

General  
Pharmaceutical  
Council

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# Annual plan 2021/22

April 2021



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# Introduction

This annual plan 2021/22 outlines our key priorities for year two of our Strategic Plan 2020-25, setting out where we intend to get to towards achieving our ten-year vision of safe and effective pharmacy care at the heart of healthier communities.

Our work over the coming year continues to be organised under the five strategic aims, to:

- deliver an adaptable standards framework that meets public and professional needs that are changing quickly
- deliver effective, consistent and fair regulation
- drive improvements in pharmacy care by modernising how we regulate education and training
- shift the balance towards more anticipatory, proportionate and tailored approaches to regulating pharmacy
- enhance our capabilities and infrastructure to help deliver our vision

This annual plan outlines the activities to be carried out under these areas this year as well as setting out how we will measure our success. It will be supported by more detailed regular reporting to our Council.

In the coming year we will also continue to deliver our regulatory responsibilities, including setting the standards for pharmacy professionals and pharmacies to enter and remain on the register, maintaining a register of those who meet these standards and investigating concerns about the people or pharmacies we register.

We will need to keep our vision, strategic and annual plans under close review over the next year and beyond, and reprioritise our work accordingly, to make sure we are able to adapt quickly to:

ongoing challenges in relation to COVID-19 and any impacts of Brexit;

any changes in delivery models of pharmacy services as a result of technology or changes in the wider health and social care system; and

changes as a result of governments' regulatory reform,

whilst continuing to support and help bring about responsible innovation that is focused on safely delivering improved outcomes for patients



## **Strategic aim one: Deliver an adaptable standards framework that meets public and professional needs that are changing quickly**

**Over the remaining four years of our strategic plan, our focus is on:**

- developing new regulatory standards for updated roles in medicines legislation
- making sure our core standards and supporting guidance meet the changing needs of the public and professionals

**To help us achieve this overall aim, in 2021/22 we will have:**

- reviewed how effectively our core professionals and systems regulatory standards and guidance work together to assure and improve the quality of pharmacy practice
- started to develop a holistic forward-looking prioritised programme for the cyclical review of all our core regulatory standards and supporting guidance across the organisation
- a clear plan setting out our approach to how and when we will develop new standards for updated roles in medicines legislation (legislative timetable permitting)
- Published our updated guidance for registered pharmacies providing pharmacy services at a distance, including on the internet

- Developed new equality guidance for pharmacy owners, to help them meet their obligations under the Equality Act and the Human Rights Act

## **Strategic aim two: deliver effective, consistent and fair regulation**

**Over the remaining four years of our strategic plan, our focus is on:**

- meeting all the standards of good regulation
- reporting broadly on our regulatory and service performance
- regulating fairly

**To help us achieve this overall aim, in 2021/22 we will have:**

- completed a programme of improvements around the timeliness of case progression, the quality of reasons for decisions given, and person-centred service in fitness to practise
- started to see sustained improvements in the quality of our data at source
- more joined up reporting covering both regulatory and service performance and progress against plans, budgets and projects
- made sure we can evaluate the impact of the new medium-term strategies for fitness to practise (FtP), equality, diversity and inclusion (EDI), and communication over the longer term
- an understanding of the experience of provisional registrants during the Covid-19 pandemic to inform our work

- an updated comprehensive Equality, Diversity and Inclusion (EDI) strategy in place
- delivered the first phase of work to embed patient and public voice into the way we work

### **Strategic aim three: drive improvements in pharmacy care by modernising how we regulate education and training**


#### **Over the remaining four years of our strategic plan, our focus is on:**

- refreshing standards for the initial education and training of pharmacists and pharmacy technicians
- developing our approach to regulating the post-registration education and training of pharmacy professionals
- implementing a tailored and intelligence led approach to accrediting and quality assuring initial education and training providers
- updating the delivery, content and timing of the registration assessment for pharmacists
- enabling the efficient registration of overseas pharmacy professionals considering Brexit

#### **To help us achieve this overall aim, in 2021/22 we will have:**

- begun implementing the new initial education and training standards for pharmacists
- reviewed education and training standards for independent pharmacist prescribing

- worked collaboratively with others to develop our role in the post-registration education and training of pharmacy professionals
- assessed and agreed how further development of revalidation is used to demonstrate post-registration education and training
- started operating a tailored and intelligence led approach to accrediting and quality assuring initial education and training providers
- run a four-country registration assessment on-line with the Pharmaceutical Society of Northern Ireland (PSNI) and evaluated its effectiveness
- reviewed revised registration criteria for overseas pharmacy professionals considering Brexit



## **Strategic aim four: Shift the balance towards more anticipatory, proportionate and tailored approaches to regulating pharmacy**

### **Over the remaining four years of our strategic plan, our focus is on:**

- practising an approach to how we regulate that is increasingly informed by intelligence
- managing the flow of incoming information, intelligence and concerns strategically
- operating a more person-centred and restorative approach to fitness to practise
- developing a more strategic approach to regulating pharmacy
- raising the public's awareness and understanding of the standards they should expect from pharmacy

### **To help us achieve this overall aim, in 2021/22 we will have:**

- been producing a regular insight (trends reports) to inform our work
- started to implement a prioritised programme of securing new information and Information Sharing Agreements (ISAs) with stakeholders where we have gaps in information
- contributed to the Department of Health and Social Care (DHSC) consultation on the four aspects of regulatory reform (governance, education, fitness to practise and registration) and continued preparations for any future changes
- published core datasets on our website about our register, along with appropriate EDI data related to FtP cases to inform others' work
- started to implement our new approved fitness to practise strategy
- worked with stakeholders to explore the use of technology in regulating on-line pharmacies
- completed a pilot of a strategic approach to assessing how well registered pharmacies meet our standards
- started to implement our new approved medium-term communications and engagement strategy

### **Strategic aim five: Enhance our capabilities and infrastructure to deliver our vision**

#### **Over the remaining four years of our strategic plan, our focus is on:**

- improving customers' experience of our services
- making sure we are organised for success
- improving our IT infrastructure to support us in delivering our vision
- establishing a sustainable and fair financial position

#### **To help us achieve this overall aim, in 2021/22 we will have:**

- moved the paper-based pre-registration final declaration, application for certificate of current professional standing and independent prescriber status online
- started building the replacement website
- an overarching plan in place guiding all the work being done to support the new way we want our organisation to run going forward
- developed a digital service strategy with an updated business systems strategy to support the new way we want our organisation to run going forward
- a replacement purchase order system and a new adjudications portal up and running
- implemented changes to the operation of the customer contact centre to make sure it meets the needs of registrants and the public

- integrated our approach to lean thinking and business change into how we run individual projects and programmes of work
- continued to modernise our IT infrastructure including upgrading our core CRM business system







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