

Guide to information



Contents

Guide to information	1
Introduction	1
Who we are and what we do	2
What we spend and how we spend it	2
What our priorities are and how we are doing.....	3
How we make decisions.....	3
Our policies and procedures	3
Lists and registers	4
The services we offer	5

Introduction

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**

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

Information Governance Team
General Pharmaceutical Council
25 Canada Square
London
E14 5LQ

Email: infogov@pharmacyregulation.org

Telephone: 020 3713 8000

Who we are and what we do

- Who we are
- Our location
- How to contact us
- 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
- Research
- Working for the GPhC

What we spend and how we spend it

- Budgets are set out annually **in Council papers** – the latest **is February 2021**
- Council members' pay and expenses are published in **our annual reports**
- Our financial statements are published in **our 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

- Vision 2030, strategic and business plans for 2020-25
- Performance monitoring reports are published in Council papers
- Previous strategic and corporate plans
- Annual reports
- Annual fitness to practise reports (these are contained in our annual reports)

How we make decisions

- Consultations
- Council meetings and reports
- Concerns and fitness to practise
- Fitness to practise determinations search
- Our approach to inspections
- Approval process for education and training providers

Our policies and procedures

Customer service

- Customer service feedback and complaints procedure

Equality, diversity and inclusion

- Equality, diversity and inclusion

Information policies

- Freedom of Information requests
- Privacy policy
- Publication scheme
- Publication and disclosure policy
- Third party research policy

Education and registration

- Approval process for education and training providers

- **Brexit: information for pharmacy professionals and pharmacy owners**
- **Changes to your registration**
- **Education and training requirements for the pharmacy team**
- **Language and indemnity requirements**
- **Pharmacist foundation training scheme**
- **Registration process**
- **Registration renewal process**
- **Revalidation**
- **Registration restoration process**
- **Decisions about your registration and making an appeal**

Concerns, hearings and inspections

- **Concerns procedure**
- **Enforcement action**
- **Fitness to Practise Committee procedure**
- **Improvement action**
- **Inspections**
- **Investigations**
- **Investigating Committee procedure**

Lists and registers

- **Accredited courses and course providers** for pharmacy professionals
- **Data Subscription Service** - daily updates to GPhC registers (charges and conditions apply – see licence agreement and order form)
- **Gift and hospitality register**
- **Pharmacy inspection reports**
- **Provisional register for pharmacists**
- **Register of interests – Council**
- **Register of interests – other committee members**
- **Registers of pharmacists, pharmacy technicians and pharmacies**

- [Temporary register during COVID-19 emergency](#)

The services we offer

- [Education and training](#)
- [Current news and news archive](#)
- [Get involved](#) – take part in our consultations
- [Hearings schedule](#)
- [Inspection](#)
- [Internet Pharmacy](#)
- [Registration](#)
- [Revalidation](#)
- [Regulate](#) – news for pharmacy professionals and [Chief Executive's blog](#)
- [Report a concern](#) – 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](#)

