

Consultation response - The Statutory Duty of Candour

April 2014

We are writing in response to the consultation *'Introducing the Statutory Duty of Candour – a consultation on proposals to introduce a new CQC registration regulation'*.

The General Pharmaceutical Council (GPhC) is the regulator for pharmacists, pharmacy technicians and registered pharmacies in Great Britain. It is our role to protect, promote and maintain the health, safety and wellbeing of patients who use pharmacy services in England, Scotland and Wales.

We support the Department of Health's aim in preventing the events of the Mid Staffs enquiry happening again and taking forward the lessons learnt from the Francis and other Government reports. As the regulator for pharmacy, we are committed to embedding the learning from these reports across the work that we do, in particular the key themes of openness, transparency and candour.

The GPhC strategic plan 2014-17 reflects these themes as well as those of professionalism as part of the organisation's wider strategy. We are continuing to review our core regulatory standards to ensure that the importance of being candid is clear, mandatory and embedded in the provision of pharmacy services.

The GPhC recognises the importance of an environment and culture in pharmacy where pharmacy owners, pharmacists and pharmacy technicians are open and honest with patients and the public when things go wrong and are able to raise concerns with employers. At the core of our published standards is the requirement to ensure that the environment in which pharmacy services are provided enables concerns to be raised without fear, and for those concerns to be dealt with and learnt from to improve the quality of pharmacy services. These important themes are prominent in our new standards for registered pharmacies and the new prototype inspection model will provide a more robust process for checking whether concerns are indeed raised and acted upon.

It is also important to consider the recent work of the Rebalancing Medicines Legislation and Pharmacy Regulation Programme Board. This has shown how criminal sanctions associated with errors can act as a barrier to open and transparent reporting and learning, which leads to an improved quality of service for patients, by facilitating a more open culture.

As we continue to strengthen our standards in relation to openness, transparency and candour, we look forward to hearing of about the outcomes of this consultation.

Yours sincerely,



Duncan Rudkin
Chief Executive & Registrar