

All registered pharmacies need to meet the standards set by the General Pharmaceutical Council (GPhC). The “Draft guidance for registered pharmacies providing internet and distance sale, supply or service provision”, from here on referred to as 'the guidance', sets out key points underneath each principle of the standards that pharmacies providing internet and distance sale, supply or service provision need to consider.

We would like to hear your views on the content of the guidance. To share your views, please answer the questions that follow.

In addition to the consultation questions, we are asking some background questions to better understand in what capacity people are responding to this consultation and whether or not respondents are already providing internet or distance sale, supply or service provision, or intending to do so.

We will publish the names of the organisations taking part when we report on the results of the consultation. Individuals' names will not be published in the report. We will not publish the responses in full on our website and any text quoted will be anonymous. However the GPhC is subject to the Freedom of Information Act and we are obliged to consider the release of any information requested under the Act.

You can read the GPhC's privacy statement here:  
<http://www.pharmacyregulation.org/privacy-policy>

SurveyMonkey's privacy statement is available on their website.

## Background information

\* 1. In what capacity are you responding?

- As an individual
- On behalf of an organisation

## Responding as an individual

### 2. Please provide your contact details:

Your name:

Job Title:

Address:

Email :

Contact tel

### \* 3. What is your country of residence?

- England
- Scotland
- Wales
- Northern Ireland
- Other

Other (please give details)

### \* 4. Are you responding as:

- A pharmacy professional
- A member of the public
- Other

Other (please give details)

## A pharmacy professional

\* 5. Are you:

- A pharmacist
- A pharmacy technician
- Other

Other (please give details)

\* 6. Please select the option below which best describes the area which you primarily work in:

- Community pharmacy
- Hospital pharmacy
- Primary care organisation / provider
- Pharmacy education, training and research
- Pharmaceutical industry
- Other

Other (please give details)

7. Please indicate what type of community pharmacy you work in:

- Multiple
- Independent

8. Which of the options below best describes your role in the pharmacy:

- Superintendent
- Pharmacy owner
- Employee/ locum
- Other

Other (please give details)

\* 9. Does your organisation currently sell or supply medicines over the internet or provide any form of distance sale, supply or service provision?

Yes

No

No, not at the moment, but there are plans to do this

## Responding on behalf of an organisation

### 10. Please provide your contact details:

Your name:

Job Title:

Organisation:

Address:

Email :

Contact tel:

### \* 11. Please select the country / countries in which your organisation operates:

England

Scotland

Wales

Northern Ireland

Other

Other (please give details)

\* 12. Please choose an option below which best describes your organisation:

- Community pharmacy
- Hospital pharmacy
- Primary care organisation / provider
- Pharmacy education, training and research
- Pharmaceutical industry
- Body/ organisation representing patients / the public
- Body/ organisation representing professionals / practitioners
- Body/ organisation representing trade / industry
- Government department / organisation
- Regulatory body
- Other

Other (please give details)

13. Please indicate what type of community pharmacy you work in:

- Multiple
- Independent

14. Which of the options below best describes your role in the pharmacy:

- Superintendent
- Pharmacy owner
- Employee/ locum
- Other

Other (please give details)

\* 15. Does your organisation currently sell or supply medicines over the internet or provide any form of distance sale, supply or service provision?

Yes

No

No, not at the moment, but there are plans to do this

## I. Guidance under Principle 1

**Principle 1 in the standards for registered pharmacies states:**

**"The governance arrangements safeguard the health, safety and wellbeing of patients and the public."**

**The guidance covers the following areas under Principle 1:**

- 1.1. Risk assessment (p.7)**
- 1.2. Regular audit (p.8)**
- 1.3. Reactive review (p.9)**
- 1.4. Accountability of staff (p.9)**
- 1.5. Record keeping (p.10)**

16. Do the areas listed above provide sufficient clarity for pharmacies providing internet and distance sale, supply or service provision?

- Yes
- No
- Not sure

17. Thinking about the areas covered in the guidance under Principle 1:

- Is there anything else that is relevant for registered pharmacies providing this type of service, that you think should be covered in this section of the guidance?

- Do you have any suggestions for improvement to this section as it is currently written?

Please provide comments in the space below.

## II. Guidance under Principle 2

**Principle 2 in the standards for registered pharmacies states:**

**"Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public."**

**The guidance covers the following area under Principle 2:**

### **2.1. Trained and competent staff (p.11)**

18. Does the area listed above provide sufficient clarity for pharmacies providing internet and distance sale, supply or service provision?

- Yes
- No
- Not sure

19. Thinking about the area covered in the guidance under Principle 2:

- Is there anything else that is relevant for registered pharmacies providing this type of service, that you think should be covered in this section of the guidance?

- Do you have any suggestions for improvement to this section as it is currently written?

Please provide comments in the space below.

### III. Guidance under Principle 3

**Principle 3 in the standards for registered pharmacies states:**

**"The environment and condition of the premises from which pharmacy services are provided, and any associated premises, safeguard the health, safety and wellbeing of patients and the public."**

**The guidance covers the following areas under Principle 3:**

**3.1. Your premises (p.12)**

**3.2. Your website (p. 12)**

20. Do the areas listed above provide sufficient clarity for pharmacies providing internet and distance sale, supply or service provision?

Yes

No

Not sure

21. Thinking about the areas covered in the guidance under Principle 3:

- Is there anything else that is relevant for registered pharmacies providing this type of service, that you think should be covered in this section of the guidance?

- Do you have any suggestions for improvement to this section as it is currently written?

Please provide comments in the space below.

## IV. Guidance under Principle 4

**Principle 4 in the standards for registered pharmacies states:**

**"The way in which pharmacy services, including the management of medicines and medical devices, are delivered safeguards the health, safety and wellbeing of patients and the public."**

**The guidance covers the following areas under Principle 4:**

**4.1. Transparency and patients' choice (p.15)**

**4.2. Managing medicines safely (p. 15)**

**4.3. Supplying medicines safely (p. 16)**

**4.4. Patient information (p. 16)**

22. Do the areas listed above provide sufficient clarity for pharmacies providing internet and distance sale, supply or service provision?

Yes

No

Not sure

23. Thinking about the areas covered in the guidance under Principle 4:

- Is there anything else that is relevant for registered pharmacies providing this type of service, that you think should be covered in this section of the guidance?

- Do you have any suggestions for improvement to this section as it is currently written?

Please provide comments in the space below.

## V. Guidance under Principle 5

**Principle 5 in the standards for registered pharmacies states:**

**"The equipment and facilities used in the provision of pharmacy services safeguard the health, safety and wellbeing of patients and the public."**

**The guidance covers the following area under Principle 5:**

### **5.1. Specialist equipment and facilities (p.17)**

24. Does the area listed above provide sufficient clarity for pharmacies providing internet and distance sale, supply or service provision?

- Yes
- No
- Not sure

25. Thinking about the area covered in the guidance under Principle 5:

- Is there anything else that is relevant for registered pharmacies providing this type of service, that you think should be covered in this section of the guidance?

- Do you have any suggestions for improvement to this section as it is currently written?

Please provide comments in the space below.

## VI. Any other comments

26. Do you have any additional comments on the draft guidance?

Please provide comments in the space below.

A large, empty rectangular box with a thin black border, intended for the respondent to provide their comments on the draft guidance.