



# **INTERNET / DISTANCE SELLING PHARMACY**

What You Need To Know



Question:  
**What is internet... or  
distance selling...  
pharmacy?**



**It is a pharmacy that can  
provide NHS and private  
services.**

But some NHS services must be  
provided without face-to-face  
contact with the patient at the  
pharmacy premises.

# For NHS Pharmacies

## NHS PHARMACIES

You DO still need premises

You MUST have a website that meets certain requirements

You CAN still see patients face to face  
... But not when you provide NHS “Essential” services

So you can still provide ALL private services face to face.  
Also, many NHS services like flu jabs, COVID jabs, NMS etc.

Can be opened in almost any location except the same site or building as a GP practice

# Why is there so much interest currently in interest in distance selling pharmacy?

## DISTANCE SELLING PHARMACY

- One of the few ways left to gain an NHS “pharmacy contract”
- Opens up the possibility of providing a lot of NHS and private services **face to face**
- A good example is what happened during COVID with vaccination centres
- There are some amazing business models being developed by Rushport clients where the distance selling pharmacy allows them access to the NHS and they build their business around that
- The largest pharmacies in England by dispensing volume are distance selling pharmacies

**SO, WHAT ARE THE “ESSENTIAL SERVICES” THAT  
YOU CANNOT PROVIDE FACE TO FACE?**

# ESSENTIAL SERVICES

Mainly dispensing, but also:

- Support for self-care
- Discharge Medicines Service
- Signposting`
- Disposal of unwanted medicines
- Repeat dispensing service
- Promotion of healthy lifestyles

**NOTE** – I doubt if anyone here could tell me exactly what each of these services really means or requires you to do yet all NHS pharmacies must offer these services!

**ALL** the above NHS services must still be provided but without face-to-face contact with the patient at your pharmacy premises.

# HOW DO I SET UP A DISTANCE SELLING PHARMACY?

# TWO DISTINCT PROCESSES

General  
Pharmaceutical  
Council

## The GPhC Process

Form available on  
their website

27 pages long

Aimed to provide  
“safe and  
Effective” services,  
especially online

**NHS**

## The NHS Process

Forms available  
online (but I  
wouldn't use  
them)

Focused solely on  
meeting the NHS  
regulatory  
requirements with  
very little overlap with  
the GPhC form



## TYPICAL QUESTIONS ASKED:

1. Which one do I do first? NHS or GPhC?
2. Can I set up in my house?
3. Why can't I just get normal SOPs and amend them a bit?
4. Doesn't distance selling pharmacy applications always get approved so there is no point objecting to them if I receive notification of one in my area?
5. I am only going to serve local nursing homes - is that ok?

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