

# Registered pharmacy inspection report

## Pharmacy name: Dam Pharmacy

**Address:** Lower Ground Floor, 55 Crawford Street, London, W1H 4JQ

**Pharmacy reference:** 9012659

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

**Date of inspection:** 13/08/2025

### Pharmacy context and inspection background

This pharmacy is situated in the Paddington area of West London. It is not open to the public. It solely dispenses prescriptions for private healthcare providers who specialise in weight loss services. The pharmacy delivers medicines to people using courier services. It doesn't offer any other services, and it almost exclusively supplies injectable weight loss medicines.

This was the first inspection of the pharmacy since it was registered in February 2025. It previously operated from another premises in Knightsbridge which is no longer registered with the GPhC.

**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 is not able to demonstrate that it undertakes appropriate risk assessments or completes sufficient due diligence checks when working with third-party prescribers offering

weight management services. Furthermore, it fails to identify and mitigate emerging risks linked to potentially unsafe prescribing practices, raising concerns about the robustness of its clinical governance arrangements.

## **Standard 4.2**

- The pharmacy dispatches prescribed weight loss medications to locations that do not appear to be associated with the patients for whom the treatments are intended. The delivery addresses include beauty clinics or residential properties potentially connected to the prescriber or their associates. This pattern suggests the medicines may not be reaching the intended patients safely or appropriately, and it raises concerns regarding the appropriateness of the prescribing practices and the intended use of the medications.

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

### **Standard 1.6**

- The pharmacy's private prescription registers are not easily accessible, making it difficult to have a complete overview of the prescriptions it has dispensed. This lack of transparency limits effective monitoring and auditing, which are essential for ensuring safe and responsible practice.
- The pharmacy's system does not permit easy access to prescribing notes or previous supply records, and it does not have a system to record clinical interventions. This limits the pharmacist's ability to assess if prescribing is appropriate, and ensure safe and effective patient care.

### **Standard 2.1**

- The pharmacy does not have a structured staff induction and training processes. This could make it harder for team members to develop the skills and knowledge needed for their roles.

### **Standard 3.5**

- The room temperature in the pharmacy is not well controlled due to poor ventilation and a lack of air conditioning. This may adversely affect the staff or appropriate storage of medicines during extremes of weather.

## 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   | Not met                        |   |
| 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                            | Area for improvement  |
| 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                            | <b>Area for improvement</b>                                 |
| 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                            | <b>Area for improvement</b>                              |

## 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.  |