

Registered pharmacy inspection report

Pharmacy name: Kings Pharmacy Online

Address: Unit C2, Romford Seedbed Centre, Davidson Way, Romford, RM7 0AZ

Pharmacy reference: 9012965

Type of pharmacy: Internet

Date of inspection: 07/05/2026

Pharmacy context and inspection background

This is a distance selling pharmacy located in a business park in Romford. It provides an online prescribing service and supplies over the counter medicines via its website. The pharmacy mainly prescribes treatments for urinary tract infections, sexually transmitted infections, weight management, and high fluoride dental toothpaste. It is closed to the public, and medicines are supplied to people via courier. The pharmacy was inspected over two days, with the second visit taking place on 19 May 2026.

This was the first routine inspection of the pharmacy since it was registered in November 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 1.6

- The pharmacy records that a video consultation has taken place when supplying weight loss medicines, but it does not record what was discussed during the consultation. So, the records do

not fully reflect the clinical decision making that took place. It also does not record all the queries discussed with patients on the patient record, so important information may be missing and the rationale for decisions is not always clear.

- The pharmacy does not make the required entries for private prescriptions in a private prescription register, so it cannot demonstrate that it meets its legal record keeping obligations.

Standard 4.2

- The pharmacy does not consistently obtain an appropriate diagnosis independently before prescribing a medicine. In addition, the online questionnaires used to collect information before making prescribing decisions inform individuals when they have entered information that makes them ineligible for treatment. This increases the risk that people may alter their answers and receive inappropriate treatment.
- When prescribing medicines which require additional safeguards, the pharmacy cannot demonstrate that it routinely informs a person's regular prescriber when issuing treatment. Or in the absence of the person's consent to do this, make a clear, comprehensive record at the time the prescriber made the decision, setting out the justification for prescribing. This could affect continuity of care and increase clinical risk.
- The pharmacy's prescribing and supply processes do not consistently ensure that people receive safe and appropriate care. It supplies medicines that require additional safeguards, such as antibiotics, medicines that require a physical examination, and salbutamol, which requires ongoing monitoring, via a questionnaire-based model only. The pharmacy does not always verify people's weight and height when supplying weight-loss medicines, and it does not independently verify their medical history. The pharmacy does not always prescribe in line with national guidance, and it issues prescriptions in situations where it intends to provide an emergency supply.

Standards that were met with areas for improvement

Standard 1.3

- The pharmacy team generally knows what to do in the absence of a responsible pharmacist. But some of the team members were not aware that certain activities should not be done if the responsible pharmacist has not signed in.

Standard 1.8

- Although the pharmacy has a safeguarding standard operating procedure in place, not all team members have completed safeguarding training. So, they may not be fully aware of the signs to look out for or how to escalate any concerns.

Standard 4.3

- The pharmacy routinely records the temperatures of its pharmaceutical fridges, and the records reviewed were largely within the required range. However, the maximum temperatures recorded over the previous week were outside the acceptable range. During the inspection, the fridge's maximum temperature reading was also out of range, even though the current temperature at the time was within range. In addition, although the pharmacy checks the dates of medicines it receives and rotates stock, it does not carry out regular date-checking of its medicines or keep records of these checks.

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	
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	Area For Improvement
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	Area For Improvement

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	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	Area For Improvement
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.