

Registered pharmacy inspection report

Pharmacy name: Meds Direct to You

Address: Office 17, Toll Bar House, 1 Derby Road, Ilkeston, Derbyshire, DE7 5FH

Pharmacy reference: 9012149

Type of pharmacy: Internet / distance selling

Date of inspection: 30/04/2025

Pharmacy context and inspection background

This is a private pharmacy which offers its services to people only through its website. People cannot visit the pharmacy in person. The pharmacy has a website (www.medsdirecttoyou.co.uk) where people can purchase a range of over-the-counter medicines and access a prescribing service provided by a pharmacist prescriber based in London. The pharmacist prescribes a range of medicines, but the most popular treatments are for weight loss and dental health.

This was the first routine inspection of the pharmacy since it was registered in June 2023.

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 4.2

- The pharmacy is not able to demonstrate that sufficient safeguards are in place to make sure the

medicines it supplies are clinically appropriate when prescribing medicines for conditions, such as asthma, COPD and dental health. This includes: verifying the information provided by the person completing the online questionnaire and confirming a diagnosis of an existing medical condition. The pharmacy sometimes accepts evidence of previously dispensed medicines before prescribing for these conditions. But this is not a reliable way in isolation to verify people's healthcare condition when prescribing medicines remotely.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has a series of risk assessments and prescribing policies for the prescription only medicines which it supplies, but these do not always clearly indicate in what circumstances each individual medicine is prescribed or requests are declined. This may lead to prescribing that is not always appropriate.
- The pharmacy has a risk assessment in place for the sale of over-the-counter (OTC) medicines online, and it generally only supplies these medicines in small volumes. However, it has not considered the potential risks for each individual OTC medicine that it supplies. This may make it harder for the pharmacy to identify and mitigate any particular risks associated with the sale of an individual medicines.

Standard 1.2

- The pharmacy carries out regular audits of its supplies of prescriptions only medicines and over-the-counter medicines to assess compliance against guidelines and the pharmacy's internal procedures. Whilst these audits have identified some areas of improvement, it is not clear how effective the audit process is due to the small sample size of less than 1% of the supplies made each month.

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	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	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.