

Registered pharmacy inspection report

Pharmacy name: Voy Pharmacy

Address: Unit 12 Verda Park, Wallingford, Oxfordshire, OX10 9SS

Pharmacy reference: 9012909

Type of pharmacy: Internet

Date of inspection: 11/08/2026

Pharmacy context and inspection background

This is a distance selling pharmacy in a business park in Wallingford in Oxfordshire. The pharmacy dispenses prescriptions issued by a separate prescribing service which is regulated by the Care Quality Commission (CQC). This includes treatments for weight loss, hair loss, testosterone replacement therapy (TRT), erectile dysfunction (ED) and menopause. Voy Pharmacy (formerly known as Menwell Pharmacy) provides its services online so people do not visit the pharmacy premises in person.

This was the first full routine inspection of the pharmacy since it relocated from nearby premises shortly after registering in September 2025.

Overall outcome: Standards not all met

Required Action: Statutory Enforcement

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

Standards not met

Standard 1.1

- Although the pharmacy had agreed to an Improvement Action Plan and made improvements to its procedures, it is still unable to show that all the prescribers it works with are independently verifying the information they are given by people seeking weight loss treatments. This increases the risk of people obtaining medicines that are not clinically appropriate or safe for them to take.

Standard 1.4

- The pharmacy's owners continue to unlawfully advertise prescription only medicines (POMs) to the public, which the pharmacy then supplies, despite having received feedback from regulatory agencies such as the Advertising Standards Authority (ASA) and the Medicines and Healthcare Product Regulatory Agency (MHRA) that they contravene the regulations. This makes it more likely that people who may be vulnerable or otherwise easily influenced by such advertisements will use the pharmacy's website for treatments that may not be clinically appropriate or safe for them.

Standard 2.6

- The pharmacy's website has incentives in place that may encourage the inappropriate use of weight loss medicines by people for whom the medicine may not be clinically appropriate or safe for them to take. It offers a discount to people for their first month's treatment with a recently licensed prescription only medicine which encourages them to start a treatment plan which may not always be appropriate, although this is still subject to clinical assessment and an independent prescribing decision.

Standards that were met with areas for improvement

Standard 4.2

- The pharmacy only undertakes detailed clinical checks on a sample of the prescriptions it dispenses. This increases the risk that it may miss some prescriptions where a clinical intervention may be appropriate, which could result in people taking medicines that are not always safe or appropriate for them.

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	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	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	

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	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	Not 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 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.