

Registered pharmacy inspection report

Pharmacy name: Chemist4U

Address: One, Penketh Place, Skelmersdale, Lancashire, WN8 9QX

Pharmacy reference: 9012464

Type of pharmacy: Internet / distance selling

Date of inspection: 01/04/2025

Pharmacy context and inspection background

This is an online pharmacy which people can access through the pharmacy's websites <https://www.chemist-4-u.com/> and <https://my-bmi.co.uk/>, or the pharmacy's mobile application. It is situated on an industrial estate in Skelmersdale, West Lancashire. The pharmacy dispenses NHS prescriptions and sells over-the-counter medicines through its website. It also dispenses prescriptions for a variety of third-party services, including some NHS contracted services. It also has an in-house private prescribing service which provides weight loss services, and treatments for other common conditions. Most of the medicines it supplies are delivered using a national courier company.

This was the first routine inspection of the pharmacy since it relocated from nearby premises in January 2025.

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 always effectively identify and manages risks before introducing a new

service or making a change to an existing service or process. For example, it has made changes to its weight loss services without having assessed the risks involved. This means prescribing may not always be safe and people might receive medicines that are not appropriate.

- The pharmacy provides additional treatments to help people manage side effects when they are supplied with weight loss medicines. But it does not conduct a thorough consultation to assess whether the medicine is safe and appropriate for the person concerned.
- The pharmacy prescribes weight loss medicines in titration bundles. But it is unable to show that there are sufficient controls in place to make sure this option is suitable for the people it supplies.
- The pharmacy sometimes accepts evidence of previously dispensed medicines to prescribe medicines for long term conditions, such as asthma. This is not a reliable way to verify people's healthcare condition when prescribing medicines remotely.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy carries out regular audits of its prescribers to assess compliance against guidance and the pharmacy's procedures. But it is not clear how effective these audits are as the sample size reviews less than 0.5% of prescribing per quarter, and the audits have not identified any areas of improvement. This suggests either the audit or the pharmacy's systems are not constructed to ensure they are sufficiently robust to identify consultations and prescribing which may require a review.

Standard 4.2

- The pharmacy provides medicines in multi-compartment compliance packs to help people take their medicines. QR barcodes are printed onto the packs which directs people to the online patient information database. But the pharmacy does not provide the specific patient information leaflets from the manufacturer for the medicines it supplies in packs. This means people may not always have access to the most up to date, and accurate, information about their 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	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: **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 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	Area for improvement
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.