

Enforcement action summary (Improvement notice met)

Pharmacy trading name: Allcures Pharmacy

Pharmacy address:

Allcures House, Arisdale Avenue, South Ockendon, Essex, RM15 5TT

Premises registration number:

1086373

Enforcement action taken:

Issuing of an improvement notice - (Article 13 of the Pharmacy Order 2010)

Effective date:

26/01/2024

Premises standards failed:

1.1 and 4.3

Summary:

At an inspection of the registered pharmacy on 10 August 2023, the inspector has found system wide failures in the operation of the pharmacy which presents a serious risk to patient safety. The pharmacy cannot show that it identifies and manages all of the risks involved with its services. In particular, the pharmacy has failed to provide assurances that suitable controls are in place to make sure that over the counter medicines are supplied safely online. The risks are heightened by the nature of the services provided including the supply of high-risk medicines liable to abuse, misuse and overuse, with inadequate risk management and safeguarding in place.

Improvements required:

1. You must put in place comprehensive risk assessments for the sales of medicines online which take into consideration the risks for each medicine you supply. As part of your risk assessment, you must identify which medicines require further safeguards to be put in place to make sure

that they are clinically appropriate for people. You must also document the actions you will take or have taken to mitigate the risks identified in your risk assessment.

2. You must make sure and be able to show that people based outside of the United Kingdom who are supplied medicines by your pharmacy are adequately protected through the pharmacy's indemnity insurance arrangements.
3. You must make sure and be able to show that supplies of medicines made to people outside of the United Kingdom comply with any legal requirements, including those of the country of destination.
4. You must put in place adequate processes to prevent the inappropriate sale of over-the-counter medicines, particularly those which can be abused, misused or over-used. This includes identifying and preventing inappropriate repeat purchases of medicines and sales of excessive quantities of an active ingredient in a single transaction.

Deadline for compliance:

23/02/2024

Outcome:

Met