

National Health and Social Care Standards Consultation
Scottish Government
Area 2-R
St Andrews House
Regent Road
Edinburgh
EH1 3DG

12 January 2017

Dear Sir/Madam

Consultation on New National Health and Social Care Standards

The General Pharmaceutical Council (GPhC) is the regulator for pharmacists, pharmacy technicians and registered pharmacy premises in Scotland, England and Wales. It is our job to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy.

We welcome the opportunity to respond to the consultation on the new national health and social care standards. Whilst the consultation document as a whole is of interest to us, we have limited our response to general comments where we feel our work is directly relevant to the proposals.

Our focus is on safe and effective outcomes for patients and the public and on delivering a regulatory approach that not only provides assurance that pharmacies and pharmacy professionals are safe, but also promotes continual improvement and enables positive developments and innovations in practice.

An important part of our work to protect, promote and maintain the health, safety and wellbeing of the public is to set the standards required to enter and remain on our register. We know there is a lot of change being proposed in pharmacy and the wider health and social care environment and that people's expectations of pharmacy professionals is changing. To reflect these changes we have recently consulted on new standards for pharmacy professionals. The new standards are due to come into effect in May 2017 and can be found [here](#).

Our new standards build on and reflect our belief that it is the attitudes and behaviours of pharmacy professionals in their day-to-day work that make the most significant contributions to patient safety and the quality of care. The standards describe how safe and effective care is delivered through 'person-centred' professionalism. They set out what people expect from pharmacy professionals, and also reflect what pharmacy professionals have told us they expect of themselves and their colleagues.

The new standards build on key themes covered in our current regulatory standards, but also introduce new themes explicitly, such as person-centeredness, leadership and the duty of

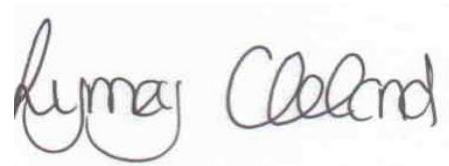
candour. At the heart of the standards is the principle that every person must be treated as an individual.

We see a number of synergies between our new standards for pharmacy professionals and the new national standards for health and social care and welcome the approach being proposed by Scottish Government. While there may be some differences in the terminology we use, the consistency of approach, emphasis and underlying meaning is striking and is welcomed.

As the new national standards and our new standards for pharmacy professionals begin to roll out in 2017 we would be happy to collaborate with Scottish Government Officials and relevant organisations such as HIS and The Care Inspectorate to help promote common themes around high quality, safe and effective person-centred care.

If you would like further information on the points raised in this response, or any other aspects of the GPhC's work please do not hesitate to contact me on the details provided below.

Yours sincerely

A handwritten signature in black ink that reads "Lynsey Cleland". The signature is written in a cursive style with a large initial 'L'.

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