

# Registered pharmacy inspection report

## Pharmacy name: MediHealth Direct Ltd

**Address:** Unit 21, Armitage Business Park, Private Road No 3, Colwick, Nottingham, Nottinghamshire, NG4 2TB

**Pharmacy reference:** 9012663

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

**Date of inspection:** 10/09/2025

### Pharmacy context and inspection background

This pharmacy offers NHS essential services to people at a distance through its website [medihealthdirect.co.uk](http://medihealthdirect.co.uk). The pharmacy delivers some NHS consultation services including Pharmacy First. And it dispenses medicines to people living in care homes. It delivers medicines to people through its own delivery service and through a national postage service. People can access the pharmacy premises for private consultations with a pharmacist for a number of health conditions where treatment for the condition may be provided. The pharmacy also offers its private consultation services remotely through online, telephone, and video consultations to people residing in the UK.

This was the first routine inspection of the pharmacy since it was registered in March 2025.

**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's risk assessments for supplying medicines to people through remote consultation services are incomplete. They do not include all the risks about each specific treatment provided including for the Pharmacy-only medicines sold through the pharmacy's website. So, the pharmacy does not provide sufficient assurances about how it is managing risk when supplying medicines through these services.

### **Standard 1.6**

- The pharmacy does not keep its responsible pharmacist record or controlled drug register in accordance with requirements.

### **Standard 4.4**

- The pharmacy does not have appropriate arrangements to ensure it receives notification of medicine recalls and patient safety alerts. This means there are no assurances that it is carrying out appropriate checks when concerns about the safety of a medicine are raised.

### **Standard 5.1**

- The pharmacy does not ensure it has the appropriate equipment readily available to support it in providing its vaccination services safely and effectively.

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

### **Standard 4.2**

- The pharmacy obtains consent to share information with people's usual prescriber when supplying medicines requiring ongoing monitoring. But it does not routinely send notification directly to the usual prescriber and relies instead upon the person to notify other healthcare professionals involved in their care about the medicine supplied. This means there may be times where important information is not shared to help with the continuity of care.

### **Standard 4.3**

- The pharmacy uses specialised packaging when supplying medicines that require refrigeration following research and checks it has conducted prior to opening. But it does not undertake regular audits of its delivery arrangements to provide assurances that they remain suitable all year round.

## 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	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/ 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 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	Met	<b>Area for improvement</b>
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	<b>Area for improvement</b>
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	<b>Not met</b>	

## 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 not all 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	Not 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.