

Registered pharmacy inspection report

Pharmacy name: Mediboost Pharmacy

Address: Unit 66, Batley Business Park, Technology Drive, Batley, West Yorkshire, WF17 6ER

Pharmacy reference: 9012495

Type of pharmacy: Internet / distance selling

Date of inspection: 21/05/2025

Pharmacy context and inspection background

The pharmacy is in a business premises in Batley town centre. It is a private pharmacy so does not provide NHS services, and it provides services to people at a distance. The pharmacy sells P and GSL medicines to people via eBay and Amazon. And occasionally it provides travel vaccinations to people face-to-face via patient group direction (PGD).

This is the pharmacy's first inspection since it was registered in August 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's overarching written risk assessment (RA) for the service it provides to people online is incomplete. And it doesn't have documented risk assessments for individual treatments and medicines. It hasn't applied the information in its risk assessment when working with online companies such as Amazon and e-Bay. This means the pharmacy hasn't assessed and managed key risks and so the supplies it makes may not be appropriate for people.

- The pharmacy has some documented standard operating procedures (SOPs). But they do not cover all aspects of the service. For example, to help manage the risks of supplying medicines to people online. And to manage the requirements of the responsible pharmacist regulations and the proper management of stock expiry dates.
- The pharmacy doesn't have clear frameworks for the pharmacist to use to help ensure supplies are safe and appropriate. There is no clear direction on maximum quantities, frequencies of supply, unlicensed use, and when a supply is inappropriate.

Standard 1.2

- The pharmacy does not audit or monitor the supplies it makes to ensure it provides them safely. And without complete documented risk assessments and standard operating procedures (SOPs), it does not have access to the right information to be able to conduct any audits effectively.

Standard 1.6

- The pharmacy does not maintain a record of responsible pharmacists, as required by law.
- The pharmacist does not keep records of their consultations and conversations with people ordering medicines, or any other communications with people about their medicines. There are no records to help justify and reflect on decisions to supply or not supply people with their requested medicines. Or when people have been referred to a more appropriate source of help and treatment.

Standard 4.3

- The pharmacy does not have robust systems in place to regularly check and remove expired medicines from stock. And there are some short-dated and expired stock on the shelves. This means there is a risk people may receive medicines which are out of date.

Standard 4.4

- The pharmacy does not receive drug alerts and does not have a system to deal with them.

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	Not 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	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	Not 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.