

Registered pharmacy inspection report

Pharmacy name: Halo Health

Address: Part Ground Floor, Drayton Court, Drayton Road, Solihull, B90 4NG

Pharmacy reference: 9012676

Type of pharmacy: Internet

Date of inspection: 01/06/2026

Pharmacy context and inspection background

This is a private, distance-selling pharmacy situated in an industrial estate in Solihull, West Midlands. The pharmacy dispenses private prescriptions it receives online, either through its own website or from a third-party platform used for aesthetic treatments. The Superintendent Pharmacist is an independent prescriber and provides prescribing services remotely for various conditions including acne, hay fever, hair loss and erectile dysfunction.

This was a reinspection following an inspection in September 2025 where the pharmacy did not meet Standards 1.1, 3.1 and 4.2. This reinspection mainly focused on those Standards which had previously not been met. Since the last inspection, the pharmacy has implemented some changes on its website but it has not fully embedded all of the proposed improvement actions and there are still some areas which require significant improvement.

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 not fully considered and managed all the risks associated with supplying higher-risk medicines. It has not have appropriate risk assessments to manage risks associated with supplying unlicensed treatments for weight management. It does not make robust clinical checks to ensure that appropriate consultations have been undertaken for the supplies of higher-risk medicines such as botulinum toxins and weight management medications.
- The pharmacy does not have a business continuity plan to ensure it can continue to operate safely in the event of an unexpected disruption.

Standard 1.2

- The pharmacy has not carried out any audits of its prescribing practice and of the third-party prescribers it works with. This includes completing clinical audits of supplies and monitoring third-party prescribers to show they are eligible and safe to prescribe. The pharmacy does not have adequate systems in place to identify trends that would prompt effective interventions. So, the pharmacy is unable to show how it continually monitors and improves the safety and quality of its services.

Standard 2.2

- The pharmacy has not enrolled some of its team members of an accredited training program. So they cannot provide assurance that they understand their role and responsibilities and are undertaking their tasks safely and effectively.

Standard 3.1

- The pharmacy displays promotional content on its website for healthcare services it does not currently offer. This could be misleading for people visiting that pharmacy's online platform.

Standard 4.2

- The pharmacy cannot demonstrate that it gets all the required information to make sure that the higher-risk medicines it supplies to people are clinically appropriate. It cannot show its processes are sufficiently robust at ensuring appropriate clinical checks are undertaken with each supply. The pharmacy doesn't confirm face-to-face consultations are carried out by prescribers for botulinum toxins, even though prescribers and people's addresses are geographically widespread. And the pharmacy cannot show how prescribers have independently verified a person's weight and BMI when prescribing weight loss medication. The pharmacy supplies a high number of weight loss medicines by stock order rather than by named patient prescriptions. So the pharmacy cannot make appropriate checks on who is receiving these medicines and how they are being monitored.

Standard 4.3

- The pharmacy has not validated its cold chain supply or packaging materials. So it cannot show that temperature-sensitive medications are transported appropriately and reach people safely.

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	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: Standards not all 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	Not 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	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: Standards not all 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	Not met	
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 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: Not assessed

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	Standard not inspected	
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.