Corporate plan
2015/16
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We are the regulator for pharmacists, pharmacy technicians and pharmacies in Great Britain. It is our job to protect the health, safety and wellbeing of patients and the public who use pharmacies, and to help to improve the quality of pharmacy services. This corporate plan explains our priorities for 2015/16. These will help us achieve our overall aims, which are set out in our strategic plan for 2015-18.

The aim of our corporate plan is to:

- tell our stakeholders about our operational priorities for 2015/18, and how we will know whether we have succeeded in carrying them out
- give our executive management team and staff a clear statement on the key priorities which will help us deliver the Strategic plan 2015–18
- give us tools we can use to monitor these activities, so we can assess our progress and performance in carrying out the various parts of the Strategic plan 2015–18
How we will work

We will make sure our work helps us to carry out our main job of protecting the public.

We will work to achieve the goals set out in the strategic plan, and in particular to:

- make patient safety a key part of our approach to pharmacy regulation – especially in the way we apply the findings of key reports into failings in care, such as Francis, Berwick, Andrews and Vale of Leven Hospital
- apply a three-country approach to planning and policy, taking account of the differences in the way pharmaceutical care is delivered across Great Britain
- make sure our approach to pharmacy regulation keeps up with the changes in the national health services of Great Britain
- build equality, diversity and inclusion (EDI) in everything we do
- involve pharmacists, pharmacy technicians, patients, the public and other stakeholders in our work
- make partnership working and intelligence sharing a part of all our work, as a way of minimising risks to patients and the public
- work with governments to make sure that legislation relevant to our work comes into force as soon as possible
This supports the strategic theme: *Providing proactive, good-quality regulatory services*

**What does success look like?**
- We will have a final inspection model which takes account of the views of patients and the public, pharmacy professionals and pharmacy owners, and the GPhC’s own experience of running the prototype inspection model
- Published inspection reports that are easy for patients, the public and pharmacy professionals to find and use
- An inspection model that is in proportion and takes account of relevant risks
- A measurable reduction in the number of pharmacies awaiting inspection

**Key links and assumptions**
- The timetable for the consultation and publishing inspection reports depends on when the legislation is passed

**What we will do in 2015/16 to deliver success**
- Consult on the final inspection model, including using ‘sounding boards’ to gather views
- Bring in a system for publishing inspection reports
- Introduce a formal review mechanism for superintendents and owners who disagree with the indicative inspection judgement given to one of their pharmacies
- Develop risk indicators to help plan inspections
- Agree a ‘logic model’ for regulating pharmacies and carry out an external evaluation of our regulation of pharmacies

**Equality, diversity and inclusion**
- Making sure that anyone who wants to take part in the consultation on the final inspection model is able to
- Making sure that the published inspection reports are accessible to anyone who wants to read them
Improving the quality and timeliness of our fitness to practise (FtP) cases

This supports the strategic theme: Providing proactive, good-quality regulatory services

What does success look like?
• We deal with cases in line with our performance standards
• We make accurate and proportionate decisions throughout the FtP process
• We respond quickly to risks to patient safety

Key links and assumptions
• That the number of concerns we receive will continue to rise
• Improvements in internal data quality and its use

What we will do in 2015/16 to deliver success
• Update our fitness to practise process from beginning to end
• Review how we issue interim orders, so that we deal with potentially urgent issues more quickly
• Improve the way the inspection and fitness to practise teams work together

Equality, diversity and inclusion
• We are using enhanced analytics so that we can understand the EDI characteristics of our FtP caseload better
Developing a model for continuing fitness to practise (CFtP)

This supports the strategic theme: *Putting people at the heart of what we do as a regulator*

**What does success look like?**
- Extra reassurance for patients and the public that registrants are fit to practise, because we have introduced an additional quality assurance process – a model for CFtP
- The CFtP model meets the public’s expectations of our role in assuring the fitness to practise of registrants
- There is a high level of awareness and understanding of the CFtP model among registrants

**Key links and assumptions**
- Linked to the review of Conduct, ethics and performance, which will be the core standard for CFtP
- We will be working with partner organisations

**What we will do in 2015/16 to deliver success**
- Review our continuing professional development (CPD) scheme
- Develop and test the peer review part of CFtP with partner organisations*
- Develop and test performance indicators for the CFtP scheme*

*before a later pilot phase in 2016/17

**Equality, diversity and inclusion**
- The model must take account of the needs of diverse registrant groups
- The model must take account of the needs of the countries in GB by being adaptable to the different practice settings in those countries
- We will take an inclusive approach to engagement and consultation while we are developing the policy
Review of education standards within pharmacy

This supports the strategic theme: *Promoting a culture of patient-centred professionalism*

**What does success look like?**

- We will have a set of core regulatory standards for educating and training pharmacists which are relevant to practice
- We will have a set of core regulatory standards for educating and training pharmacy technicians which are relevant to practice
- We will have a set of core regulatory standards for educating and training pharmacy support staff which are relevant to practice
- The standards meet the public’s expectations and reflect professional values
- There is a high level of awareness and understanding of the standards among educators, students, trainees and other relevant stakeholders
- We have a revised quality assurance process for education which is fit for purpose, in light of the changes made to education and training standards

**Key links and assumptions**

- Linked to the review of *Standards of conduct, ethics and performance*
- Links to the education reform programmes in the countries of GB, especially the timing of implementation
- Links to the review of National Occupational Standards (NOS) for Pharmacy Services led by Skills for Health (March 2015 to March 2016)
- We will discuss the new standards for pharmacists with the Pharmaceutical Society of Northern Ireland so that they are implemented across the UK (not just GB)

**What we will do in 2015/16 to deliver success**

- Produce an initial discussion paper summarising the new standards for the pharmacy team (as a stage before developing the standards themselves)
- Commission a perceptions of education and training standards study among pharmacy technicians
- Run a programme of engagement on the education and training of members of the pharmacy team, and the quality assurance processes that go with this
- Plan and deliver the strategic communications involved with launching and bringing in the new standards

**Equality, diversity and inclusion**

- The content of the standards must deal with the relevant issues including, for example, professional duties with respect to equality, diversity and inclusion
- The content must reflect the needs of the countries of GB
- We will take an inclusive approach to engagement and consultation while we are developing the policy
- We will assess the impact on students with protected characteristics
Review the standards of conduct, ethics and performance

This supports the strategic theme: Promoting a culture of patient-centred professionalism

What does success look like?
- We have a set of revised core regulatory standards for the profession supported by any necessary guidance
- The standards meet public expectations and reflect professional values
- There is a high level of awareness and understanding of the standards by registrants, pharmacy students, trainees and other stakeholders

Key links and assumptions
- Links with the review of education and training standards
- Links with external work about related issues, such as candour and organisational cultures
- Code of conduct for pharmacy students will be reviewed as part of this work stream
- Continuing fitness to practise depends on output of this work to provide the standard against which registrants’ continuing fitness to practise is to be demonstrated

What we will do in 2015/16 to deliver success
- Run a programme of engagement and consultation
- Develop the standards, using relevant evidence
- Plan and deliver the strategic communications involved with bringing in the new standards

Equality, diversity and inclusion
- The content of the standards will deal with relevant issues including, for example, professional duties with respect to equality, diversity and inclusion
- We will take an inclusive approach to engagement and consultation while we are developing the policy
Continuing to improve our efficiency and effectiveness

This supports the strategic theme: Providing proactive, good-quality regulatory services

What does success look like?
• There are measurable efficiency gains during the year, leading to specific savings in the longer term
• We have improved productivity data, which we can use for resource planning and taking management decisions

Key links and assumptions
• Links to all other priorities
• Links to developments in our IT infrastructure, particularly new information systems

What we will do in 2015/16 to deliver success
• Carry out an efficiency and effectiveness review
• Refine the cost allocation model further
• Continue to build our capacity to search and use our data

Equality, diversity and inclusion
• We will carry out an equality impact assessment on any changes or developments recommended by the efficiency and effectiveness review
### Outline timetable

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<tr>
<th>Task</th>
<th>April to June 2015</th>
<th>July to September 2015</th>
<th>October to December 2015</th>
<th>January to March 2016</th>
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<tr>
<td>Refining our new approach to inspection</td>
<td>Assessing the results of our evaluation research</td>
<td>Prepare the draft inspection rules</td>
<td>Consult on the key parts of our pharmacies regulation model</td>
<td>Finalise preparations and communications for bringing in the full statutory inspection process</td>
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<td>Introduce the review mechanism for disputed inspection judgements</td>
<td>Prepare the consultation on our pharmacies regulation model</td>
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<td></td>
<td>The sounding boards will discuss the publication of inspection reports</td>
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<td>Improving the quality and timeliness of our fitness to practise (FtP) cases</td>
<td>Develop revised criteria for issuing interim orders</td>
<td>Consult on the revised interim orders criteria and the guidance for employers</td>
<td>Issue revised criteria for issuing interim orders</td>
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<td>Develop guidance for employers on handling concerns</td>
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<td>Issue guidance for employers on handling concerns</td>
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<td>Developing a model for continuing fitness to practise (CFtP)</td>
<td>Review the CPD scheme and report to council in June</td>
<td>Develop and test CFtP peer review processes and performance indicators</td>
<td>Evaluate and propose options to council for piloting</td>
<td>Prepare piloting</td>
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<td>Review and test CFtP peer review processes and performance indicators</td>
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<td>Review the standards of conduct, ethics and performance</td>
<td>Run the programme of engagement and carry out the initial standards development</td>
<td>Consult on the first draft</td>
<td>Review the consultation responses and produce a final draft</td>
<td>Review consultation responses and produce a final draft. New standards to be approved March 2016</td>
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<tr>
<td>Review of education standards within pharmacy</td>
<td>Publish a discussion paper summarising the new standards for the pharmacy team, call for feedback and analyse the feedback</td>
<td>Drafting the new standards for pharmacists in detail</td>
<td>Drafting the new standards for pharmacists in detail</td>
<td>Consultation on new standards for pharmacists begins</td>
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<td>Set up standards drafting groups</td>
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<td>Drafting the new standards for pharmacy technicians and pharmacy support staff in detail</td>
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<td>Commission and take delivery of the perceptions of education and training study</td>
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<td>Work with Skills for Health to develop new NOS (to March 2016)</td>
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<td>Continuing to improve our efficiency and effectiveness</td>
<td>Carry out the efficiency and effectiveness review</td>
<td>Carry out the efficiency and effectiveness review</td>
<td>Develop an efficiency programme for our 2016/17 budget and fees setting process</td>
<td>Budget will take account of ongoing efficiency gains for 2016/17</td>
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<td>Refine the cost allocation model further</td>
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For further information
If you would like further information on the GPhC you can contact us at:

**Post**  25 Canada Square, London, E14 5LQ
**Phone**  020 3713 8000
**Web**  pharmacyregulation.org
**Email**  info@pharmacyregulation.org
**Twitter**  @TheGPhC
**Facebook** .com/TheGPhC
**LinkedIn**.com/company/general-pharmaceutical-council