

The pharmacy provided its limited services at a distance, and members of the public could access its services remotely via the internet or telephone. Medicines were mainly dispatched to people using a courier company. And an audit trail was maintained for all deliveries.

The pharmacy obtained its medicines from licensed wholesalers and invoices of stock medicines ordered were available on-line. The pharmacy sold a limited range of pharmacy-only medicines on line. But the SI said that sales had been negligible due to fierce competition. Most of the stock seen on the shelves included Rybelsus, omeprazole, vitamin supplements, injections, and vitamin intravenous infusions. Stock medicines were stored tidily and there were no date-expired medicines found amongst dispensing stock when checked. Medicines requiring cold storage such as Ozempic and Wegovy were stored in a pharmaceutical fridge. Maximum and minimum fridge temperatures were recorded and they were maintained within the recommended range for storing cold-chain medicines. The pharmacy received information about medicine and medical devices safety alerts and recalls from Gov.Uk. And records were kept providing an audit trail.

Principle 5 - Equipment and facilities ✓ Standards met

Summary findings

The pharmacy has the equipment and facilities it need to provide its current services safely.

Inspector's evidence

The pharmacy had an internet connection and access to on-line reference sources. All electrical equipment appeared to be in good working order and adequately maintained.

What do the summary findings 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.