

Enforcement action summary (Improvement notice)

Pharmacy trading name: Online Pharmacy 4U

Pharmacy address:

Online Pharmacy 4U
28 The Village
Maisies Way
South Normanton
Alfreton
Derbyshire
DE55 2DS

Premises registration number:

9012620

Enforcement action taken:

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

Effective date:

02/09/2026

Premises standards failed:

1.1, 4.2

Summary:

At a reinspection of the pharmacy on 19 August 2026, it was identified that the pharmacy does not suitably identify and manage the risks associated with its services. The pharmacy's continued non-compliance with statutory and regulatory processes poses an increased risk to patient safety. As such, the current operation of the pharmacy falls below the standards expected and poses an increased risk to patient safety.

Improvements required:

1. The pharmacy must make sure that the safeguards set out in its written procedures, policies and risk assessments are consistently applied for all online weight management consultations and the supply of Pharmacy (P) medicines. This includes ensuring that prescribing and supply decisions are clinically appropriate and supported by adequate patient information and risk assessment.
2. The pharmacy must implement a robust programme of regular audits and monitoring to verify that all processes are being followed correctly and consistently. Any identified deviations must be promptly addressed, and corrective actions documented and reviewed to prevent recurrence.
3. The pharmacy must independently verify information about people's weight, height and BMI and clearly document how they have done this on their record for the weight management service. This should be for every new patient to the pharmacy, including those transferring from another provider, and at regular intervals throughout their treatment.
4. Appropriate questions must be asked and checks made before supplying Pharmacy (P) medicines to ensure they are appropriate for the person requesting to purchase them.
5. The content on the pharmacy's website(s) must be accurate, professional and consistent with relevant guidance. This includes ensuring that all medicines are assigned to the correct legal category, and that any advice provided about medicines, including through chatbot functions, is safe and clinically appropriate.

Deadline for compliance:

30/10/2026

Outcome:

Ongoing