

Corporate plan

2016/17

Contents

Introduction	3
How the GPhC works	4
Our mission	5
Priorities:	
Embed and continue to refine our new approach to inspection	6
Continue making improvements to the quality and timeliness of our fitness to practise (FtP) cases	7
Continue to develop a model for continuing fitness to practise (CFtP)	8
Develop standards and guidance that bring about improvement and reflect the attitudes, behaviours, knowledge and skills pharmacy professionals will need in the future	9
Use technology to improve the experience of registrants, patients, the public and other stakeholders and to minimise processing costs	10
Outline timetable	11

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Introduction

This is the corporate plan 2016/17 for the General Pharmaceutical Council (GPhC) – the regulator for pharmacists, pharmacy technicians and registered pharmacy premises in Great Britain. It sets out our external facing priorities for the coming year which will help us achieve the overall aims set out in our Strategic plan 2016–19.

The aim of this corporate plan is to:

- set out our operational priorities that are external facing and affect our stakeholders
- give our senior leadership and staff a clear focus on these priorities, to help us deliver our strategic plan
- provide a framework we can use to monitor what we are doing to achieve these priorities, so that we can assess our progress and performance in implementing the strategic plan

How the GPhC works

We will make sure the work we do reflects our main role, which is to protect the public.

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

- make patient safety a key part of our approach to pharmacy regulation and make sure that pharmacy is able to meet the needs of patients now and in the future
- apply a three-country approach to planning and policy, taking account of the differences in the delivery of pharmaceutical care and services and in the national health services across Great Britain
- embed equality, diversity and inclusion (EDI) in everything we do
- engage pharmacists, pharmacy technicians, patients, the public and other stakeholders in our work
- make sure we are using registrants' fees efficiently and effectively
- make partnership working and intelligence sharing with other organisations that are involved in healthcare part of all our work, to reduce risks to patients and the public
- work with governments to make sure that legislation relevant to our work maintains patient safety and promotes professionalism

Our mission

Our mission is set out in statute:

‘To protect, promote and maintain the health, safety and wellbeing of members of the public, and in particular of those members of the public who use or need the services of registrants, or the services provided at or from a registered pharmacy, by ensuring that registrants, and those persons carrying on a retail pharmacy business at a registered pharmacy, adhere to such standards as the council considers necessary for the safe and effective practice of pharmacy.’

Our Strategic plan 2016-19 outlines our four overarching aims:

- 1.** Delivering efficient and effective regulatory services
- 2.** Ensuring the pharmacy team is able to meet the needs of patients now and in the future
- 3.** Using the knowledge gained from our regulatory services and from our work with others in order to promote improvement in the quality of pharmacy care and services
- 4.** Enhancing our understanding of issues, risks and opportunities in pharmacy so that pharmacy regulation is flexible and adapts quickly to the needs of patients and to the risks within the sector

This corporate plan explains how we will work towards achieving these aims in the 2016/17 financial year for the areas of our work that are external facing and affect our stakeholders.

Embed and continue to refine our new approach to inspection

What does success look like?

- An updated inspection model which reflects the views of patients and the public, pharmacy professionals and owners, and the GPhC's own experience of carrying out inspections
- An inspection model that is open and transparent with published inspection reports
- A proportionate inspection model where the frequency of inspections is based on pharmacies' performance and the issues that are most relevant to patient and public safety

Key links and assumptions

- The timetable for our consulting on and publishing inspection reports depends on the timing of new legislation

What we will do in 2016/17 to deliver success

- Consult on the updated inspection model, including the changes to inspection ratings
- Introduce a flexible inspection cycle based on pharmacy performance and which responds to patient and public concerns
- Introduce a formal review mechanism for superintendents and owners who disagree with the inspection judgement given to one of their pharmacies
- Begin a project to develop and implement the publication of inspection reports

Embedding equality, diversity and inclusion (EDI)

- Making sure our consultation on the updated inspection model is accessible to anyone wanting to contribute to it
- Making sure that published inspection reports are accessible to anyone who wants to read them

Continue making improvements to the quality and timeliness of our fitness to practise (FtP) cases

What does success look like?

- Cases are dealt with in line with our performance standards
- Accurate and proportionate decisions are made throughout the FtP process
- We respond quickly to deal with risks to patient safety

Key links and assumptions

- The review of the threshold criteria
- We will review FtP data when developing our policy and operational approach

What we will do in 2016/17 to deliver success

- Embed proportionate investigation of concerns raised to achieve efficient closure or referral to a hearing ('case ready')
- Improve stakeholder awareness and understanding of the purpose of 'fitness to practise' and how the process works
- Review how we work with members of the public who may want to raise concerns and the process we ask them to follow

Embedding equality, diversity and inclusion (EDI)

- Improving the accessibility of the online concerns form by producing updates and making improvements to the website
- Introducing a Welsh language option for submitting concerns
- Analysing FtP outcomes to better understand their impact on EDI

Continue to develop a model for continuing fitness to practise (CFtP)

What does success look like?

- Additional assurance for patients and the public that registrants are fit to practise from the introduction of an additional quality assurance process – a model for CFtP
- A high level of awareness and understanding of the CFtP model by registrants

Key links and assumptions

- Linked to the review of standards for pharmacy professionals, which will be the core standard for CFtP
- Linked to our work to improve efficiency and effectiveness across our regulatory processes
- Collaborative working with partner organisations

What we will do in 2016/17 to deliver success

- Pilot and evaluate a proposed model for CFtP with registrants, employers of registrants and potential partner organisations
- Test, evaluate and consult on potential improvements to the present CPD (continuing professional development) processes and requirements
- Prepare proposals for consultation in 2017/18

Embedding equality, diversity and inclusion (EDI)

- The model must reflect the needs of diverse registrant populations
- CFtP must reflect the needs of the countries of GB by being adaptable to the different practice settings in those countries
- Take an inclusive approach to engagement and consultation when developing policy

Develop standards and guidance that bring about improvement and reflect the attitudes, behaviours, knowledge and skills pharmacy professionals will need in the future

What does success look like?

- A revised set of professional standards describing how safe and effective care is delivered through person-centred professionalism
- Guidance that gives practical information and advice to help pharmacy professionals meet our standards
- A revised set of regulatory standards for educating and training pharmacists, pharmacy technicians, unregistered pharmacy support staff and pharmacist prescribers
- Standards that meet the public's expectations and reflect professional values
- A high level of awareness and understanding of the standards among the public, professionals, educators, students, trainees and other relevant stakeholders

Key links and assumptions

- Links to the education reform programmes in the countries of GB, especially over the timing of implementation
- Links to the review of National Occupational Standards (NOS) for Pharmacy Services led by Skills for Health
- Discuss the new standards for pharmacists with the Pharmaceutical Society of Northern Ireland so that they are implemented across the UK (not just GB)
- Professional standards will provide the framework against which registrants' continuing fitness to practise is to be assured

What we will do in 2016/17 to deliver success

- Finish the review of our standards of conduct, ethics and performance – consulting on and agreeing our new standards for pharmacy professionals
- Begin a review of the guidance needed to support the professional standards
- Set rules and guidance for language competence and indemnity arrangements
- Review standards for the initial education and training of the pharmacy team
- Run a programme of engagement and consultation
- Plan and deliver the strategic communications involved with bringing in the new standards

Embedding equality, diversity and inclusion (EDI)

- The content of the standards must deal with the relevant issues – including, for example, professional duties – in terms of EDI
- The content must reflect the needs of the countries of GB
- Take an inclusive approach to engagement and consultation while we are developing the standards
- Carry out equality analysis for standards development work

Use technology to improve the experience of registrants, patients, the public and other stakeholders and to minimise processing costs

What does success look like?

- An improved online experience for registrants, patients and the public, and other stakeholders
- Processing costs are kept as low as possible

Key links and assumptions

- Links to developing the continuing fitness to practise model
- Links to improving the registration and renewal processes

What we will do in 2016/17 to deliver success

- Develop registrant online services
- Review our website requirements

Embedding equality, diversity and inclusion (EDI)

- Improve the accessibility of our online services
- Make sure we meet Welsh language requirements

Outline timetable

Priority	April–June 2016	July–September 2016	October–December 2016	January–March 2017
Embed and continue to refine our new approach to inspection	Develop operational guidance and work out what resources we will need to deliver the updated inspection model	Ask for views on an updated inspection model Pilot the formal review mechanism for superintendents and owners who disagree with inspection judgements	Analyse the responses to the consultation and begin implementing the updated model, including the revised ratings Introduce the formal review mechanism for superintendents and owners who disagree with inspection judgements	Finish the preparations and communications for rolling out the full statutory inspection process, including publishing reports
Continue making improvements to the quality and timeliness of our fitness to practise (FtP) cases	Day-to-day case supervision, and the investigation planning stage, will reinforce and embed proportionate investigations Develop an e-learning FtP tool in partnership with Wales Centre for Pharmacy Professional Education (WCPPE)	Launch the e-learning FtP tool	Employers' guide to raising FtP concerns on the GPhC website	
Continue to develop a model for continuing fitness to practise (CFtP)	Piloting the proposed model	Piloting the proposed model Planning improvements to the present CPD processes and requirements	Piloting the proposed model Evaluating the impact of the pilot Consulting on improvements to the present CPD processes and requirements	Evaluating and preparing draft consultation materials

Outline timetable continued

Priority	April–June 2016	July–September 2016	October–December 2016	January–March 2017
Develop standards and guidance that bring about improvement and reflect the attitudes, behaviours, knowledge and skills pharmacy professionals will need in the future	<p>Consult on revised standards for pharmacy professionals</p> <p>Consult on revised standards for the initial education and training of pharmacy technicians</p> <p>Consult on revised training requirements for unregistered pharmacy support staff</p>	<p>Review the consultation responses and produce final drafts of standards</p> <p>Begin engagement on revised standards for the initial education and training of pharmacists</p>	<p>Revised standards for pharmacy professionals to be launched by October 2016</p> <p>Revised standards for the initial education and training of pharmacy technicians to be approved in November 2016</p> <p>Revised training requirements for unregistered pharmacy support staff to be approved in November 2016</p> <p>Engage on standards for the education and training of independent prescribers, and for the accreditation and recognition of pharmacy courses and non-EEA pharmacists</p>	<p>Implement and continue to communicate about the standards for pharmacy professionals</p> <p>Draft standards for the initial education and training of pharmacists and independent prescribers, and for the accreditation and recognition of pharmacy courses and of non-EEA pharmacists wanting to register in Great Britain</p>
Use technology to improve the experience of registrants, patients, the public and other stakeholders and to minimise processing costs	<p>Develop registrant online services</p>	<p>Develop registrant online services</p>	<p>Review our website requirements</p>	<p>Implement registrant online services</p> <p>Draft tender document for website requirements</p>

For further information

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