


General
Pharmaceutical
Council



Annual plan
2019/20

The text of this document (but not the logo and branding) may be reproduced free of charge in any format or medium, as long as it is reproduced accurately and not in a misleading context. This material must be acknowledged as General Pharmaceutical Council copyright and the document title specified. If we have quoted third party material, you must get permission from the copyright holder.

Contact us at [**communications@pharmacyregulation.org**](mailto:communications@pharmacyregulation.org) if you would like a copy of the document in another format (for example, in larger type or in a different language).

Introduction

This annual plan 2019/20 sets out our key priorities for year three of our strategic plan for 2017-20.

Our key priorities are based on five strategic themes, which are:

- building our data and insight capability
- developing a proportionate and restorative approach to fitness to practise
- implementing our approach to regulating registered pharmacies
- setting and upholding standards
- operating as a professional, lean organisation

This annual plan outlines the activities to be carried out under these themes as well as setting out how we will measure our success. It will be supported by more detailed regular reporting on progress 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 are continually seeking opportunities to improve how we deliver these core responsibilities.

The activities in the annual plan support the delivery of our strategic plan which sets out our ambition as the pharmacy regulator to support and improve the delivery of safe, effective care

in pharmacy which patients and the public have the right to expect.

To enable us to do that effectively we will need to keep our strategy and plans under review as there are significant challenges facing society in general and pharmacy in particular. This annual plan has been developed at a time of significant change, uncertainty and challenge in pharmacy, in health and social care, in regulation, and in the wider political background in the three countries in which we regulate.

We will continue to respond flexibly, appropriately and promptly to events as they unfold. In all our work, we will continue to focus on our key operating principles as set out in our strategic plan, which are to:

- promote professionalism
- be person-centred
- focus on outcomes
- promote learning and development
- collaborate
- recognise the contribution of the whole pharmacy team

The pace of change in pharmacy is increasing, and it has prompted us to develop a draft ten-year vision. This will enable us to make sure we are fit to deliver efficient regulation which is responsive to the changing healthcare environment and to changes in how pharmacy services are delivered, including through using new technologies.



We will focus more of our efforts on proactively anticipating and responding to issues, and tailoring our regulatory responses to achieve the desired results in the best and quickest way.

In the third year of our strategic plan, this Annual Plan represents a transitional period as we continue to set our longer-term goals and develop our plans to achieve these.

The annual plan in headlines

Five strategic priority themes

1. Building our data and insight capability
2. Developing a proportionate and restorative approach to fitness to practise
3. Implementing our approach to regulating registered pharmacies
4. Setting and upholding standards
5. Operating as a professional, lean organisation



Structure

1. Overall introduction
2. Section for each priority theme, which includes:
 - planned key actions
 - success measures



Support

Outline quarterly annual plan progress report, which includes:

- key links and assumptions
- main risks
- outline timetable by quarter



Strategic priority themes

1. Building our data and insight capability

In 2019/20 we will:

- continue to update our data, approach and procedures to ensure compliance with data protection legislation
- develop a strategic engagement and research programme
- develop a strategic approach for how we will systematically evaluate the impact of our work going forwards
- start to report more broadly on our performance based on good quality sustainable data sources
- develop and implement an intelligence model for managing incoming information
- develop a broader range of information for collection to support proactive and intelligence informed actions
- invest in the scoping of a whole organisation approach to managing incoming enquiries about pharmacy

What success looks like

We have achieved success when:

- people trust us to use their data fairly and responsibly
- our research and engagement activities are well planned and driven by our strategy
- we understand the quality, efficiency, costs and impact of our work
- all key governance and management performance monitoring reports are standardised and automated
- we are clear how we act on intelligence
- we understand what information is important and where to get it from
- we have a clear framework guiding our phased development work for a whole organisation approach to enquiries

2. Developing a proportionate and restorative approach to fitness to practise

In 2019/20 we will:

- develop and engage on a strategy for a proportionate and restorative approach to fitness to practise (FtP)
- design an approach to managing health issues that supports registrants back into practice where appropriate
- improve the way we communicate with everyone involved throughout the fitness to practise process
- improve our understanding of the unintended impact of the fitness to practise process on everyone involved in the process

What success looks like

We have achieved success when:

- we achieve a high level of engagement during the development of our future FtP strategy
- the future FtP strategy is drafted, reflects the learning from recent reports and inquiries into health regulation and is ready for consultation
- a revised process for managing health issues that supports registrants and only uses our fitness to practise process where there is a risk to the ongoing health of the registrant's or public safety
- we will have identified the key changes we would like to make to our communications and have a plan to embed these throughout our fitness to practise process
- we have a clear plan in place to minimise the unintended impact of fitness to practise processes identified

3. Implementing our approach to regulating registered pharmacies

In 2019/20 we will:

- implement the updated principles and approach to how we regulate registered pharmacies
- publish our inspection reports and examples of notable practice in the knowledge hub
- enhance our capability to assess the increasing range of clinical and technology supported pharmacy services
- implement a pro-active programme of awareness raising and communication to the sector and the public on key issues affecting patient safety
- make full use of our enforcement options in line with our enforcement policy

What success looks like

We have achieved success when:

- risks to patient safety are being effectively minimised and the quality of pharmacy practice is continually improving
- inspection reports are easily accessible and useful to the public and examples of notable practice are being used by the sector to improve quality in pharmacy practice
- we can effectively assess the quality of the full range of clinical pharmacy practice and types of models operating
- we are proactively providing the public with clear information to help inform their health and well-being choices when using pharmacy services
- different types of enforcement action are taken when appropriate

4. Setting and upholding standards

In 2019/20 we will:

- agree a revised set of initial education and training (IET) standards for pharmacists ready for implementation
- implement revised education and training (ET) standards for pharmacist independent prescribers and consult on guidance for safe and effective prescribing
- agree policy for the education and training of support staff in the pharmacy team
- commence a review of how we accredit education and training providers
- invest in the development of new standards for superintendents, chief pharmacists and responsible pharmacists, subject to legislative change
- implement the final part of our revalidation policy with registrants providing reflective accounts and peer review submissions
- commence accreditation of new education and training courses for pharmacy technicians based on revised standards

What success looks like

We have achieved success when:

- IET standards for pharmacists drive greater clinical and patient-centred education and training
- ET standards for pharmacist independent prescribers equip pharmacist independent prescribers with the necessary skills and knowledge to prescribe safely
- policy on the education and training of support staff provides public assurance and reflects the current pharmacy environment and changing roles of support staff
- standards set clear expectations and accountabilities in the interest of public safety
- registrants demonstrate their continuing learning and development in the interests of patients and other service users through revalidation for pharmacy professionals

5. Operating as a professional, lean organisation

In 2019/20 we will:

- launch our ten-year vision and develop a supporting strategic plan
- develop a medium to long-term financial strategy
- move applications for pharmacist pre-registration training, the registration assessment and pharmacy technician initial registration on-line
- continue the migration of our IT infrastructure and services to the cloud
- develop a medium to long-term strategy for the development of our key business systems aligned to organisational priorities
- develop an updated comprehensive Equality, Diversity and Inclusion strategy with a focus on our regulatory functions
- draft, plan and begin implementation of a three to five-year organisational development strategy
- initiate a review of our current and future accommodation requirements

What success looks like

We have achieved success when:

- we are clear where we are aiming to be in ten years' time and it is guiding our business planning
- we have a longer-term strategy which enables us to plan for and deliver a sustainable financial position that supports the delivery of our vision
- pre-registration pharmacists and pharmacy technicians can complete their pre-registration and registration assessment applications, and initial pharmacy technician registration online, simply and efficiently
- we have a reduced cost of ownership for IT services
- we have a clearly defined plan for our business systems in line with our priorities
- our policies and practices reflect and support the diverse registrant and organisational population, enhancing their experience
- we are clear how our organisation needs to work in order to deliver our priorities
- our accommodation strategy enables us to demonstrate value for money alongside a commitment to reducing our carbon footprint



General Pharmaceutical Council
25 Canada Square, London E14 5LQ
F 020 3713 8000
E info@pharmacyregulation.org

 [@TheGPHC](https://twitter.com/TheGPHC)
 [TheGPHC](https://www.facebook.com/TheGPHC)
 [/company/general-pharmaceutical-council](https://www.linkedin.com/company/general-pharmaceutical-council)
www.pharmacyregulation.org