

# Ensuring a safe and effective team – the role of professional regulators

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# What we do

- We regulate pharmacists, pharmacy technicians and registered pharmacies in Great Britain
- We work to assure and improve standards of care for people using pharmacy services



# Standards for pharmacy professionals



# So – a clear framework for professionals. But what about the accountability of others?

- Issues affecting patient safety highlighted the need to think more widely about different roles and accountabilities in the provision of pharmacy services, including:
  - Pharmacy owners
  - Those in leadership and management roles
  - Pharmacy professionals
  - Unregistered/Support staff
- Staffing levels, skills, culture – all relevant to impact on patients and prompted our review and new **guidance**

# Responding to concerns about staffing levels and patient safety

- High profile issue and focused attention on wider pharmacy team and responsibilities
- Regulator needs to address key issues of concern while ensuring owners meet responsibilities
- Guidance setting out expectations – assessing risk, working with the wider team, reviewing, clear ways to raise concerns
- Context of individual settings is important

# Leadership and management roles

- Managers – who are often not pharmacy professionals – have influence in shaping culture
- Need to understand the responsibilities that pharmacy professionals have
- And how to manage organisational targets and incentives without compromising professional judgement

# Maintaining a person-centred environment

- Behaviours and interpersonal skills can make a real difference to patients
- Compassionate care, adapted to needs
- Helping people to make informed choices
- Adjusting style of communication
- Respects cultural differences – treat fairly
- Privacy and confidentiality

# Knowledge, skills and competence

- Education and training requirements – flexible and proportionate – responding to change
- Reflective learning and identification of development needs
- Working within limits of competence – referring to others



# What have we done since?

- Continuing to engage with employers, professional bodies, stakeholders to identify improvements made since guidance
- Using our inspections to assess how standards are met
- Engaging with patients and unregistered staff to understand expectations and key issues

# Summary

- Regulators need to think about the most effective way to obtain assurance and drive improvement
- Different tools for professional regulation– education, registration, professional standards, inspection, fitness to practise etc.
- But crucial to use other levers - communications, guidance, discussion/consultation papers, engagement to raise awareness, demonstrate actions taken, prompt action from others – including wider team