

Our strategy for managing concerns about pharmacy professionals

Pharmacy Professionals Webinar

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Content of presentation

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- About the GPhC
- About fitness to practise
- The current challenges
- Why and how we've developed the strategy
- Our strategic aims and how we'll achieve them
- Strategic outcomes
- Timeline



About the GPhC

- We regulate pharmacists, pharmacy technicians and registered pharmacies in Great Britain
- We set and uphold standards for:
 - the education and training of pharmacists and pharmacy technicians
 - pharmacists and pharmacy technicians
 - registered pharmacies
- We register the pharmacy professionals and pharmacies who have met our standards, and take proportionate action if our standards are not met



About fitness to practise

- **Our role is to protect patients and the public** and give them assurance that they will **receive safe and effective care** when using pharmacy services
- One of the ways we do that is by **investigating concerns about individual pharmacists and pharmacy technicians** where there may be a risk to patient safety or the public confidence in pharmacy could be affected
- We carefully review and assess all concerns before determining whether we need to begin an investigation.



About fitness to practise

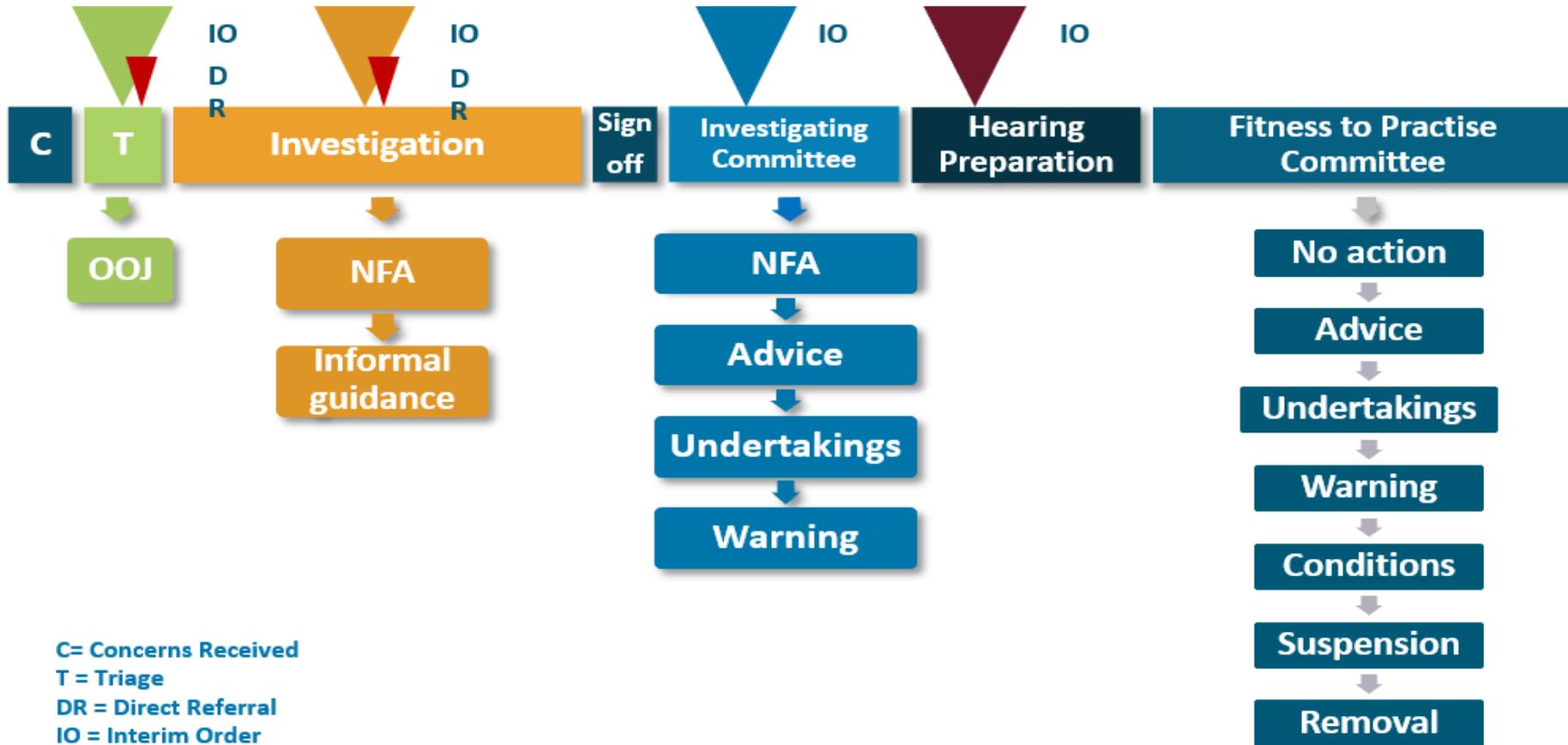


A pharmacy professional may not be fit to practise for a number of reasons, for example:

- if their behaviour is putting patients at risk
- they are practising in an unsafe way
- their health may be affecting their ability to make safe judgements about their patients.

We have a responsibility to make sure that we manage these types of concerns better to protect patients and the public while being fair to pharmacy professionals.

Our current approach



Current challenges

- Fitness to practise is still perceived as being too **legalistic** and **adversarial**
- Investigations are **lengthy**, can be **frustrating** for everyone involved and can impact on the **mental health** of those we are investigating
- How we engage with people, and the method and tone of our communications, can have an **adverse impact**
- People, and particularly those who are vulnerable, can find it hard to access support
- **Employers need more clarity** on when to refer a concern to us

Current challenges

- For the **patients, families, witnesses** and professionals involved, the current approach can be **confusing, inconsistent** and **slow**
- Understanding why black Asian and minority ethnic professionals are **disproportionately represented** in the concerns we receive and minimising and addressing risks of **potential biases** in our decision making
- Understanding the impact of a professional **not having legal representation, or not attending a hearing**

About the strategy

Developing a new strategy gives us an opportunity to:

- ask fundamental questions about the purpose of fitness to practise and what it means to the public we seek to protect and the professionals on our register
- review areas of our current practice and change things for the better
- build on improvements we have already introduced
- address the increase in number of concerns we receive.

About the strategy

- It's part of our programme for change and delivery of our Vision 2030
- We've also published our strategic plan 2020-25 which includes delivering effective, consistent and fair regulation and shifting the balance towards more anticipatory, proportionate and tailored approaches to regulating pharmacy
- We're developing our **equality, diversity and inclusion (EDI)** strategy in parallel with this fitness to practise strategy and are committed to demonstrating how our approach will support our EDI work.

Developing the strategy



Independent review of gross negligence manslaughter and culpable homicide

Gosport War Memorial Hospital
The Report of the
Gosport Independent Panel

June 2018

The Report of the Morecambe Bay Investigation



EMPLOYERS



patients association
Listening to patients, speaking up for change.

Association of Pharmacy
Technicians UK (APTUK)



healthwatch

STAKEHOLDERS

Strategic aims

1. Keeping patients and the public safe by using our full range of regulatory tools to prevent, anticipate and resolve concerns
2. Taking a person-centred approach that's fair, inclusive and free from discrimination and bias
3. Shifting the perception from blame and punishment to learning and improvement
4. Taking account of context and working with others to address systemic issues



Achieving strategic aim 1

Keeping patients and the public safe by using our full range of regulatory tools to prevent, anticipate and resolve concerns

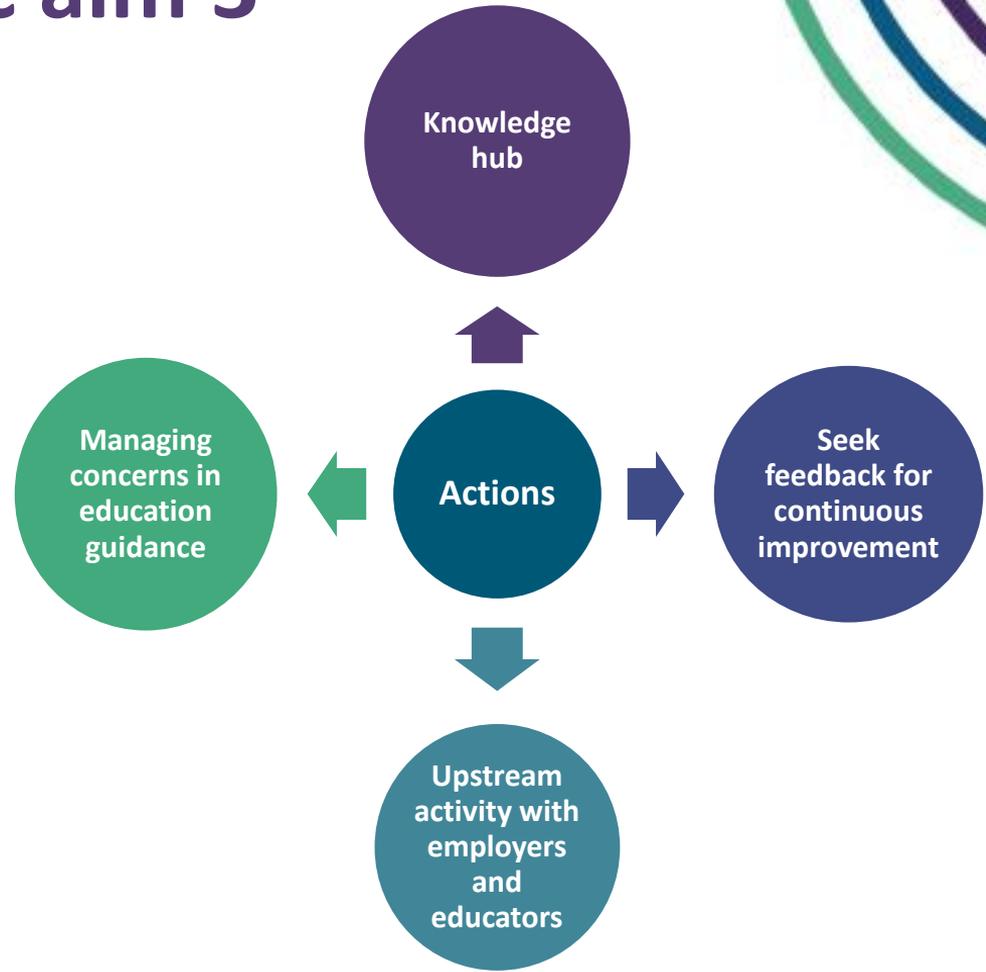
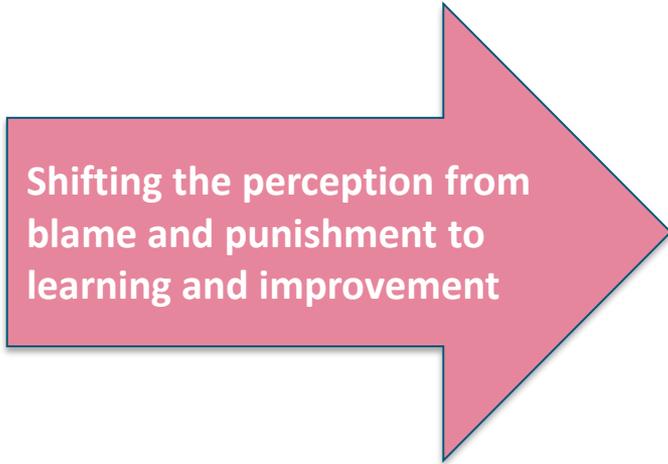


Achieving strategic aim 2

Taking a person-centred approach that's fair, inclusive and free from discrimination and bias



Achieving strategic aim 3



Achieving strategic aim 4

Taking account of context and working with others to address systemic issues



Strategic outcomes

- Patients and the public receive safe and effective care because pharmacy professionals are safe to practise and can get support to help them meet our standards when appropriate
- Professionals understand the importance of being open and honest and that by acknowledging any mistakes quickly this will minimise the need for a fitness to practise investigation
- It is easy to raise a concern, understand the process and what it means to everyone involved
- Our decisions are clear, timely, free of bias, proportionate and address the cause of the regulatory concern

Strategic outcomes

- Professionals, patients, the public and any witnesses feel confident and supported to engage in the process
- Our stakeholders are confident we are taking appropriate action to address concerns, even if we do not pursue a formal fitness to practise investigation
- More concerns are resolved safely at an earlier stage through support, reflection and learning, without the need for a hearing
- Only the most serious concerns reach a hearing.

Strategy delivery



PHASE ONE
Developing the strategy
2019 to 2020

PHASE TWO
Consultation/Reporting
2020 to 2021

PHASE THREE
Implementation
2021 to 2023

PHASE FOUR
Evaluation
2022 to 2024



Thank you

Questions?

