

Registered pharmacy inspection report

Pharmacy name: Aestheticsrx Pharma Ltd

Address: Unit 1, 96 Caledonia Street, Glasgow, Glasgow City, G5 0XG

Pharmacy reference: 9012430

Type of pharmacy: Internet / distance selling

Date of inspection: 12/03/2025

Pharmacy context and inspection background

The pharmacy is in Glasgow. It is a distance selling pharmacy that provides aesthetics products, botulinum toxins and injectable medicines for weight loss against private prescriptions issued by UK based prescribers. It does this via its website www.aestheticsrxpharma.co.uk. Only prescribers and aesthetic practitioners can access services through the website.

This was the first routine inspection of the pharmacy since it was registered in June 2024.

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 have documented risk assessments for the medicines it provides. This includes for botulinum toxins, and weight loss medicines. And it cannot show it has considered the need to restrict the quantity and frequency of the medicines it supplies. The pharmacy does

not have documented risk assessments to identify and mitigate risks of not having face to face consultations when necessary. It does not have a policy for carrying out checks to provide ongoing assurance that prescribers can legally prescribe. And it does not have a documented risk assessment when working with third-party companies to check the prescriptions they receive are appropriate and safe to supply to patients.

Standard 1.2

- The pharmacy does not proactively audit or review the services it provides. It cannot show that its policies and procedures are effective at keeping services safe. This includes completing clinical audits of supplies, monitoring prescribers to show they are eligible and safe to prescribe and the delivery of medicines that require temperature control. The pharmacy does not have adequate systems in place to identify trends to prompt effective interventions. So, the pharmacy is unable to show how it continually monitors and improves the safety and quality its services.

Standard 4.2

- The pharmacy cannot demonstrate it always delivers its services safely. It doesn't always have the information it needs for the pharmacist to adequately complete the clinical check. And it doesn't know if people's weights are independently verified. Checks to confirm prescriber's registration aren't made. And there are no records of interventions to show that doses and frequency of supplies are always appropriate. The pharmacy doesn't confirm face to face consultations are carried out when appropriate, even though prescribers and people's addresses are geographically widespread. And it doesn't ensure that all prescriptions are labelled with specific instructions to ensure people receive treatment as intended.

Standard 4.3

- The pharmacy is not proactive at checking the expiry dates of the medicines and products it keeps. And it does not keep date-checking records to show that medicines and products are fit for purpose. The pharmacy does not carry out sufficient daily checks to show that the pharmacy fridge is operating at the required temperatures at all times. And it does not keep fridge temperature records to show that medicines and products have been sufficiently stored at the correct temperature and are fit for purpose. The pharmacy does not have suitable arrangements for the disposal of unwanted medicines.

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	Not 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.