

Registered pharmacy inspection report

Pharmacy name: Jood Pharmacy

Address: 7 Lime Avenue, Weaverham, Northwich, Cheshire, CW8 3DE

Pharmacy reference: 9012990

Type of pharmacy: Internet

Date of inspection: 01/06/2026

Pharmacy context and inspection background

The pharmacy is within a parade of shops in Weaverham, near Northwich, Cheshire. It provides a private online weight loss service through its website joodlife.com. People don't access the premises in person instead they receive a video consultation and advice over the telephone and by email. The pharmacy delivers medicines to people's homes.

This was the first routine inspection of the pharmacy since it was registered in December 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 1.1

- The pharmacy has standard operating procedures, but the team don't always follow them. This includes the procedures for completing audits, holding governance meetings and verifying people's weight during their video consultation. This means the pharmacy cannot be sure all the supplies it makes are appropriate.
- The pharmacy doesn't have a complete, documented risk assessment specific for its weight loss

treatments and it has not identified all the risks with this service. This includes no robust process to monitor people's weight loss, or to independently verify people's Body Mass Index (BMI). It does not have a suitable process to check and record any co-morbidities and other medicines people are taking.

Standard 1.2

- The pharmacy doesn't effectively audit its weight loss service, and it doesn't have a schedule of clinical audits planned. This means it doesn't have the assurance it is working in line with its Patient Group Directions (PGDs) and people receive suitable treatment. The pharmacy has not completed an audit of its cold chain packaging and delivery. And it has received some complaints. So, it cannot be confident people's medicines will be safe to use when they receive them.

Standard 1.6

- The pharmacy doesn't keep records of the consultations the pharmacist has with people. There is no record of the checks they make, the advice they give and the decisions they make about the suitability to supply treatments. This means it is difficult to refer to information for future consultations and to monitor weight loss and side effects.

Standard 4.2

- The pharmacy does not provide assurance it always provides its weight loss service safely. It holds short video consultations with people, but it doesn't verify people's weight and height during these consultations or by other means. And it doesn't track people's weight loss effectively to ensure people's dose and treatment remain appropriate. The pharmacy records people's NHS prescriber details but it doesn't inform them of the supplies it makes to people. This means there may be missed opportunities for clinical intervention.
- The pharmacy does not have adequate safeguards in place for the delivery of its medicines. It uses packaging and ice packs from different manufacturers and doesn't have any data to provide assurances people receive medicines fit to use.

Standard 4.4

- The pharmacy does not have an effective process to identify and act on medicine recalls and safety alerts.

Standards that were met with areas for improvement

Standard 3.1

- Overall, the pharmacy's website is professional and clear for people to understand. But there is some missing information on the website, such as the pharmacy's address and misleading information including data about weight loss on the pharmacy's programme. There are a small number of references which may breach advertisement rules of a prescription only medicine.

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	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	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	Not 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.