

# Registered pharmacy inspection report

## Pharmacy name: Oushk Pharmacy

**Address:** Suite 1, Orient House, Newton Street, Hyde, Greater Manchester, SK14 4RY

**Pharmacy reference:** 9012610

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

**Date of inspection:** 27/05/2025

### Pharmacy context and inspection background

This is a private pharmacy which offers its services to people only through its website [www.oushkpharmacy.com](http://www.oushkpharmacy.com). People generally don't visit the pharmacy unless they have arranged to collect their medicine in person and most medication is supplied to people using courier services. The pharmacy mainly prescribes and supplies treatments for weight loss, but a few other prescription medicines are available. People request a medication by completing an online consultation. The prescribing service is provided by pharmacist prescribers who work both at the pharmacy and remotely. The pharmacy also sells a small number of over-the-counter medicines, and some skincare toiletries.

This was the first routine inspection of the pharmacy since it relocated from nearby premises in December 2024.

**Overall outcome:** Standards not all met

**Required Action:** Statutory Enforcement

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

### Standards not met

#### Standard 1.1

- The pharmacy does not manage the risk of prescribing and supplying high volumes of medicines, or the pharmacists dual role of prescriber and responsible pharmacist (RP). Team members have not confirmed their understanding of the pharmacy's standard operating procedures (SOPs). And there is some evidence that SOPs are not always closely followed in practice which means the pharmacy may not consistently operate in a safe and effective manner.

## Standard 1.2

- The pharmacy does not actively audit or review clinical decision making against prescribing policies and guidelines to make sure prescribing is consistently safe and appropriate.

## Standard 1.6

- The pharmacy keeps brief records of its consultations with people, but entries are not always made contemporaneously at the time of the consultation. Documentation does not always contain enough detailed information to make it clear why a prescribing decision was made which could affect the person's ongoing care.
- The responsible pharmacist record is not always accurate. It doesn't show when the responsible pharmacist is absent which means it is not a reliable record.

## Standard 4.2

- The pharmacy is not able to demonstrate that safeguards are consistently used to make sure the medicines it supplies for weight loss through the prescribing service are clinically appropriate for the people requesting them. The pharmacy prescribes high volume of prescriptions and prescribers often generate prescriptions within seconds of each other, sometimes early in the morning or late at night, outside of the pharmacy's operating hours. This suggests that the prescriber might not always have enough time to carry out a sufficiently thorough review of all the information or make appropriate enquiries before issuing a prescription.
- The pharmacy does not always independently verify information about people's body mass index (BMI), and when it does verify details, it does not always record this in the person's plan. There are instances when it continues to prescribe for people with healthy BMIs, even though their initial BMI was not independently verified at the start of their treatment.
- The pharmacy sometimes relies on evidence of previously dispensed medicines when prescribing. But this, in isolation, is not sufficient verification when prescribing medicines remotely.
- When people refuse consent for their GP to be notified, the pharmacy still goes ahead and prescribes and supplies the medicine. This means their GP might not know a supply has been made and may miss opportunities to raise concerns.
- The same pharmacist sometimes prescribes and carries out the clinical and accuracy checks without the involvement of a qualified second person which increases the risk of errors. The pharmacy is not able to justify why this happens, and it is not possible to audit the safety of the combined prescribing and dispensing activities.

## Standard 4.3

- The pharmacy is not able to demonstrate that the temperatures of its medical fridges have been monitored during April and May 2025. Five of the six fridges recorded a maximum temperature outside of the required range at the inspection. This means that the pharmacy cannot effectively show that fridge medicines have been stored at the correct temperature and are fit for purpose.

## Standards that were met with areas for improvement

### Standard 2.6

- Some people accessing the weight-loss service use discount codes. The pharmacy must ensure that it meets the requirements and guidance issued by other UK regulators such as the Medicines and Healthcare Regulatory Agency (MHRA) and the Advertising Standards Authority (ASA) including when promoting services on social media.

## 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	<b>Area for improvement</b>

### 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	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	Not 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.