

Registered pharmacy inspection report

Pharmacy name: 24HR Pharmacy

Address: Studio 5, Sir James Clark Building, Abbey Mill Business Centre, Paisley, Renfrewshire, PA1 1TJ

Pharmacy reference: 9012234

Type of pharmacy: Internet

Date of inspection: 24/02/2026

Pharmacy context and inspection background

This is an online pharmacy based in Paisley, Renfrewshire. People who use the pharmacy do not visit the premises in person. It provides online prescribing and dispensing services through its website www.24hrpharmacy.co.uk. The pharmacy dispenses private prescriptions issued by its pharmacist independent prescribers. And delivers medicines via courier to people living in the UK. It dispenses medicines mainly for weight management and other conditions such as women's health, erectile dysfunction, hair loss and sexual health.

This was the first routine inspection of the pharmacy since it was registered in October 2023. The pharmacy did not open immediately after registration and became fully operation in October 2025.

Overall outcome: Standards met

Required Action: Not Required

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

Areas of good practice

Standard 1.1

- The pharmacy thoroughly and continually risk assesses all its services to make sure they are safe and effective and to minimise the risk of inappropriate use of medicines. Its prescribing policies and written procedures for how prescribers complete consultations with people are detailed and clear. And they include extra safety checks to help ensure the limitations of providing services at a distance are recognised and monitored. This ensures all team members work consistently, and prescribers follow a safe process when prescribing for people.

Standard 1.6

- The pharmacy keeps detailed records of consultations. This includes all the counselling and advice that pharmacist prescribers provide to people about their medicines, lifestyle support and diet.

Standard 2.2

- The pharmacy's prescribers participate in joint training with other healthcare professionals and specialists. Learning is shared with team members and further development opportunities are encouraged.

Standard 2.4

- Team members work in an open, inclusive and transparent environment. The Superintendent Pharmacist leads the team by mentoring and supporting them with regular reviews to discuss and identify opportunities for training.

Standard 4.2

- The pharmacy manages and delivers its services well. It maintains detailed records of all communication with people and others involved in the person's care, such as the person's usual prescriber. Team members give people good lifestyle support and advice when providing them with treatment. The pharmacy supports people using its service well with effective and positive treatment outcomes.

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	Good Practice
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	Good Practice
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	Good Practice
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	Good Practice
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 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	Good Practice
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.