

Registered pharmacy inspection report

Pharmacy name: Meso Pharmacy

Address: Lindow House, Unit 11, Novus Park, Haig Road, Knutsford, Cheshire, WA16 8FB

Pharmacy reference: 9012341

Type of pharmacy: Internet

Date of inspection: 15/07/2025

Pharmacy context and inspection background

The pharmacy premises is located on the outskirts of Knutsford in Cheshire. It is within the offices and warehouse of its parent company, Mesoesthetics. It dispenses private prescriptions for aesthetic products and medicines. And it provides a private video-led weight management service using patient group directions. The pharmacy advertises its weight loss services on its website www.mesopharmacy.co.uk. and people book appointments through the website to have a consultation with the pharmacist before treatment is provided. People do not access the pharmacy premises directly. The pharmacy delivers aesthetic products and weight loss treatments to clinics and patients.

This was the first routine inspection of the pharmacy since it was registered in January 2024. The pharmacy has recently changed its name from Now Pharmacy to Meso Pharmacy.

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 does not update its risk assessment when its services change, for example when introducing a weight management service. Its overarching risk assessment although detailed does not contain risks for specific treatments and/or medicines such as for aesthetic products and weight loss medicines. And although its risk assessment has actions to take to minimise risk, not all of these are implemented into the pharmacy's procedures, for example implementing a clinical audit schedule and completing spot checks of prescribers' registration status.
- The pharmacy does not have specific guidance about the aesthetic products it supplies. For example it does not have copies of aesthetic treatment protocols available for the pharmacy team to refer to when checking maximum quantities and frequency of supplies.

Standard 1.2

- The pharmacy does not complete regular, documented audits to ensure its processes are robust and team members are following them. For example, to show prescribers providing aesthetic services have face-to-face consultations with people. And it doesn't record all its interventions with prescribers to learn from them. This means the pharmacy cannot proactively monitor the quality of its services.

Standard 4.2

- The pharmacy dispenses private prescriptions for aesthetic products and medicines which are not legally valid. The address of the prescriber is recorded incorrectly as that of the pharmacy premises. These prescriptions do not have directions for use. And although the products have a treatment protocol included in the pack, it makes it difficult for the pharmacy to know how the prescriber intends its use. And for the patient to understand how to use any treatment they may take home.

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	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.