

What can you expect when visiting a pharmacy?



You should receive good-quality care that helps you to improve your health and well-being.

The General Pharmaceutical Council sets standards for pharmacies to help make sure this happens.

These standards have five principles.

Here are the five principles and what they mean for you:

1

The pharmacy must be managed safely and effectively

- You receive good-quality services that are safe
- You can raise concerns about the pharmacy and these concerns will be taken seriously and acted on
- The pharmacy has appropriate insurance cover to protect you if things do go wrong
- Information about you is kept safe to protect your privacy, confidentiality and dignity
- If you are vulnerable the pharmacy team are appropriately trained and know what to do to help make sure you are protected

2

The staff working in the pharmacy must be competent and able to do their jobs

- There are enough staff with the right skills and training to give you safe and effective care
- The staff will always act in your best interests
- The staff can speak up when they have concerns and these concerns will be taken seriously and acted on

3

The pharmacy premises must be suitable to provide pharmacy services

- You receive pharmacy services in a clean and safe environment
- You can speak to the pharmacy team in private if you prefer



4

The pharmacy must supply medicines and provide other services safely and effectively

- You get medicines that are safe and of good quality, and get any advice you need to help you take your medicines
- You have confidence when using any of the services offered by the pharmacy
- The services provided by the pharmacy are accessible for you

5

The pharmacy's equipment and facilities must be safe and effective

- The equipment and facilities the pharmacy uses to provide its services to you are clean and fit for purpose
- The staff use the equipment and facilities to help make sure you receive good-quality care.

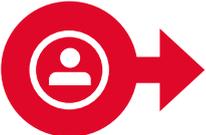
The General Pharmaceutical Council inspects pharmacies to find out if they have met the standards. Go to [inspections.pharmacyregulation.org](https://www.gphc.org.uk/inspections) to look for pharmacy inspection reports and examples of good, and poor, practice.



What can you expect from a pharmacist or pharmacy technician working in the pharmacy?

All pharmacists and pharmacy technicians also have to meet the standards for pharmacy professionals set by the General Pharmaceutical Council. There are nine standards, and we have summarised below what they mean for you.

All pharmacists and pharmacy technicians must:

-  **1** give you person-centred care
-  **2** work in partnership with you and others involved in your care
-  **3** communicate effectively with you
-  **4** maintain, develop and use their professional knowledge and skills
-  **5** use their professional judgement to act in your best interests
-  **6** behave in a professional manner to you
-  **7** respect and maintain your privacy and confidentiality
-  **8** be honest with you and say sorry when things go wrong
-  **9** demonstrate leadership, including towards other people working in the pharmacy

Please speak to the pharmacy team if you are unhappy with the services or care you receive, if you feel able to. You can also visit our website [pharmacyregulation.org](https://www.pharmacyregulation.org) to find out more about how to raise a concern, or call **0203 713 8000**.