

Registered pharmacy inspection report

Pharmacy name: The Family Chemist

Address: 1 Nottingham South & Wilford Industrial Estate, Nottingham, Nottinghamshire, NG11 7EP

Pharmacy reference: 9012915

Type of pharmacy: Internet

Date of inspection: 18/03/2026

Pharmacy context and inspection background

This is a family-owned pharmacy providing its services at a distance through its website www.thefamilychemist.co.uk. Its main activity is providing private prescribing and dispensing services for a range of conditions including weight loss. It also dispenses NHS prescriptions to people. It delivers all medicines to people through a national courier service.

This was the first inspection of the pharmacy since it relocated to its current premises in Autumn 2025.

Overall outcome: Standards met

Required Action: Not Required

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

Areas of good practice

Standard 1.1

- The pharmacy uses information from a variety of reputable sources to tailor the content of its risks assessments to the pharmacy's services. And it keeps its risk assessments under regular review to ensure emerging risks are considered. It encourages its team members to provide input

into the development of procedures and there is a clearly defined process for making local amendments to procedures in response to feedback.

Standard 1.2

- The pharmacy demonstrates a culture of continuous shared learning and improvement through undertaking clinical audits for individual services and groups of patients. It uses these audits to evaluate patient outcomes and to identify improvements required. And it goes on to monitor these improvements to ensure they are embedded in practice.
- Pharmacy team members act openly and honestly by discussing their mistakes. They act to reduce risk following the mistakes they make during the dispensing process. And they keep the actions they take under review to ensure they remain effective.

Standard 2.2

- The pharmacy encourages planned learning and development for all team members. Team members' individual learning styles are taken into consideration when developing learning. And they use the knowledge they gain from training events to support them in delivering the pharmacy's services safely.

Standard 2.5

- The pharmacy continuously encourages feedback from its team members to support it in managing its services safely. Feedback provided during meetings is recorded and shared with team members. Team members are encouraged to engage in staff surveys. And the pharmacy openly shares the analysis of results and planned action to address areas for improvement identified.

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	Good Practice
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	Good Practice
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	
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	Good Practice
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 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	
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.