

Registered pharmacy inspection report

Pharmacy name: Curate Health

Address: Unit 1, Mead Way, Great Hallingbury, Bishop's Stortford, Essex, CM22 7FD

Pharmacy reference: 9012358

Type of pharmacy: Internet / distance selling

Date of inspection: 28/04/2025

Pharmacy context and inspection background

This pharmacy is located in a business park in Bishop's Stortford. The pharmacy is closed to the public. And it provides its services online via their website, www.curatehealth.co.uk. It currently offers a private prescribing service for the treatment of weight loss. People can access this service initially by completing an online consultation questionnaire. These questionnaires are reviewed by pharmacist independent prescribers (PIPs). And PIPs can issue private prescriptions for the medicines following consultations, where appropriate, which are then dispensed by the pharmacy and delivered to people's homes.

This was a reinspection following an inspection in October 2024 where the pharmacy did not meet Standards 1.1, 1.4, 1.6, 1.8 and 4.2. This reinspection focused on those Standards which had previously not been met. It found there were ongoing weaknesses relating to record keeping and verification of information provided by people which indicated that some supplies may not always be safe and appropriate. However, since the last inspection, the pharmacy has more fully considered and mitigated the risks associated with its prescribing service. And it has updated its online questionnaire to ensure it obtains more information from people to help inform prescribing decisions. The pharmacy now makes the appropriate checks to ensure vulnerable people can be identified. And it then provides general support information via email to those identified people. But its prescribers do not routinely contact these people on an individual basis so they may not always receive any additional advice or support specific to them. The pharmacy has reviewed how it handles queries from people about its service. And it has increased the number of staff in its customer service team which means they can respond to people in a timelier manner. However, dealing with queries and complaints appropriately and in a timely way is an ongoing area for 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 1.6

- The pharmacy keeps records of its consultations with people but these records do not contain enough detailed information to make it clear why a prescribing decision was made.

Standard 4.2

- The pharmacy does not always independently verify information about people's body mass index (BMI). And it does not always complete reviews with people as per its prescribing policies. This means some people may be receiving treatment which is inappropriate for them.

Standards that were met with areas for improvement

Standard 1.4

- The pharmacy has taken steps to improve how it deals with queries and concerns from people using its services, most notably since March 2025. It has increased the number of staff in its customer service team to help manage the queries it receives from people in a more timely manner. And clinical queries are addressed as a priority, However, the responses provided to people do not always adequately address the queries raised. This makes it harder for the pharmacy to show they are responding to all queries appropriately.

Standard 1.8

- The pharmacy seeks to identify people who may need additional support and it provides resources where appropriate. However, prescribers do not routinely contact these people so they may not always receive additional advice to support them individually.

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	Met	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Standard not inspected	
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Standard not inspected	
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	Area for improvement
1.5 - Appropriate indemnity or insurance arrangements are in place for the pharmacy services provided	Standard not inspected	
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	Standard not inspected	
1.8 - Children and vulnerable adults are safeguarded	Met	Area for improvement

Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Not assessed

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	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	

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: Not assessed

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	Standard not inspected	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	Standard not inspected	

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: Not assessed

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	Standard not inspected	
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.