



ROYAL
PHARMACEUTICAL
SOCIETY

General
Pharmaceutical
Council

Using standards and guidance to ensure patient centred professionalism in the delivery of care

A joint statement

July 2014

Using standards and guidance to ensure patient centred professionalism in the delivery of care

Regulatory and professional standards and guidance have the same overarching purpose; to provide a framework which helps ensure good care, focussed on patients. To inform the care you provide and your decision making you should consider what is in the best interests of the patient, be guided by your education and training and on-going CPD, consider the standards and guidance (both regulatory and professional) that are relevant to your situation and understand the legal framework in which you are operating.

The General Pharmaceutical Council (GPhC) produces core **regulatory** standards, of conduct, ethics and performance and registered pharmacies which are outcome focussed. Outcome focussed standards enable professionals to make decisions about how best to meet the standards in their particular situation. Failure to comply with these standards could put your registration at risk.

The Royal Pharmaceutical Society (RPS) provides **professional** standards which are developed and owned by the profession that describe good practice, systems of care or working. They provide a broad framework to support pharmacists and their teams to develop their professional practice, improve services, shape future services and deliver high quality patient care across all settings and sectors.

We, the GPhC and RPS, believe that pharmacists and their teams should be aware of and use all relevant professional standards and guidance, both regulatory and professional, to deliver patient centred care and good quality outcomes.

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Regulatory and professional standards and guidance have the same overarching purpose; to provide a framework which helps ensure good care, focussed on patients. This statement provides an introduction to these different standards and how they operate.

Patient centred care should be at the heart of everything that pharmacists and pharmacy teams do. Being a pharmacy professional is about having the right skills, knowledge, attitude, behaviour and judgement to help ensure good quality outcomes for patients.

You have a duty of care to patients, to put them and their care first. Sometimes this means making difficult decisions and having challenging conversations. To inform the care you provide and your decision making you should consider what is in the best interests of the patient, be guided by your education and training and on-going CPD, consider the standards and guidance (both regulatory and professional) that are relevant to your situation and understand the legal framework in which you are operating.

The GPhC and the RPS expect that all pharmacists and pharmacy teams are aware of all current relevant standards and guidance as part of ensuring safe, effective and high quality professional practice and care for patients.

The GPhC sets core **regulatory** standards of conduct, ethics and performance that all pharmacy professionals must follow. These standards apply irrespective of the job you do and apply even if you do not treat, care or interact directly with patients and the public. These regulatory standards must be followed to ensure that you are able to practise safely and effectively and failure to comply with these standards could put your registration at risk. The GPhC also sets standards for registered pharmacies and continuing professional development. GPhC standards are outcome focussed. This means that they are not prescriptive or detailed in nature. Outcome focussed standards enable professionals to make decisions about how best to meet the standards in their particular situation.

The GPhC has also produced guidance to support its regulatory standards. This guidance provides additional information to help pharmacy professionals meet standards.

In addition there are a wide range of standards, guidance and resources available to support excellence in practice in pharmacy including professional standards from the professional body for pharmacy, the RPS, as well as guidance from other pharmacy organisations and trade bodies, local and national guidance and organisational protocols.

The RPS provides **professional** standards which are developed and owned by the profession that describe good practice, systems of care or working. Professional standards are supportive and enabling whilst also professionally challenging, describing and building on good practice to support pharmacists to achieving excellence in professional practice. They provide a broad framework to support pharmacists and their teams to develop their professional practice, improve services, shape future services and deliver high quality patient care across all settings and sectors. The professional standards can be used in different ways by pharmacists, and their teams, working in a variety of settings and roles. Professional standards support pharmacists and their teams as part of the continuous process of professional development supporting them with their journey to excellence.

The RPS does not inspect or mandate the use of their professional standards however professional standards articulate best practice as agreed by the profession. There is an expectation, which is supported by regulators including the GPhC that pharmacists and their teams are aware of and use all relevant professional standards and guidance.

Depending on the environment that you work in, there may be additional sources of standards, guidance and advice that you need to take into account, for example from the MHRA, CQC and equivalent organisations across Great Britain.