

Enforcement action summary (Improvement notice)

Pharmacy trading name: SW Pharma

Pharmacy address:

Unit 9B
Sterling Industrial Estate
Rainham Road South
Dagenham
RM10 8TX

Premises registration number:

9012700

Enforcement action taken:

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

Effective date:

02/09/2026

Premises standards failed:

TBC

Summary:

The pharmacy was reinspected on 17 August 2026. Although some improvements had been made since the previous inspection, there remain system-wide weaknesses with the pharmacy's governance relating to it dispensing prescriptions from a third-party prescriber it works with. An Improvement Notice is therefore required to address these ongoing issues and to ensure that appropriate governance and risk management measures are implemented.

Improvements required:

1. The pharmacy must ensure as far as is reasonably practicable, that all prescriptions it dispenses comply with the relevant legal requirements. This includes prescriptions received

electronically, which must meet the legal requirements applicable to electronic prescriptions, including the use of a valid Advanced Electronic Signature.

2. The pharmacy must implement and maintain documented procedures to ensure that appropriate checks are undertaken in relation to prescribing activity carried out by the third-party prescribing service with which it works. These checks must provide assurance that prescribing is undertaken within the prescriber's scope of practice and in accordance with all relevant legal and professional requirements.
3. The pharmacy must demonstrate that any remote prescribing service with which it works in relation to weight management products has appropriate safeguards in place to support safe and effective prescribing. These safeguards must include arrangements for the independent verification of a person's weight, height and/or body mass index by the prescriber. The pharmacy must also ensure that there is provision for timely two-way communication between the prescriber and the person receiving treatment. Where a prescriber determines that two-way communication is not necessary to support their prescribing decision, they must make and retain a record, specific to the individual person's circumstances, setting out the rationale for that decision.
4. The pharmacy must ensure that there is a documented and up-to-date standard operating procedure (SOP) available at the pharmacy in relation to its work with the third-party prescribing service. The pharmacy must also be able to demonstrate that relevant staff have read, understood and are operating in accordance with the SOP.

Deadline for compliance:

01/10/2026

Outcome:

Ongoing