

The wellbeing of pharmacy professionals – our role and remit

Our general role and remit

As the independent regulator for pharmacy, our overarching objective is the protection of the public, which involves pursuing the following objectives:

- protecting, promoting and maintaining the health, safety and wellbeing of the public
- promoting and maintaining public confidence in the professions regulated under the Pharmacy Order 2010
- promoting and maintaining proper professional standards and conduct for members of those professions
- promoting and maintaining proper standards in relation to the carrying on of retail pharmacy businesses at registered pharmacies

In doing so, we must “have proper regard” to the interests of:

- persons using or needing the services of registrants in Great Britain
- all registrants and prospective registrants, and any differing interests of registered pharmacists and registered pharmacy technicians or groups within those professions
- and the interests of persons carrying on a retail pharmacy business at a registered pharmacy

As a public authority, we are also bound by other legislation, including the Equality Act 2010 and Human Rights Act 1998.

Our role in the wellbeing of pharmacy professionals

Whilst protecting or promoting the wellbeing of pharmacy professionals is not explicitly part of our overarching statutory objective, or functions, wellbeing of registrants and prospective registrants is integral to our work in four ways:

1. In terms of our statutory objectives, in that the wellbeing of professionals impacts on their ability to meet the required standards and to keep patients safe.¹
2. We have a legal duty to be mindful of professionals’ wellbeing as part of their ‘interests’ to which we must have regard.

¹ We recognise there is a wealth of available research and literature in the external context demonstrating the links between the wellbeing of healthcare professionals and patient safety outcomes.

3. In terms of our statutory duties in respect of equality, and our wider EDI strategy, given proven links between equality and inclusion and health and wellbeing.
4. An ethical commitment to protect and promote the wellbeing of all people affected by what we do and how we do it.

This means that we take all of the above considerations into account when delivering our Vision, strategy and day-to-day work as a regulator.

Below are some examples of how we do this:

- Being inclusive in our approach, treating everyone fairly and without discrimination or bias
- Setting clear regulatory standards and guidance to help safeguard pharmacy staff, as well as patients and members of the public.
- Through our standards, supporting people to raise concerns or seek help or advice when they are facing pressures.
- Taking a person-centred approach to managing concerns, treating those involved with dignity, respect, empathy and compassion.
- Carrying out an assessment of needs for anyone involved in a concern, to identify any vulnerabilities or other health or communication needs.
- Raising awareness and signposting people to different sources of mental health and wellbeing support or guidance, applicable to different contexts and scenarios.
- Publishing clear communications or position statements on issues affecting the wellbeing of pharmacy professionals such as unacceptable abuse of pharmacy staff, or risks associated with lone working in certain contexts.
- Using our influence and working with other stakeholders, to ensure a co-ordinated and collaborative approach to issues of wellbeing in pharmacy.

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