

Registered pharmacy inspection report

Pharmacy name: SW Pharma

Address: Unit 9B, Sterling Industrial Estate, Rainham Road South,
Dagenham, RM10 8TX

Pharmacy reference: 9012700

Type of pharmacy: Internet / distance selling

Date of inspection: 09/10/2025

Pharmacy context and inspection background

This pharmacy provides its services at a distance and is located within an industrial site. It is not physically accessible to the public. It primarily dispenses prescriptions for weight loss medicines. The pharmacy works with a CQC registered third party prescribing clinic called Health Finder Pro.

This was the first routine inspection of the pharmacy since it was registered in April 2025. No pharmacist was present during this inspection.

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 3.1

- The pharmacy's website displays prescription only medicines on its homepage and advertises prescription only medicines on its social media pages. In addition, the website does not display all

the required information and some of the information can be misleading. For example, the website displays the registered company office address rather than the pharmacy address. It displays the CQC registered logo, but the pharmacy is not registered with CQC. The pharmacy works with a third-party prescribing clinic that is CQC registered and the website gives the impression that the prescriber from this third party clinic is part of the pharmacy team. And the website does not display who the owner is.

Standard 4.2

- The pharmacy works with and dispenses prescriptions from a third-party provider which offers a prescribing service. The pharmacy has not assured itself that this third-party service has additional safeguards in place, such as independently verifying information people provide. The pharmacy conducts its own consultations for the prescriptions it receives from the third party to verify weight. But it cannot adequately demonstrate that it independently verifies all the required information, such as height and medical history. Furthermore, on the pharmacy's website, the questionnaires used to collect people's information before making a prescribing decision inform individuals if they have entered information that makes them ineligible for treatment. And the pharmacy could not show that it could track when answers were changed. So, this could increase the risk that people are prescribed medicines which are not appropriate for them.

Areas of good practice

Standard 2.2

- The pharmacy has a structured induction programme with training modules for new staff to prepare them to work in the pharmacy. And protected time is provided for staff to learn while they are at work.

Standards that were met with areas for improvement

Standard 1.6

- The pharmacy generally keeps the records it needs to by law. But the prescriptions it dispenses do not always have the correct date. Prescriptions seen had the date of ordering, but not the date of the prescription. This increases the risk of the pharmacy dispensing a medicine against a prescription that is not valid.

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	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/ 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	Good practice
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 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	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	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
✓ Excellent practice	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.
✓ 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.