

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: 23/09/2025

Pharmacy context and inspection background

This is a pharmacy with an NHS distance-selling contract situated in a mixed industrial unit in Leicester. Its main activity is a private online weight management service. It also provides a small number of other private services including hair loss and sells over-the-counter medicines online. The pharmacy also dispenses a small number of NHS prescriptions.

This was a targeted reinspection following an inspection in March 2025 where the pharmacy did not meet Standards 1.1, 1.6, 2.2, 3.1, and 4.2. This was also an intelligence-led inspection of the pharmacy following information received by the GPhC. This reinspection focused on those Standards which had previously not been met, and the core Standards relating to patient safety. Since the last inspection, the pharmacy has relocated its dispensary, and the new dispensary is spacious and well organised. It has improved the visibility of its record keeping so that the whole team can see information. It has made its processes for the sale of pharmacy only (P) medicines safer. And the pharmacy now shares information about the medicine it prescribes with the persons regular health provider. But there were still some areas which require further improvement.

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 considered some of the risks associated with the services it supplies. It has an overarching risk assessment and a risk assessment for its weight loss service. But it has introduced new services such as treatments for period delay, jet lag and asthma without first producing specific written risk assessments for these services. So the pharmacy cannot demonstrate that it has fully identified and mitigated the risks associated with all of its services to ensure they are provided safely to people.
- The main activity of the pharmacy is a private online weight management service. The pharmacy has not fully considered the risks of how external factors may impact this service. Or put in place effective processes to mitigate these factors and ensure that its patients receive appropriate ongoing support and continuity of care.

Standard 1.2

- In the previous inspection the pharmacy had been advised to complete an audit of the prescribing decisions of the pharmacist independent prescriber (PIP) who had recently started prescribing at the pharmacy. The pharmacy has now employed a second PIP and has not completed an audit of either PIP's prescribing decisions. This makes it difficult for the pharmacy to demonstrate that its written processes are followed and continue to be effective.

Standard 1.4

- The pharmacy does not have an effective complaints process that responds to feedback and concerns about the pharmacy's services in a timely and effective manner. There was evidence that the pharmacy doesn't always respond with reasonable promptness to people who raise concerns.

Standard 4.2

- The pharmacy doesn't always independently verify clinical information provided by the patient, particularly for the weight loss service. This means people may receive treatment which is not suitable and safe for them to take.
- When accessing a service patients provide initial information through an online questionnaire. The questionnaires cover key areas such as medical history and risk factors. But if a patient gives an answer that means that the medicine cannot be supplied this is flagged to them. The patient could then change the answer, and the system does not flag this up to the prescriber. This may mean that a prescriber does not have all the information they need to make a safe prescribing decision. This issue was raised at the previous inspection and the process has not been changed.

Standards that were met with areas for improvement

Standard 1.6

- The record of the prescriber's decision is now visible to all the team. And the pharmacy routinely records the reason it has supplied pharmacy only (P) medicines. But the prescriber does not consistently fully document information discussed during a consultation and the full rationale for their prescribing decision. This may make it harder for other members of the team to fully

understand the reasons for the prescribing decision and could make dealing with any future query more difficult.

Standard 4.4

- The pharmacy receives alerts for the recall of medicines and medical devices. But it does not keep a record of the relevant action that it takes. This means that the pharmacy may not always be able to demonstrate how it responds to recall and safety notices.

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	Not 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	Area for improvement
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Standard not inspected	
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	Standard not inspected	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	

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	Area for improvement

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	Standard not inspected	
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	Standard not inspected	

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.