

Healthcare Improvement Scotland
Delta House
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Glasgow
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XX January 2014

Dear Sir/Madam

Driving Improvement in Healthcare- Draft strategy for consultation

The General Pharmaceutical Council (GPhC) is the regulator for pharmacists, pharmacy technicians and registered pharmacy premises in Great Britain. It is our job to protect, promote and maintain the health, safety and wellbeing of patients and the public who use pharmaceutical services in England, Scotland and Wales.

We welcome the opportunity to respond to the consultation on Healthcare Improvement Scotland's strategy for 2014-2020.

Whilst the consultation document as a whole is of interest to us, we have limited our response to comments where we feel our work is directly relevant to the proposals. We are happy to continue to contribute to future discussion and work in this area.

We recently published our strategic plan for 2014-17. This strategy recognises that the external context in which we work and public expectations of what regulators can and should be achieving has changed hugely following the Francis Inquiry and other healthcare reports and reviews. In considering how our regulatory approach keeps pace with a rapidly changing and complex environment across Great Britain, we have developed a strategy which continues to prioritise the efficient and effective delivery of our core regulatory functions, but also recognises the role we have in using our regulatory levers to promote continuous improvement in pharmacy.

A number of our strategic themes for 2014-2017 align with key organisational priorities set out in your consultation document. Over the next three years the GPhC will be focusing on four key themes;

1. proactive good quality regulatory services
2. putting people at the heart of what we do as a regulator
3. using the knowledge gained from our regulatory services and from our work with others in order to promote improvement in the quality of pharmacy care and services
4. promoting a culture of patient centre professionalism in pharmacy

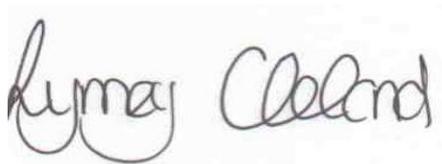
We are one part of a complex system in each country in Great Britain for overseeing and improving the quality of pharmacy care and services. In all areas of our work we understand that effective joint working with partner organisations and other regulators is essential.

The GPhC wishes to build and use intelligence networks and effective operational partnerships with other regulators throughout Great Britain to identify and tackle risk. We also want to use the data and information we capture from our inspections and other regulatory functions to help inform and drive continuous improvement at a national and local level.

We therefore welcome proposals in the consultation document to strengthen intelligence gathering and sharing mechanisms with other bodies and to develop closer working across other scrutiny agencies. We would wish to play our part in future arrangements of this nature and further develop collaborative working and information sharing arrangements with Healthcare Improvement Scotland, for example through a memorandum of understanding or other similar mechanism.

We would welcome the opportunity to discuss this in more detail as your strategy develops. If you would like further information on the points raised in this response, or any other aspects of the GPhC's work please do not hesitate to contact me on the details provided below.

Yours sincerely

A handwritten signature in black ink that reads "Lynsey Cleland". The signature is written in a cursive style with a large, looped initial 'L'.

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