

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

Date of inspection: 26/03/2026

Pharmacy context and inspection background

This pharmacy offers NHS essential services to people at a distance through its website medihealthdirect.co.uk. And it offers private consultation services to people residing in the UK for a range of conditions including weight management and acne. Its private consultation services are provided remotely through online, telephone and video consultations and people can attend the pharmacy for a face-to-face consultation with a pharmacist. The pharmacy provides medicine dispensing services to local care homes. And it delivers its medicines to people through its own local delivery service and through a national postage service.

This was a reinspection following an inspection in September 2025 where the pharmacy did not meet Standards 1.1, 1.6, 4.4 and 5.1. This reinspection mainly focused on the Standards which had previously not been met. The pharmacy has reviewed how it provides its services and has restructured its risk assessments. It has commenced audits to support it in monitoring compliance with its risk assessments. These audits include ensuring the pharmacy is keeping legally required records as required. The pharmacy has a clear process for managing medicine alerts and recalls. And it has taken steps to ensure suitable equipment for services is available. Minor progress has been made for the areas for improvement identified at the previous inspection. These remain areas of focus for the pharmacy.

Overall outcome: Standards met

Required Action: Not Required

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

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 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	Met	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Standard not inspected	
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Standard not inspected	
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	Standard not inspected	
1.5 - Appropriate indemnity or insurance arrangements are in place for the pharmacy services provided	Standard not inspected	
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	Standard not inspected	
1.8 - Children and vulnerable adults are safeguarded	Standard not inspected	

Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Not assessed

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	Standard not inspected	
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	Standard not inspected	
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	Standard not inspected	
2.4 - There is a culture of openness, honesty and learning	Standard not inspected	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Standard not inspected	
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Standard not inspected	

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: Not assessed

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	Standard not inspected	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Standard not inspected	
3.3 - Premises are maintained to a level of hygiene appropriate to the pharmacy services provided	Standard not inspected	
3.4 - Premises are secure and safeguarded from unauthorized access	Standard not inspected	
3.5 - Pharmacy services are provided in an environment that is appropriate for the provision of healthcare	Standard not inspected	

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	Standard not inspected	
4.2 - Pharmacy services are managed and delivered safely and effectively	Met	Area For Improvement
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	Area For Improvement
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	Standard not inspected	
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	Standard not inspected	

What do the summary outcomes for each principle mean?

Finding	Meaning
✓ Good practice	The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.
✓ Standards met	The pharmacy meets all the standards.
Standards not all met	The pharmacy has not met one or more standards.