

# Consultation on standards for pharmacy professionals

April 2016

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**The deadline for responding to this consultation is Monday 27 June 2016.**

# Foreword

We know that there is a lot of change being proposed in pharmacy. Some pharmacy professionals may be concerned about what the future holds, just as others are excited about the opportunities ahead. We believe that a few things won't change. The first is that patients and the public will always have the right to expect safe and effective care from pharmacy professionals. The second is that it is the attitudes and behaviours of pharmacy professionals in their day-to-day work that make the most significant contributions to patient safety and the quality of care. And finally, that it is important that pharmacy professionals individually and as a group provide care in a way that upholds the trust and confidence that people have in pharmacy.

We have developed standards that reflect these points and our own commitment to promoting a culture of professionalism and the delivery of compassionate, person-centred care. The standards are deliberately concise. They focus on nine key areas that we believe are necessary to deliver safe and effective care, and to uphold trust and confidence in pharmacy. At the heart of this is a recognition that every person must be treated as an individual.

We have drafted the standards based on what we have heard during our consultation work with pharmacy professionals and patients. If we have reflected accurately what we heard, the standards should come across as straightforward and easy to understand for both pharmacy professionals and patients. Although they may appear simple and straightforward, it is important that the expectations people have of pharmacy professionals are written down and published. This is so there can be individual professional accountability, and collective responsibility within pharmacy, for delivering the standards.

Pharmacy professionals have a valuable and important role in improving the health, safety and wellbeing of patients and the public. We hope to hear from as many people and organisations as possible, as we develop standards that reflect the promise that pharmacy professionals make to the people to whom they provide care.



**Nigel Clarke**  
Chair



**Duncan Rudkin**  
Chief Executive  
and Registrar

# About the GPhC

The General Pharmaceutical Council (GPhC) is the regulator for pharmacists, pharmacy technicians and registered pharmacy premises in England, Scotland and Wales. It is our job to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy.

Our main work includes:

- setting standards for the education and training of pharmacists, pharmacy technicians and pharmacy support staff, and approving and accrediting their qualifications and training
- maintaining a register of pharmacists, pharmacy technicians and pharmacies
- setting the standards that pharmacy professionals have to meet throughout their careers
- investigating concerns that pharmacy professionals are not meeting our standards, and taking action to restrict their ability to practise when this is necessary to protect patients and the public
- setting standards for registered pharmacies which require them to provide a safe and effective service to patients
- inspecting registered pharmacies to check if they are meeting our standards.

## Overview

The GPhC is consulting until Monday 27 June 2016 on new standards for pharmacy professionals. These are the core standards that pharmacy professionals in Great Britain must meet.

We are the regulator for pharmacists, pharmacy technicians and registered pharmacies in Great Britain. It is our job to protect, promote and maintain the health, safety and wellbeing of members of the public, and in particular those who use or need the services of pharmacy professionals or the services provided at a registered pharmacy. One of the ways we do this is by setting the standards for pharmacy professionals.

There are nine new standards for pharmacy professionals that contribute to the delivery of safe and effective care. The standards take into account the different roles pharmacy professionals have, and the different types of care they provide, which contribute to the health, safety and wellbeing of patients and the public. The standards apply to all pharmacy professionals, whether or not they provide direct care to people.

This consultation document has three sections:

**Context:** this explains our approach to setting regulatory standards; it explains how the standards for pharmacy professionals fit into the wider regulatory framework; and it sets out what we have taken into account when developing the new standards.

**The standards for pharmacy professionals:** this includes the draft standards for pharmacy professionals; it explains why the standards are important; and it gives examples of how to apply the standards.

**Supporting pharmacy practice:** this explains the role and range of supporting guidance and guidelines provided by the GPhC and other organisations for pharmacy professionals.

# The consultation process

The GPhC has considered a range of information in developing this consultation, in particular the feedback we received from our discussion paper *Patient-centred professionalism in pharmacy*. We now want to test our thinking to make sure our new standards for pharmacy professionals reflect the essential features of person-centred professionalism in pharmacy. We need help to test our overall approach to the standards as well as the language we have used. Please let us know what you think about any or all of the proposals described in this document.

The consultation will run for 12 weeks and will close on Monday 27 June 2016. During this time we welcome feedback from individuals and organisations. We will send this document to a range of stakeholder organisations, including professional representative bodies, employers, education and training providers, and patients' representative bodies.

We hope you will read this consultation and consider responding. You can get more copies of this document on our website [www.pharmacyregulation.org/get-involved/consultations/active-consultations](http://www.pharmacyregulation.org/get-involved/consultations/active-consultations) or you can contact us if you would like a copy of the document in another format (for example, in a larger font or in a different language).

## How to respond

You can respond to this consultation in a number of different ways. You can fill in the questionnaire at the end of this document or go to [www.pharmacyregulation.org/get-involved/consultations/active-consultations](http://www.pharmacyregulation.org/get-involved/consultations/active-consultations) and fill in an online version there.

If you fill in the questionnaire in this document, please send it to:

- [consultations@pharmacyregulation.org](mailto:consultations@pharmacyregulation.org) with the subject 'Standards for pharmacy professionals consultation' or post it to us at:
- **Standards for pharmacy professionals consultation response**  
**Standards Team**  
**General Pharmaceutical Council**  
**25 Canada Square**  
**London**  
**E14 5LQ**

## Comments on the consultation process itself

If you have concerns or comments about the consultation process itself, please send them to:

- [feedback@pharmacyregulation.org](mailto:feedback@pharmacyregulation.org) or post it to us at:
- **Governance Team**  
**General Pharmaceutical Council**  
**25 Canada Square**  
**London**  
**E14 5LQ**

Please **do not** send consultation responses to this address.

## Our report on this consultation

Once the consultation period ends, we will analyse the responses we receive. The council will receive the analysis at its meeting in September 2016, and will take the responses into account when considering the final standards for pharmacy professionals.

We will also publish a summary of the responses we receive and an explanation of the decisions taken.

You will be able to see this on our website

**[www.pharmacyregulation.org](http://www.pharmacyregulation.org)**



## Part 1: Context

We are consulting on new standards for pharmacy professionals (to replace our standards of conduct, ethics and performance). We are proposing nine standards that we believe are needed for the safe and effective care of patients and the public. The standards should reflect:

- the commitment that pharmacy professionals make to the people who receive care
- what pharmacy professionals tell us they expect of themselves and of each other, and
- how people who want care from pharmacy should be treated and enabled to take care of and manage their own health, safety and wellbeing

In developing the standards we have taken into account what we heard through the *Patient-centred professionalism in pharmacy* discussion paper.

The standards apply to all pharmacists and pharmacy technicians wherever they practise. We know that pharmacy professionals practise in a number of sectors and often work as part of multi-disciplinary teams. And even when pharmacy professionals do not provide care directly to patients and the public, their practice can have an impact on the safe and effective care that patients and the public receive, and on the confidence of members of the public in pharmacy professionals. The standards also need to be met at all times, not only during working hours. This is because the attitudes and behaviours of professionals outside of work can still undermine the trust and confidence of patients and the public in pharmacy professionals.

We believe that it is the decisions pharmacists and pharmacy technicians make in their day-to-day work which make the most significant and positive contribution to patient safety and the quality of care. We also know that pharmacy professionals work in different contexts – for example academia, GP practices, and primary and secondary care. Also, the wider environment in which healthcare services are being delivered is changing, and people’s expectations are growing. The new standards for pharmacy professionals recognise this, and do not try to tell pharmacy professionals in detail what they should do in every possible situation. We believe that if we tried to do this, it would undermine professionals’ decision-making and judgement and put at risk the care people receive.

Another important part of the context is making sure the new standards adequately reflect how we as a society have learnt from tragic failures of care – such as those at Mid Staffordshire Foundation Trust in England, the Vale of Leven in Scotland, and the Abertawe Bro Morgannwg University Health Board hospitals in Port Talbot and Bridgend in Wales.

## Part 2: Standards for pharmacy professionals



# Standards for pharmacy professionals

## About the GPhC

1. The General Pharmaceutical Council (GPhC) is the independent regulator for pharmacists, pharmacy technicians and pharmacy premises in Great Britain. It is our job to protect, promote and maintain the health, safety and wellbeing of patients and the public by upholding standards and public trust in pharmacy.
2. Our main work includes:
  - setting standards for the education and training of pharmacists, pharmacy technicians and pharmacy support staff, and approving and accrediting their qualifications and training
  - maintaining a register of pharmacists, pharmacy technicians and pharmacies
  - setting the standards that pharmacy professionals have to meet throughout their careers
  - investigating concerns that pharmacy professionals are not meeting our standards, and taking action to restrict their ability to practise when this is necessary to protect patients and the public
  - setting standards for registered pharmacies which require them to provide a safe and effective service to patients
  - inspecting registered pharmacies to check if they are meeting our standards.

## Introduction

3. 'Pharmacy professionals' (pharmacists and pharmacy technicians) play a vital role in delivering care and helping people to maintain and improve their health, safety and wellbeing. The professionalism they demonstrate is central to maintaining trust and confidence in pharmacy.
4. It is the attitudes and behaviours of pharmacy professionals in their day-to-day work which make the most significant contributions to patient safety and the quality of care.
5. The standards for pharmacy professionals describe how safe and effective care is delivered through 'person-centred' professionalism. The standards are a statement of what people expect from pharmacy professionals, and also reflect what pharmacy professionals have told us they expect of themselves and their colleagues.
6. At the heart of the standards is a recognition that every person must be treated as an individual.

## The standards for pharmacy professionals

7. The standards apply to all pharmacy professionals at all times. Some pharmacy professionals may not speak to or interact with patients in their day-to-day work. But their attitudes and behaviours still influence the provision of safe and effective care and affect the trust people have in pharmacy and pharmacy professionals.
8. There are nine standards that every pharmacy professional is accountable for meeting. The meaning of each of the standards is explained, and there are examples of the types of attitudes and behaviours that pharmacy professionals should demonstrate.
9. The standards focus on the delivery of safe and effective person-centred care and they recognise that every person is an individual. For example, what is important to one person managing their short- or long-term condition may not be important to another. Pharmacy professionals have an important role in enabling people to make decisions about their health, safety and wellbeing.
10. The standards include the term 'person-centred care' and refer to a 'person' throughout. This means 'the person receiving care'. However, although we have not specifically mentioned carers or patients' representatives, these terms may apply to them too depending on the situation.

## The standards and registration

11. The standards are at the heart of what it means to be a pharmacy professional. They are also at the heart of initial education and training, registration as a pharmacy professional and annual renewal of registration. They are used to demonstrate continuing fitness to practise and as a tool in making judgements about impaired fitness to practise.

## Applying the standards

12. The standards and supporting explanations do not cover the legal duties pharmacy professionals have, as all pharmacy professionals must keep to the relevant laws.
13. We also expect pharmacy professionals to take account of relevant guidance in their practice. Relevant guidance is published by a number of organisations – as well as by the GPhC – including professional leadership bodies, other regulators, the NHS and NICE.
14. There will be times when pharmacy professionals are faced with conflicting legal and professional responsibilities. Or they may be faced with complex situations that mean they have to balance competing priorities. We expect pharmacy professionals to consider these standards, their legal duties and any relevant guidance when making decisions. The standards provide a framework to help them when making professional judgements. Pharmacy professionals must work in partnership with everyone involved, and make sure the person they are providing care to is their first priority.
15. Pharmacy professionals are personally accountable for meeting the standards and must be able to justify their decisions.

## Standards for pharmacy professionals

All pharmacy professionals contribute to delivering and improving the health, safety and wellbeing of patients and the public. Professionalism and safe and effective practice are central to that role.

Pharmacy professionals must:

- 1 provide person-centred care
- 2 work in partnership with others
- 3 communicate effectively
- 4 maintain, develop and use their professional knowledge and skills
- 5 exercise professional judgement
- 6 behave in a professional manner
- 7 respect and maintain the person's privacy and confidentiality
- 8 speak up when they have concerns or when things go wrong
- 9 demonstrate effective leadership

# Standard 1:

## Pharmacy professionals must provide person-centred care

### Applying the standard

Every person who receives care is an individual with their own values, needs and concerns. Person-centred care is delivered when pharmacy professionals understand what is important to the individual and then adapt the care to meet their needs – making the care of the person their first priority.

People receive safe and effective care when pharmacy professionals:

- involve, support and enable every person when making decisions about their health, care and wellbeing
- listen to the person and understand their needs and what matters to them
- give the person all relevant information in a way they can understand, so they can make informed decisions and choices
- respect and safeguard the person's dignity
- recognise and value diversity, and respect cultural differences – making sure that every person is treated fairly whatever their values and beliefs
- recognise their own values and beliefs but do not impose them on other people
- tell relevant health professionals, employers or others if their own values or beliefs prevent them from providing care, and refer people to other providers

## Standard 2:

### Pharmacy professionals must work in partnership with others

#### Applying the standard

A person's health, safety and wellbeing are dependent on pharmacy professionals working in partnership with others. This will always include the person and will also include other healthcare professionals and teams. It may also include carers and relatives. Effective partnership working may involve working with professionals in other settings – such as social workers and public health officials.

People receive safe and effective care when pharmacy professionals:

- identify and work with the individuals and teams who are involved in the person's care
- contact, involve and work with local and national organisations
- get consent to provide care
- adapt their communication to bring about effective partnership working
- take action to safeguard people, particularly children and vulnerable adults
- make and use records of the care provided
- work together to make sure there is continuity of care for the person concerned

## Standard 3:

### Pharmacy professionals must communicate effectively

#### Applying the standard

Effective communication is essential to the delivery of person-centred care and to working in partnership with others. It helps people to be involved in decisions about their health, safety and wellbeing. Communication is more than giving a person information, asking questions and listening. It is the transfer of information between people. Body language, tone of voice and the words pharmacy professionals use all contribute to effective communication.

People receive safe and effective care when pharmacy professionals:

- adapt their communication to meet the needs of the person they are communicating with
- ask questions and carefully listen to the responses, to understand the person's needs and to plan the care they provide
- actively listen, and respond to the information they receive
- overcome barriers to communication
- check the person has understood what they have said
- communicate effectively with others involved in the care of the person



## Standard 4:

### Pharmacy professionals must maintain, develop and use their professional knowledge and skills

#### Applying the standard

People receive safe and effective care when pharmacy professionals apply their knowledge and skills and keep them up to date, including using evidence in their decision making. A pharmacy professional's knowledge and skills must develop over the course of their career to reflect the changing nature of healthcare, the population they provide care to and the roles they carry out.

People receive safe and effective care when pharmacy professionals:

- recognise and work within the limits of their knowledge and skills, and refer to others when needed
- use their skills and knowledge, including up-to-date evidence, to deliver care and improve the quality of care they provide
- carry out a range of relevant continuing professional development (CPD) activities
- record their development activities to demonstrate that their knowledge and skills are up to date
- use a variety of methods to regularly monitor and reflect on their practice, skills and knowledge

## Standard 5:

### Pharmacy professionals must use their professional judgement

#### Applying the standard

People expect pharmacy professionals to use their professional judgement so that they deliver safe and effective care. Professional judgement includes managing competing legal and professional responsibilities and working with the person to understand and decide together what the right thing is for them.

People receive safe and effective care when pharmacy professionals:

- use their judgement to make clinical and professional decisions in partnership with the person and others
- have the information they need to provide appropriate care
- declare any personal or professional interests and manage conflicts of interest
- practise only when fit to do so
- make sure the care they provide reflects the needs of the person and is not influenced by personal or organisational goals, incentives or targets

# Standard 6:

## Pharmacy professionals must behave in a professional manner

### Applying the standard

People expect pharmacists and pharmacy technicians to behave professionally. This is essential to maintaining trust and confidence in pharmacy. Behaving professionally is not limited to the working day, or when meeting patients and the public. The privilege of being a pharmacist or pharmacy technician calls for appropriate behaviour at all times.

People receive safe and effective care when pharmacy professionals:

- are polite and considerate
- are trustworthy and act with honesty and integrity
- show empathy and compassion
- treat people with respect and safeguard their dignity
- maintain appropriate personal and professional boundaries with the people they provide care to and with others

# Standard 7:

## Pharmacy professionals must respect and maintain the person's confidentiality and privacy

### Applying the standard

People trust that their confidentiality and privacy will be maintained by pharmacy professionals. Maintaining confidentiality is a vital part of the relationship between a pharmacy professional and the person seeking care. People may be reluctant to ask for care if they believe their information may not be kept confidential. The principles of confidentiality still apply after a person's death.

People receive safe and effective care when pharmacy professionals:

- reflect on their environment and take steps to maintain the person's privacy and confidentiality
- do not discuss information that can identify patients when the discussions can be overheard or seen by others not involved in their care
- maintain confidentiality when using websites, internet chat forums and social media
- demonstrate leadership so that everyone in the pharmacy team understands the need to maintain a person's privacy and confidentiality
- work in partnership with the person when considering whether to share their information, except where this would not be appropriate
- understand the importance of managing information responsibly and securely, and apply this to their practice

## Standard 8:

### Pharmacy professionals must speak up when they have concerns or when things go wrong

#### Applying the standard

The quality of care that people receive is improved when pharmacy professionals learn from feedback and incidents, and challenge poor practice and behaviours. This includes speaking up when they have concerns, and being honest when things go wrong. At the heart of this standard is the requirement to be candid with the person concerned, and with colleagues and employers.

People receive safe and effective care when pharmacy professionals:

- promote and encourage a culture of learning and improvement
- challenge poor practice and behaviours
- support people who raise concerns and provide feedback
- raise a concern, even when it is not easy to do so
- are open and honest when things go wrong
- say sorry, provide an explanation and set out to put things right when things go wrong
- reflect and act on feedback or concerns, thinking about what can be done to prevent the same thing happening again

## Standard 9:

### Pharmacy professionals must demonstrate effective leadership

#### Applying the standard

People receive safe and effective care when pharmacy professionals take responsibility for their actions and recognise that they have a leadership role. Wherever a pharmacy professional practises, they must provide leadership to the people they work with and to others.

People receive safe and effective care when pharmacy professionals:

- take responsibility for their practice and provide leadership to the people they work with
- assess the risks in the care they provide and do everything they can to keep these risks as low as possible
- demonstrate effective team working
- contribute to the training and development of the team
- delegate tasks only to people who are competent and appropriately trained or are in training; and exercise proper oversight
- do not abuse their position or set out to influence others to abuse theirs
- act as role models of the standards for pharmacy professionals, in particular to those who are working towards registration as a pharmacy professional

## Part 3: Supporting pharmacy practice

The safe and effective care that people receive will also be supported by a range of tools that organisations publish. Professional leadership bodies, trade organisations, regulators, employers, government agencies and others produce guidance, templates, training tools and other material to support pharmacy professionals' practice.

Pharmacy professionals should take account of relevant information to help them in their practice, and help them to make sure they meet the standards for pharmacy professionals. The information they take into account will vary depending on their specific needs or on the needs of the person they are providing care to.

The GPhC also produces supplementary information when we have identified a need. This can explain the standards, or an element of the standards, in more detail. Using feedback from the sector, patient groups and organisations such as the Professional Standards Authority, we have published regulatory guidance on the following issues:

- Raising concerns: explains how pharmacy professionals should raise concerns that they have
- Consent: explains the principles of consent
- Confidentiality: explains the steps to take to protect the confidential information obtained in the course of professional practice
- Maintaining clear sexual boundaries: explains the importance of maintaining clear sexual boundaries, and explains the responsibilities pharmacy professionals have
- The provision of pharmacy services affected by religious and moral beliefs: balancing personal beliefs and the care of patients and what pharmacy professionals need to do if their religious or moral beliefs affect the provision of pharmacy services to patients and the public

We plan to review and update our guidance in all these areas.

## How we will use your responses

Following the consultation, we will publish a report summarising what we heard. We may quote parts of your response in that report or in other documents but if you respond as a private individual, we will not use your name unless you give consent for us to do so.

We may publish your response in full unless you tell us otherwise. If you want your response to remain confidential, you should explain why you believe the information you have given is confidential. However, we cannot guarantee that confidentiality can be maintained in all circumstances.

The GPhC may need to disclose information under access to information legislation (usually the Freedom of Information Act 2000 ).

If your response is covered by an automatic confidentiality disclaimer generated by your IT system, this will not in itself, be binding on the GPhC.

Any diversity monitoring information you give us will be used to review the effectiveness of our consultation process. It will not be part of a published response.



# Consultation response form

## Response to the consultation on standards for pharmacy professionals

If you want your response to stay confidential, please explain why you think the information you have given is confidential. We cannot give an assurance that confidentiality can be maintained in all circumstances.

- Please remove my name from my published response

Please tell us if you have any concerns about our publishing any part of your response:

## Background questions

First, we would like to ask you for some background information. This will help us to understand the views of specific groups, individuals and organisations and will allow us to better respond to those views.

### Are you responding:

- as an individual – please go to section A
- on behalf of an organisation – please go to section B

## Section A – Responding as an individual

Please tell us your:

name: .....

address: .....

email: .....

Where do you live?

- England
- Scotland
- Wales
- Northern Ireland
- other (please give details)

.....

Are you responding as:

- a member of the public
- a pharmacy professional – please go to section A1
- a pre-registration trainee
- a student
- other (please give details)

.....

## Section A1 – Pharmacy professionals

Are you:

- a pharmacist
- a pharmacy technician

Please choose the option below which best describes the area you mainly work in:

- community pharmacy
- hospital pharmacy
- primary care organisation
- pharmacy education and training
- pharmaceutical industry
- other (please give details)

.....

## Section B: Responding on behalf of an organisation

**Please tell us your:**

name: .....

job title: .....

organisation: .....

address: .....

.....

.....

email: .....

a contact name for enquiries: .....

contact phone number: .....

**Is your organisation a:**

pharmacy organisation

non-pharmacy organisation

**Please choose the option below which best describes your organisation:**

- body or organisation representing professionals
- body or organisation representing patients or the public
- body or organisation representing a trade or industry
- community pharmacy
- corporate multiple pharmacy
- independent pharmacy
- NHS organisation or group
- research, education or training organisation
- government department or organisation
- regulatory body
- other (please give details)

.....

# Consultation questions

We are particularly interested in your views on the following points, although we welcome your comments on any issues that you want to raise about the standards for pharmacy professionals.

## Context

The introduction should set the context and make clear who the standards apply to, and how they should be applied by pharmacy professionals.

**1. Is the introduction clear?**

Yes / No

**1a. What else, if anything, should be added to or removed from the introduction?**

The present standards for pharmacy professionals already apply to all pre-registration trainee pharmacists and pharmacy technicians.

We also intend to ask all pharmacist and pharmacy technician students to meet the standards for pharmacy professionals, rather than having a separate student code of conduct.

**2. Do you agree with this approach?**

Yes / No

**2a. If you do not agree with this proposal, please explain why.**

## The nine standards for pharmacy professionals

3. Are the standards clear?

Yes / No

3a. What, if anything, is unclear?

4. Are there any standards you do not agree with?  
(If so, please explain)

5. Are there any other standards that you think are missing?  
(If so, please explain)

## Applying the standards

Each standard is supported by a section called ‘applying the standards’. These sections explain why the standard is important, and gives examples of the types of attitudes and behaviours that pharmacy professionals should demonstrate.

6. **Do you think the section ‘applying the standards’ is useful in helping you to understand the standards?**

Yes / No

7. **Do you think the ‘applying the standards’ sections are clear and easy to understand?**

Yes / No

8. **What is unclear? Please say which standard or standards you mean, and explain why you think there is a problem with the ‘applying the standard’ section.**

9. **Are there any examples that it would be useful to include in the sections ‘applying the standards’?**

The new standards and their explanations make clear that a pharmacy professional’s personal values and beliefs must be balanced with the care they give people who use pharmacy services. We do not want to impose a belief system on pharmacy professionals, and equally a pharmacy professional should not impose their own beliefs on any person who receives care. For example, a pharmacy professional’s own beliefs may prevent them from selling emergency hormonal contraception. They should demonstrate compassion, and help the person asking for care by directing them to another appropriate healthcare provider.

10. **The new standards and their explanations make clear that a pharmacy professional’s personal values and beliefs must be balanced with the care they give people who use pharmacy services. Do you agree with our approach?**

Yes / No

11. **If you do not agree with this approach, please explain why.**

12. **Do you have any other comments?**

## Equality analysis

We believe the focus of the standards on delivering person-centred care should have positive implications for people. We have not identified any implications that would discriminate against or unintentionally disadvantage any individuals or groups.

**13. Are there any aspects of the standards that could have a negative impact on patients, members of the public, pharmacists, pharmacy technicians, or any other groups?**

Yes / No

**14. Do you have any comments on the potential impact of the standards?**

## Supporting pharmacy practice

We plan to review and update our guidance in the following areas:

- Raising concerns: explains how pharmacy professionals should raise concerns that they have
- Consent: explains the principles of consent
- Confidentiality: explains the steps to take to protect the confidential information obtained in the course of professional practice
- Maintaining clear sexual boundaries: explains the importance of maintaining clear sexual boundaries, and explains the responsibilities pharmacy professionals have
- Balancing personal beliefs and the care of patients: what pharmacy professionals need to do if their religious or moral beliefs affect the provision of pharmacy services to patients and the public

**15. Do you agree with the areas we have identified?**

Yes / No

**16. What other support, if any, do you think pharmacy professionals need?**

# Equality monitoring

At the GPhC, we are committed to promoting equality, valuing diversity and being inclusive in all our work as a health professions regulator, and to making sure we meet our equality duties.

We want to make sure everyone has an opportunity to respond to our consultation on standards for pharmacy professionals. This equality monitoring form will provide us with useful information to check that this happens. You do not have to fill it in, and your answers here will not be linked to your consultation responses.

## What is your ethnic group?

Please tick one box

### White

- British
- Irish
- Other

### Black or Black British

- Caribbean
- African
- Other

### Mixed

- White and black Caribbean
- White and black African
- White and Asian
- other mixed (please give more information in the box below)

### Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- other Asian (please give more information in the box below)
- Chinese or Chinese British
- Other ethnic group (please give more information in the box below)



## What is your age?

Please tick one box

- under 20
- 20 – 29 years
- 30 – 39 years
- 40 – 49 years
- 50 – 59 years
- 60 + years

## What is your gender?

Please tick one box

- male
- female
- other

## What is your religion?

Please tick one box

- None
- Christian
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Other (please give more information in the box below)

## Do you consider that you have a disability?

Please tick one box

- Yes
- No

## Appendix A: collated consultation questions

1. Is the introduction clear?
  - 1a. What else, if anything, should be added to or removed from the introduction?
2. We also intend to ask all pharmacist and pharmacy technician students to meet the standards for pharmacy professionals, rather than having a separate student code of conduct. Do you agree with this approach?
  - 2a. If you do not agree with this proposal, please explain why.
3. Are the standards clear?
  - 3a. What, if anything, is unclear?
4. Are there any standards you do not agree with? If so, please explain.
5. Are there any other standards that you think are missing? If so, please explain.
6. Do you think the section 'applying the standards' is useful in helping you to understand the standards?
7. Do you think the 'applying the standards' sections are clear and easy to understand?
8. What is unclear? Please say which standard or standards you mean, and explain why you think there is a problem with the 'applying the standard' section.
9. Are there any examples that are missing in the sections 'applying the standards'?
10. The new standards and their explanations make clear that a pharmacy professional's personal values and beliefs must be balanced with the care they give people who use pharmacy services. Do you agree with our approach?
11. If you do not agree with this approach, please explain why.
12. Do you have any other comments?
13. Are there any aspects of the standards that could have a negative impact on patients, members of the public, pharmacists, pharmacy technicians, or any other groups?
14. Do you have any comments on the potential impact of the standards?
15. We plan to review and update our guidance in the following areas. Do you agree with the areas we have identified?
16. What other support, if any, do you think pharmacy professionals need?

# General Pharmaceutical Council

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