

Registered pharmacy inspection report

Pharmacy name: Cloud Pharmacy

Address: 3 Houstoun Interchange Business Park, Livingston, West Lothian, EH54 5DW

Pharmacy reference: 9012073

Type of pharmacy: Internet / distance selling

Date of inspection: 15/09/2025

Pharmacy context and inspection background

The pharmacy is based in Livingston in West Lothian. It provides online prescribing and dispensing services through its website www.cloudpharmacy.com. The pharmacy dispenses private prescriptions, generated by its in-house prescribing service. It delivers medicines via courier to people living in the UK. And it provides private prescriptions to some third-party pharmacies who dispense and deliver medicines on their behalf. It dispenses medicines mainly for weight management and other conditions such as erectile dysfunction, hair loss and sexual health.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in October 2023 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 has not implemented its updated risk assessment for its weight loss service. And it has not completed a review of risk assessments for other treatments. The pharmacy team, including prescribers, do not readily have access to the risk assessments and prescribing policies to refer to whilst working. So, the pharmacy does not adequately manage risks with its services to help protect patient's safety.

Standard 1.2

- The pharmacy's audit activity does not consider individual prescriber's practices, including the frequency and volume of their prescribing. And the audits don't cover all areas, such as adherence to frequency and quantity of supplies it makes against its policies. So, the pharmacy doesn't have a robust process to check if all supplies are appropriate for people.

Standard 1.6

- Prescribers do not regularly record consultation notes when prescribing. The notes prescribers make are basic and do not show how the prescriber makes their decision to prescribe or not. And they do not show ongoing monitoring or consideration for any follow-up required. This makes it harder for the pharmacy to demonstrate continuity of care and show the supplies it makes are appropriate.

Standard 4.2

- The prescribers rely on the responses people provide in assessments forms to make their prescribing decisions and they don't take steps to appropriately independently verify the information people provide. Pharmacy team members, including prescribers, do not make sufficient checks on quantities and frequencies of requests to ensure supplies are appropriate. There are examples of medicines for weight loss being supplied too frequently. So patients may receive medicines which are not appropriate for them.

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	Not 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	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	
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.