

Registered pharmacy inspection report

Pharmacy name: EveryDayMeds

Address: 54 Thurcaston Road, Leicester, Leicestershire, LE4 5PF

Pharmacy reference: 9012878

Type of pharmacy: Internet

Date of inspection: 23/04/2026

Pharmacy context and inspection background

This private pharmacy is situated in Leicester. It is a closed pharmacy which provides its services at a distance through its website www.everydaymeds.co.uk. The pharmacy provides a pharmacist-led private online prescribing service mainly for weight loss. People do not visit the pharmacy in person, and medicines are delivered directly to their homes.

This was the first routine inspection of the pharmacy since it was registered in September 2025. And was also an intelligence-led following information received by the GPhC.

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 robust standard operating procedures (SOPs) and risk assessments in place. But the pharmacy does not always follow these processes. For example, when supplying higher-risk medicines it does not always obtain independent verification for a patient's BMI or any other

medical conditions. So, the pharmacy cannot show that its services are safe and of the appropriate quality.

Standard 1.2

- The pharmacy sets out clear processes for the regular auditing of its pharmacist independent prescriber's (PIP) prescribing. But the pharmacy has not completed any audits. So, the pharmacy cannot ensure that its prescribing decisions meet the prescribing safeguards it has in its policies. Or ensure it continues to make appropriate supplies.

Standard 1.4

- The pharmacy does not have an effective complaints process that responds to feedback and concerns about the pharmacy's services in a timely and effective manner. There is evidence that the pharmacy doesn't always respond with reasonable promptness to people who raise concerns.

Standard 1.5

- The pharmacy does not have professional indemnity in place to cover all of its services.

Standard 1.6

- Prescribers do not regularly record consultation notes when prescribing and do not consistently demonstrate how they make their decision to prescribe or not. And prescriber records do not contain the level of detail that includes information such as advice given, ongoing monitoring or consideration for any follow-up required. This makes it harder for the pharmacy to demonstrate continuity of care and show the supplies it makes are appropriate.

Standard 2.1

- The pharmacy does not review the ongoing training and competence of the prescribers they employ. So they cannot ensure they have the appropriate skills and knowledge to provide the professional services advertised by the pharmacy.

Standard 4.2

- When supplying higher-risk medicines the pharmacy does not routinely use two-way communication with patients to make sure that it has the information it requires to support prescribing decisions. And it doesn't always obtain independent evidence of any health conditions the person says they have in their questionnaire. It uses real time photographs of people to make a visual assessment of weight. But these photos do not provide robust ways of assessing a person's weight, height or body mass index. So the pharmacy does not accurately verify the information people provide before it makes supplies.

Standards that were met with areas for improvement

Standard 3.1

- The pharmacy's website displays information to allow a person accessing the service to check the registration details of the pharmacy and the superintendent. But it does not display the details of

the prescriber.

Standard 4.4

- The pharmacy receives alerts for the recall of medicines and medical devices. But it does not keep a record of the relevant action that it takes. This means that the pharmacy does not have an audit trail to refer to should there be a query about what the pharmacy has done in response to a recall.

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	Not met	
1.5 - Appropriate indemnity or insurance arrangements are in place for the pharmacy services provided	Not 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 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	Not 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	Area For Improvement
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	Area For Improvement

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.