

Patient Safety Commissioner Consultation Team
Scottish Government
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By email: ConsultationPSC@gov.scot

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General Pharmaceutical Council response to Patient Safety Commissioner Role for Scotland consultation

The General Pharmaceutical Society (GPhC) regulate pharmacists, pharmacy technicians and pharmacies in Great Britain. Our main role is to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy.

We promote professionalism within pharmacy, help make sure pharmacy professionals have the appropriate knowledge, attitudes and behaviours, assure the quality of pharmacy, including its safety, support the improvement of pharmacy.

We have a number of ways in which we do this including;

- registering and listing publicly the pharmacy professionals and pharmacies that provide care to patients and the public
- setting and promoting the standards needed to enter and stay on our register
- receiving assurances, in a number of ways, that pharmacy professionals and pharmacies continue to uphold our standards and acting appropriately when they do not
- sharing with others what we learn through our work
- investigating concerns about the people or pharmacies we register and taking proportionate action to protect the public and promote our standards

The GPhC welcomes the proposal set out in the consultation document for the introduction of a Patient Safety Commissioner Role for Scotland. The desire for them to be an independent public leader with statutory responsibility who champions the value of listening to patients and seeking improvements to patient safety aligns to our **Strategic Plan 2020-25** in which person centred care is one of our key operating principles at the centre of the way we work.

The consultation document recognises, there are a wide range of organisations that have a role in supporting patients voices across the healthcare system and we believe we at the GPhC have a role to play in this too.

We appreciate we are just one part of a wider system that makes sure people receive safe and effective care from pharmacy and ensures that public trust in pharmacy is maintained. If we are to be successful, we must work alongside the people using pharmacy, the leaders of pharmacy, other regulators, and the wider health and care sector.

We acknowledge that through the course of its work, the PSC may receive evidence which highlights a particular concern that reflects an underlying systemic issue or may suggest impaired fitness to practise on the part of a health and social care professional.

If such a situation were to arise, and for the purpose of public protection where appropriate to do so, it would be necessary to ensure that the relevant information was communicated in a timely manner to the relevant regulatory body to enable it to investigate these concerns further. Equally, during the course of our own investigations, we may in turn identify thematic issues that we believe would require referral to the Commissioner.

We would therefore be keen to engage with said role, once established, to develop an information sharing agreement to achieve joined up working and furthermore deliver assurances for patient safety.

The GPhC look forward to working in partnership with the Patient Safety Commissioner initially in the limited areas identified but as the role expands in years to come.

Yours sincerely

A handwritten signature in black ink, appearing to read 'L Fraser'.

Laura Fraser

Director for Scotland

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