

Registered pharmacy inspection report

Pharmacy name: The Private Pharmacy Clinic

Address: Suite 1, 2nd floor, Remax business Centre, 51-52 Calthorpe Road,
Edgebaston, West Midlands, B15 1TH

Pharmacy reference: 9012397

Type of pharmacy: Internet / distance selling

Date of inspection: 14/10/2025

Pharmacy context and inspection background

This is a private, distance-selling pharmacy situated in a business centre in Birmingham. Its main activity currently is providing a private online weight management service using pharmacist independent prescribers who work remotely. The pharmacy does not have a contract to provide NHS funded service.

This was a reinspection of the pharmacy following an inspection in February 2025 where the pharmacy did not meet standards 1.1, 1.6 and 4.2. This reinspection mainly focused on those standards which had previously not been met and standards relating to its website. Since, the last inspection, the pharmacy has made some progress in identifying some of the risks associated with its services and it had improved its record keeping. But there were still some areas which required 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 risks associated with its services. Its prescribing policy, although very limited, had considered inclusion and exclusion criteria when prescribing weight management medicines. However, its risk assessment had not identified or mitigated risks associated with patients not consenting to share relevant information about their treatment with their regular GP.

Standard 3.1

- The pharmacy's website contains information about a membership scheme that it does not offer. And it displays information about pharmacists and doctors who do not provide the pharmacy's prescribing service but does not include information about the pharmacy's current prescribers. This means people using the service may not have all the information they need to make decisions about their care provider.
- The pharmacy's website has information about prescription-only medicines on its home page. The pharmacy needs to make sure it meets the requirements and guidance issued by the GPhC and other UK regulators such as the Medicines and Healthcare Regulatory Agency (MHRA) and the Advertising Standards Authority (ASA) about advertising medicines.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy did not have a clear audit trail to show that its prescribers had read its standard operating procedures and risk assessments. This makes it harder for the pharmacy to be sure its prescribers are aware of and are following these processes.
- The pharmacy had not yet completed any audits of its prescribing services or of its prescribers providing the prescribing service. Though it indicated it aims to carry out such audits in the near future. Doing so would help to ensure that the pharmacy is able to assess that its written procedures and risk assessments are followed and continue to be effective. And can address any weaknesses in its service.

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	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: 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: 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 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	
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: 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	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	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.