

Registered pharmacy inspection report

Pharmacy name: TrustMeds

Address: Suite 6.5, 6th Floor, Empress Business Centre, 380 Chester Road, Manchester, Greater Manchester, M16 9EA

Pharmacy reference: 9012861

Type of pharmacy: Internet

Date of inspection: 05/02/2026

Pharmacy context and inspection background

This pharmacy is situated in a business park. It is a distance-selling pharmacy, so people do not visit it in person. It has its own website, www.trustmeds.co.uk, where people can register for its services, which include the prescribing and supplying of weight management treatments and supplying erectile dysfunction and hair loss treatments under patient group directions.

This was the first routine inspection of the pharmacy since it was registered in August 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 1.2

- The pharmacy does not have defined procedures for reviewing prescribing concerns and incidents. This limits opportunities to learn and improve.

Standard 1.6

- The pharmacy retains private prescriptions that it issues. However, it does not keep a fully compliant record of the medications supplied against these prescriptions as required by law.

Standard 4.2

- The pharmacy does not independently verify the patient's medical history for its weight management service, including any previous treatment from another provider. So, the pharmacy may have difficulties confirming that medication requiring ongoing monitoring and management is appropriate for the person before supplying it.

Standards that were met with areas for improvement

Standard 1.1

- The pharmacy has a written procedure for its weight management service. However, the procedure does not clearly outline the exclusion criteria indicating when treatment should be refused. This increases the risk of inappropriate clinical decisions and potential patient safety concerns.

Standard 1.2

- The pharmacy has a system for clinically auditing its prescribing. However this audit is not independent, which may mean opportunities to learn and improve are overlooked.

Standard 1.6

- The pharmacy does not consistently document that it has checked a person's Body Mass Index (BMI) or how it verifies the information obtained for an accurate BMI calculation. So, sometimes the pharmacy is unable to show that it has confirmed people's BMI, which means it cannot always easily demonstrate that its prescribing decisions are safe.

Standard 4.2

- The pharmacy shares information about weight management treatments it has supplied with the patient's regular prescriber. However, it may not always document that it has shared this information.

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	Met	Area For Improvement
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	Not 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	

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	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	
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
✓ 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.