General Pharmaceutical Council

Enforcement action summary (Conditions)

Pharmacy trading name: Hearts Pharmacy

Pharmacy address:

84 - 85 High Street, Twerton, Bath, Avon, BA2 1DE

Premises registration number:

1092545

Enforcement action taken:

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

Effective date:

21 October 2026

Premises standards failed:

1.1, 1.2, 1.6, 4.2

Summary:

Following an inspection carried out on 15 October 2026, it was identified that the pharmacy was supplying weight management treatments prescribed via a third-party online service without adequate governance, risk management or oversight. It could not provide assurance that appropriate clinical assessments, identity checks or legal prescribing requirements were being met. This created a significant patient safety risk that prescription-only medicines could be supplied to people inappropriately. It has therefore been necessary to impose Conditions on the pharmacy premises with immediate effect to protect patients and the public.

Conditions imposed:

The pharmacy must not sell or supply any prescription only medicines in relation to any remote or third-party prescribing service, or via any online website or platform except for the fulfilment of NHS prescriptions.

Outcome:

Ongoing