

Registered pharmacy inspection report

Pharmacy name: MedCare Health Clinic

Address: Hesketh Building, 41 Ormskirk Road, Preston, Lancashire, PR1 2QP

Pharmacy reference: 9012510

Type of pharmacy: Internet / distance selling

Date of inspection: 27/02/2025

Pharmacy context and inspection background

This pharmacy is situated in Preston city centre. It dispenses private prescriptions and sells over-the-counter medicines both in-person and online via its website www.medcare-healthclinic.com. It also provides a range of services including travel vaccinations, and a private phlebotomy service. It offers a pharmacist led prescribing service to issue prescriptions for weight loss medicines, travel medicines, and other specific health conditions.

This was the first routine inspection of the pharmacy since it was registered in September 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 sells and prescribes medicines at a distance, but it does not have risk assessments available or effectively identify all of the risks associated with its services. It does not have a thorough process to check the identity of the people using its online services to ensure the

person is who they say they are. And it does not inform the person's regular prescriber when it issues a private prescription and supplies medicines to people. So the pharmacy is not able to show how it manages the associated risks effectively and demonstrate how it provides its services in a safe manner.

Standard 1.2

- The pharmacy does not have a process to record and review mistakes that occur during the dispensing process. So it cannot demonstrate how its team members identify learning points from adverse events to help improve the services they provide and make them safer. And there is a risk of similar mistakes occurring again.

Standard 1.6

- Some records are kept by the pharmacy when medicines are prescribed. However, they do not keep the required records when medicines are supplied against private prescriptions. So they are unable to accurately show what medicines have been supplied and when.

Standard 3.1

- The pharmacy has a website which uses a questionnaire style consultation, and it is present on each individual medicine page. The website does not make it clear that the prescribing decisions are made by the pharmacist independent prescribers. The consultation method used does not allow for a two-way communication which may impact on the ability of the prescriber to suggest safer alternative treatments.

Standard 4.2

- The pharmacy does not always have prescribing policies available for all the health conditions that it offers consultation services for. It issues prescriptions for high strength sodium fluoride toothpaste without seeking advice from a dental specialist which is not in line with the prescribing guidance and the product license. So the pharmacy is unable to show how it prescribes medicines safely and demonstrate how its prescribers follow a good decision making process.
- The pharmacy supplies medicines online and requests people to provide their age. But it does not independently verify their age or carry out robust ID checks. So the pharmacy is unable to show it is supplying medicines safely when providing services at a distance.

Standards that were met with areas for improvement

Standard 2.2

- Pharmacist independent prescribers are used to provide the prescribing service. They complete training packages and read guidance for the conditions they prescribed for. But they are unable to provide evidence of their training, or the completion of a peer review. So the pharmacy is unable to show its prescribers are always working within the remit of their skills and knowledge.

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	Area for improvement
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 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 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	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.