

# Registered pharmacy inspection report

## Pharmacy name: Oxford Online Pharmacy

**Address:** Unit 2, Apollo Office Park, Ironstone Lane, Wroxton, Banbury, Oxfordshire, OX15 6AY

**Pharmacy reference:** 9012796

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

**Date of inspection:** 22/01/2026

### Pharmacy context and inspection background

This is an internet pharmacy in a business park outside Banbury. It dispenses NHS and private prescriptions and it offers services through its website <https://www.oxfordonlinepharmacy.co.uk/>. People who use the pharmacy do not visit the premises in person. The pharmacy has a prescribing service which offers prescriptions for a range of conditions. The prescribing service is provided by doctors. The pharmacy mainly supplies medicines to people living in the United Kingdom (UK) and aged 18 years of age and over.

This was the first routine inspection of the pharmacy since it relocated from nearby premises in July 2025

**Overall outcome:** Standards met

**Required Action:** None

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

### Areas of good practice

#### Standard 1.1

- The pharmacy thoroughly risk assesses all its services to make sure they are safe and effective and avoid inappropriate use of medicines. The pharmacy demonstrates how it assesses and manages risk when it reviews existing services and introduces new services. For instance it has introduced extra safety checks when screening people who want to use the weight loss service.

## **Standard 1.2**

- The pharmacy conducts a regular programme of clinical and non-clinical audits for its services and patient groups to monitor their quality, evaluate the outcomes delivered for people and to identify areas for improvement.

## **Standard 1.3**

- The pharmacy's team members are continually observed to provide assurances that they are operating in accordance with their agreed roles and responsibilities and any development needs are identified.

## **Standard 1.8**

- There is a clear culture of protecting the safety and wellbeing of vulnerable people, including support for staff when they raise concerns. Safeguarding risks identified during clinical review of requests for medicines are escalated to the superintendent pharmacist for review and agreeing next steps to safeguard the person.

## **Standard 2.1**

- The pharmacy has a good skill mix of staff and encourages their development to support service delivery in the pharmacy. There is contingency planning in place for changing workloads and there is short, and long, term succession planning for key positions, as appropriate.

## **Standard 2.2**

- The pharmacy provides protected time for its team members to learn while they are at work. Planned learning and development is actively encouraged to help them keep up to date. Relevant and useful learning and development is arranged for the team to access.

## **Standard 2.4**

- Members of the team talk freely and openly about their own mistakes and know why it is important to share learning. Their learning and development needs are identified and addressed.

## **Standard 2.5**

- The pharmacy arranges regular team meetings at which feedback and concerns are discussed. Minutes are recorded and shared with the team so everyone is involved in helping to improve their services.

## **Standard 3.1**

- The design and layout of the new pharmacy's premises are tailored to suit the nature of its

services and provide an environment that is appropriate for the provision of healthcare.

### **Standard 4.2**

- The pharmacy keeps detailed records of when no medicines have been supplied to people including the reason for not supplying. For instance, where they have provided advice to people, which has resolved their issue or where the medicine may not be suitable for them.

### **Standard 4.3**

- There is evidence that the storage environments of all medicines are continuously monitored and controlled. The pharmacy maintains full audit trails to confirm when medicines are supplied to people. For instance, medicines are sent to people at home via a fully trackable courier service.

## Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

### Summary outcome: Good practice

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	<b>Good practice</b>
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	<b>Good practice</b>
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Met	<b>Good practice</b>
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	Met	
1.8 - Children and vulnerable adults are safeguarded	Met	<b>Good practice</b>

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

### Summary outcome: Good practice

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	<b>Good practice</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	<b>Good practice</b>
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	<b>Good practice</b>
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Met	<b>Good practice</b>
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	<b>Good practice</b>
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: Good practice

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>Good practice</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>Good practice</b>
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
✓ <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.