

Guide to information

This guide sets out the information we make routinely available to meet our commitments under the **Model Publication Scheme for Health Regulators**, published by the Information Commissioner's Office.

Unless stated otherwise, the information is freely available on our website:

www.pharmacyregulation.org

If you have any questions about the guide, or would like information not listed here, please contact us:

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Contents

Who we are and what we do	3
What we spend and how we spend it	3
What our priorities are and how we are doing.....	3
How we make decisions	4
Our policies and procedures	4
Lists and registers	5
The services we offer	5

Who we are and what we do

- [Who we are](#)
- [Our location](#)
- [How to contact us](#)
- [Annual fitness to practise reports](#)
- [The GPhC Council](#)
- [GPhC Council Members](#)
- [Senior Leadership Group](#)
- [The GPhC in Scotland](#)
- [The GPhC in Wales](#)
- [Other GPhC Committees](#)
- [Fitness to Practise Committee Members](#)
- [Accreditation and Recognition Panel Members](#)
- [Our main work](#)
- [Legislation relevant to our functions](#)
- [Pharmacy Order 2010 and Rules](#)
- [Organisations we work with](#)
- [Working for the GPhC](#)

What we spend and how we spend it

- Budgets are set out annually in Council papers – the latest is [February 2019](#)
- Council members' pay and expenses are also published in the [annual reports](#)
- Our financial statements are published in the [annual reports](#)
- [We procure a range of goods and services](#), which are usually advertised via [Tenders Electronic Daily](#) website

What our priorities are and how we are doing

- [Previous strategic and corporate plans](#)
- Performance monitoring reports are published in [Council papers](#)
- [Vision, strategic and business plans for 2017-20](#)

How we make decisions

- [Consultations](#)
- [Council meetings and reports](#)
- [Concerns and fitness to practise](#)
- [Fitness to practise determinations search](#)

Our policies and procedures

Customer service

- [Customer service feedback and complaints procedure](#)

Equality policy

- [Equality, diversity and inclusion](#)

Information policies

- [Freedom of Information requests](#)
- [Privacy policy](#)
- [Publication scheme](#)
- [**Publication and disclosure policy \[PDF 831.51 KB\]**](#)

Education and registration

- [Approval process for education and training providers](#)
- [Education and training requirements for the pharmacy team](#)
- [Language and indemnity requirements](#)
- [Pharmacist pre-registration training scheme](#)
- [Registration process](#)
- [Registration renewal process](#)
- [Revalidation](#)
- [Registration restoration process](#)

Concerns and hearings

- [Appeals procedure](#)
- [Concerns procedure](#)
- [Fitness to Practise Committee procedure](#)
- [Investigations](#)
- [Investigating Committee procedure](#)

Lists and registers

- [Accredited courses and course providers for pharmacy professionals](#)
- [Data Subscription Service – daily updates to Registers data \(charges and conditions apply – see licence agreement and order form\)](#)
- [Gift and hospitality register](#)
- [Register of interests – Council](#)
- [Register of interests – other committee members](#)
- [Registers of pharmacists, pharmacy technicians and pharmacies](#)

The services we offer

- [Education and training](#)
- [Current news and news archive](#)
- [Get involved – consultations](#)
- [Hearings schedule](#)
- [Inspection](#)
- [Internet Pharmacy](#)
- [Registration](#)
- [Revalidation](#)
- [Research](#)
- [Regulate – news for pharmacy professionals and Blog](#)
- [Investigate concerns – how to report a concern or complaint about a pharmacy professional or registered pharmacy](#)
- [Standards and guidance for pharmacy professionals](#)
- [Standards for registered pharmacies](#)
- [Standards for initial education and training – pharmacists](#)
- [Standards for initial education and training – pharmacy technicians](#)