

## **Enforcement action summary (Conditions)**

### **Pharmacy trading name: Udani Pharmacy**

#### **Pharmacy address:**

22-24 Queens Drive, Liverpool, L15 7NE

#### **Premises registration number:**

1034574

#### **Enforcement action taken:**

Conditions on pharmacy premises - (The Medicines Act – Section 74D)

#### **Effective date:**

08/09/2025

#### **Premises standards failed:**

1.1 and 4.2 at The Healthcare and Aesthetics Pharmacy premises

#### **Summary:**

This pharmacy is one of three pharmacies owned by Refine Pharma Ltd. The other two pharmacies are The Healthcare and Aesthetics Pharmacy (9011857) and Refine Pharma (9012812). An inspection of The Healthcare and Aesthetics Pharmacy on 24 July 2025 identified system wide failures in the operation of the pharmacy which present a serious risk to patient safety. The risks are heightened by the nature of the services provided, including the supply of prescription only medicines issued by a third-party online prescribing service without adequate risk management and safeguards in place. The serious nature of the failings was such that Conditions were required to protect the safety and wellbeing of the public. It is necessary to impose a further Condition on Udani Pharmacy as there is a risk that company could circumvent the Conditions and continue to work with the third-party prescribing service from this pharmacy.

#### **Conditions imposed:**

1. The pharmacy must not sell or supply any medicines against prescriptions issued by third party online prescribing services that are not registered with a UK regulator, with the exception of prescriptions generated via its own websites for items to be supplied in the course of its aesthetics service.

**Outcome:**

Ongoing