

Registered pharmacy inspection report

Pharmacy name: Bolt Pharmacy

Address: Unit 3C Frontier Park, Frontier Avenue, Blackburn, Lancashire, BB1 3AL

Pharmacy reference: 9013085

Type of pharmacy: Internet

Date of inspection: 28/07/2026

Pharmacy context and inspection background

Bolt Pharmacy distance-selling pharmacy located in a large industrial unit in the town of Blackburn, Lancashire. It is closed to the public and operates via the website www.boltpharmacy.co.uk. The pharmacy specialises in the supply of weight-loss medicines through an online prescribing and dispensing model supported by a CQC-registered clinical service. The CQC service is newly registered.

This was the first inspection of the pharmacy since its registration in February 2026.

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 1.2

- The pharmacy does not adequately demonstrate that it learns from and acts effectively on all issues identified through its governance and audit processes. The pharmacy completes a small number of marketing compliance reviews and identifies some concerns relating to promotional activity, including references to prescription-only medicines, promotional claims, pricing

promotions and the presentation of risk information. But the pharmacy's website and social media advertising does not always follow guidance issued by the Medicines and Healthcare products Regulatory Agency and Advertising Standards Authority. This means the pharmacy cannot fully demonstrate that learning from marketing compliance reviews is embedded effectively across the service.

Standard 4.2

- The pharmacy does not always make sure that it independently verifies people's information submitted in their online questionnaires. It has a well-documented process for assessing people's information but does not fully demonstrate that it consistently independently verifies patients' weight, height and/or BMI before medicines are prescribed. It relies significantly on information and images submitted by people. This means the pharmacy cannot provide sufficient assurance that its safeguards are robust enough to confirm patients are clinically suitable for treatment.
- Pharmacists complete an electronic clinical check of prescriptions before dispensing, but do not routinely use prescribing, clinical and verification information to make a suitable clinical assessment. So, there is a risk the pharmacist misses interventions to protect patients' health and ensure supplies are appropriate.

Areas of good practice

Standard 2.1

- The pharmacy uses algorithms and previous staffing and workload data to predict required staffing levels. It reviews and adjusts staffing each day to ensure there are enough suitably qualified and trained team members to provide services safely and make sure people receive their medicines in a timely manner.

Standards that were met with areas for improvement

Standard 1.3

- The pharmacy superintendent has in their role some areas of defined responsibility and accountability for overall governance of marketing and advertising on the pharmacy's website and social media. They have oversight of the pharmacy's guidelines and rules. But on occasions the pharmacy is seen to have a reactive approach to meeting advertising regulatory requirements, and the pharmacy superintendent could have better oversight in this area.

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	Not 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	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	Good Practice
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	
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.