

Registered pharmacy inspection report

Pharmacy name: Your Medicals

Address: 2 Stadium Place, Leicester, Leicestershire, LE4 0JS

Pharmacy reference: 9012314

Type of pharmacy: Internet / distance selling

Date of inspection: 26/03/2025

Pharmacy context and inspection background

This is a pharmacy with an NHS distance-selling contract situated in a mixed industrial unit in Leicester. The pharmacy dispenses a small number of NHS prescriptions. It provides a private online weight management service and sells P and GSL medicines online.

This was the first routine inspection of the pharmacy since it was registered in October 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 1.1

- The pharmacy has undertaken some risk assessments of its services including a risk assessment for the supply of weight loss medicines and the sale of Pharmacy Only (P) medicines online. But it does not have an overarching risk assessment that shows how it has considered and mitigated all of the risks of the model it is using including the overall risks of the service, ensuring prescribers have the right competencies for the treatments provided, ensuring appropriate records are kept

and staff communication. And the pharmacy is not following its own procedures for the supply of P medicines which are liable to misuse, overuse or abuse.

Standard 1.6

- The pharmacy cannot show that it keeps all the records it needs to for the safe provision of its services. It was unable to show that the prescriber made appropriate clinical records for consultations and prescribing decisions for the weight management. And the pharmacy does not routinely record the reasons it has supplied P medicines, particularly for medicines liable to abuse, misuse or overuse.

Standard 3.1

- There is excessive clutter and boxes on the stairs and the front entrance. This presents a significant health and safety risk.

Standard 4.2

- The pharmacy was unable to provide satisfactory records of the prescriber's clinical notes and prescribing decisions. There were no records to show the prescriber had considered the additional risks of prescribing where there was no consent to contact the person's regular prescriber. And where consent was given the pharmacy could not show that they were contacting the person's regular prescriber. The pharmacists could not show that they were supplying P medicines that had a risk of abuse, misuse, or overuse safely. They were not completing ID checks or recording their decision to sell medicines to show that they had considered all the risks.

Standards that were met with areas for improvement

Standard 1.2

- While the pharmacy might not have been providing services long enough to complete a routine audit, an audit of the new prescribers' decisions and record keeping would be appropriate to support safe and effective prescribing.

Standard 2.2

- The pharmacy had assessed the pharmacist independent prescribers (PIPs) competency to prescribe when employing them. But they had not kept any records of the PIPs training portfolio. This made it harder for the pharmacy it is unable to show that its prescriber is working within their competency.

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	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	Area for improvement
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 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	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.