

# 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:** Community

**Date of inspection:** 23/09/2025

### Pharmacy context and inspection background

This pharmacy is situated in Preston City Centre. It sells over-the-counter medicines both in-person and online and dispenses private prescriptions. 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 a full reinspection following an inspection in February 2025 where the pharmacy did not meet Standards 1.1, 1.2, 1.6, 3.1, and 4.2. The pharmacy had implemented a number of controls to address the risks associated with its services. ID checks are in place and sufficient. And the pharmacy requires the person's GP details in order to send a notification about the medication and service they had been provided by the pharmacy. The pharmacy had implemented a process to record and investigation errors, and review near miss type incidents. This involves use of electronic recording software to record and review mistakes. The same software is used by the pharmacy to keep records about the medicines that are supplied against private prescription. The pharmacy's website had been updated and people are required to confirm they understand that prescribing decisions are made by the prescriber. And video or telephone consultations had been implemented to enable a prompt two-way conversation between the prescriber and the patient. New prescribing policies have been implemented to assist the prescribers in their decision making and obtaining the evidence required in order to prescribe a medicine.

**Overall outcome:** Standards met

## Required Action: None

Follow this link to [find out what the inspections possible outcomes mean](#)

### Standards that were met with areas for improvement

#### Standard 1.1

- The pharmacy has considered the services it provides and the associated risks. It has implemented a number of controls to help manage the risks it has identified. But they have not completed a written risk assessment to help demonstrate they have systematically identified and reviewed all of the risks to show they have been suitably addressed.

#### Standard 2.2

- Pharmacist independent prescribers are used to provide the prescribing service. They have completed training packages and read guidance for the conditions they prescribed for. But they have not undertaken a peer review of their work. So the pharmacy is unable to show their prescribers are always working to best practice.

## Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 1: Inspection outcomes for standards under principle 1

| Standard                                                                                                                                                                               | Outcome of individual standard | Area for improvement/<br>Area of good or excellent practice |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------------------------------------|
| 1.1 - The risks associated with providing pharmacy services are identified and managed                                                                                                 | Met                            | <b>Area for improvement</b>                                 |
| 1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored                                                                                                 | 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/<br>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                            | <b>Area for improvement</b>                                 |
| 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/<br>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: **Standards met**

Table 5: Inspection outcomes for standards under principle 5

| Standard                                                                                                                                                                            | Outcome of individual standard | Area for improvement/<br>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                                                                                                                                                                                |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ✓ <b>Excellent practice</b>  | 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. |
| ✓ <b>Good practice</b>       | The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.                                |
| ✓ <b>Standards met</b>       | The pharmacy meets all the standards.                                                                                                                                                  |
| <b>Standards not all met</b> | The pharmacy has not met one or more standards.                                                                                                                                        |