

# Registered pharmacy inspection report

## Pharmacy name: Dam Pharmacy

**Address:** Dam Health, 112 Mariners Wharf, Liverpool, Merseyside, L3 4DG

**Pharmacy reference:** 9012599

**Type of pharmacy:** Internet / distance selling

**Date of inspection:** 12/11/2025

### Pharmacy context and inspection background

This pharmacy is situated in Liverpool, Merseyside. It solely dispenses prescriptions for a private healthcare provider which specialises in weight loss services and is CQC registered. The pharmacy delivers medicines to people using courier services. People cannot visit the pharmacy to access its services, and the pharmacy does not offer any other services.

This was a full reinspection following an inspection in May 2025 where the pharmacy did not meet Standards 1.1 and 4.3. The pharmacy had created a new risk assessment since the previous inspection. However, the risk assessment lacked sufficient detail and so some of the risks may still be overlooked. Therefore, the pharmacy had not fully met Standard 1.1. The pharmacy had taken steps to improve the packaging used to deliver medicines which require refrigeration, and it validated the delivery process to help show it maintains the required temperature for at least 48 hours. So the pharmacy had met Standard 4.3.

**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 has written risk assessments for the services it provides and the medicines it supplies on behalf of a prescribing service it is associated with. There are some processes in place to address some of the associated risks. However, it is not comprehensive enough to demonstrate the due diligence undertaken is sufficient to show that the controls adequately mitigate against the risks that had been identified. For example, some of the controls referred to prescribing algorithms and procedures, but the pharmacy had not seen these documents. The pharmacy has not gained further assurances about the validation methods used for the remote prescribing of weight loss treatments. And some risks continue to be overlooked, such as having a robust service level agreement in place to determine responsibilities and expectations.

## Standard 1.4

- The pharmacy does not have sufficient processes in place to ensure complaints and feedback are directed to the most appropriate department, between the associated prescribing service and pharmacy. This includes having a clear and up to date service level agreement setting out which service is responsible for the complaint or query.

## Standards that were met with areas for improvement

### Standard 4.1

- The pharmacy does not always make people aware that it dispenses medicines on behalf of the prescribing service. This means there is a lack of clear information, and some people may not know who to contact for advice 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	<b>Not met</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	<b>Not met</b>	
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	<b>Area for improvement</b>
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/ 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.