

# Registered pharmacy inspection report

## Pharmacy name: Neom Pharmacy

**Address:** 34 Knightsbridge, London, SW1X 7JN

**Pharmacy reference:** 9012598

**Type of pharmacy:** Community

**Date of inspection:** 19/06/2025

### Pharmacy context and inspection background

This community pharmacy is located in Knightsbridge, London. It does not have an NHS contract and therefore does not provide any NHS services. Instead, it provides a face-to-face pharmacist led prescribing service for minor illnesses and weight loss treatments. It also sells a range of over-the-counter medicines. Most of the people who access its services are tourists visiting the city.

This was the first routine inspection of the pharmacy since it was registered in November 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 1.6

- The pharmacy offers a service where pharmacists can prescribe treatments for minor illnesses and help with weight loss. However, consultation notes don't contain enough detail to show why certain treatments were prescribed. In addition, the notes aren't written during or straight after the consultation, which means they might be inaccurate. This makes it difficult for the pharmacy

to show that pharmacists are asking all the right questions and giving proper advice to the people using the service. Without good records, it's harder to prove that patients are getting safe and effective care

## **Standard 4.2**

- The pharmacy asks for people's consent to contact their regular healthcare provider when they access the pharmacist led prescribing service. But there is no evidence to demonstrate that the pharmacy follows this up and notifies the person's regular prescriber when a treatment has been supplied. This does not support care continuity and information sharing which would help to reduce risk.

## **Standards that were met with areas for improvement**

### **Standard 1.1**

- The pharmacy has a risk assessment for its pharmacist led prescribing service. But it has not reviewed the risk assessment since starting the service. This means emerging risks may not have been identified and effectively managed. Reviewing risk assessments regularly would show that the pharmacy takes appropriate action to continuously improve its service to make sure it is provided safely and effectively.

### **Standard 1.2**

- The pharmacy completes audits of its prescribing service to help make sure policies and procedures are being followed. However, it needs to expand on this and cover the whole service rather than one element of it. It would also benefit having an independent person review the service, such as the consultation notes, prescribing patterns and volumes of medicines being issued to help make improvements to the service.

### **Standard 2.2**

- The pharmacy provides its team members with some informal training to help develop their skills and knowledge. But this is not structured and there is no evidence to demonstrate what training has been completed. Having a formal training programme would help to make sure there is a consistent approach in developing its team members.
- The prescribing pharmacist has completed some training to help demonstrate their competency when prescribing treatments for weight loss and minor illnesses. However, some of the training is outdated and they would benefit by completing regular training to help make sure their skills and knowledge are up to date

## 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/<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                            | <b>Area for improvement</b>                                 |
| 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  | <b>Not met</b>                 |   |
| 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 not all 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  | 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/<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.  |