

# Guide to information

May 2024



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# Introduction

**This guide sets out the information we make routinely available to meet our commitments under the Model Publication Scheme for Health Regulators, published by the Information Commissioner's Office.**

Unless stated otherwise, the information is freely **available on our website**

A **Welsh version of our website is available**. Welsh versions of our main corporate documents are available on **our corporate publications page**.

You can translate our website into other languages, change font size, colours and use other accessibility tools by selecting **accessibility tools** from the top bar on any page of our website.

If you have any questions about the guide, or would like information not listed here, please contact us:

Information Governance Team  
General Pharmaceutical Council  
Level 14  
One Cabot Square  
London  
E14 4QJ  
Email: **infogov@pharmacyregulation.org**  
Telephone: 020 3713 8000

## Who we are and what we do

[Who we are](#)

[Our location](#)

[How to contact us](#)

[The GPhC Council](#)

[GPhC Council Members](#)

[Our executive team](#)

[The GPhC in Scotland](#)

[The GPhC in Wales](#)

[GPhC committees](#)

[Our public panel](#)

[Our feedback forums](#)

[Equality, diversity and inclusion](#) (includes [gender pay gap report](#))

[Working for the GPhC](#)

[What we do](#)

[Legislation relevant to our functions](#)

[Pharmacy Order 2010 and Rules](#)

[Research, data and insight](#)

[Who we work with](#)

## What we spend and how we spend it

Budgets are set out annually [in Council papers](#) – the latest is [April 2024](#)

Pay and expenses of Council member and senior staff are published in [our annual reports](#)

Our financial statements are published in [our annual reports](#)

We procure a range of goods and services, which are usually advertised via [Tenders Electronic Daily website](#)

Information on spend over £25,000 is [available on request](#).

## **What our priorities are and how we are doing**

### **Vision 2030 and strategic plan for 2020-25**

Performance monitoring reports are published in **Council papers**

### **Previous strategic and operational plans**

### **Annual reports**

**Annual fitness to practise reports. These are contained in our annual reports.**

### **Equality, diversity and inclusion strategy and delivery reports**

### **Professional Standards Authority review of GPhC performance 2021/22**

## **Regulatory approach**

### **Standards for registered pharmacies, pharmacy professionals and education**

### **Our approach to inspections**

**Investigating concerns** and **what we mean by fitness to practise**

### **Managing concerns about pharmacy professionals: our strategy for change 2021-2026**

### **Rheoli pryderon am weithwyr fferyllol proffesiynol: ein strategaeth ar gyfer newid 2021-26**

## **How we make decisions**

### **Consultations**

### **Council meetings, including minutes, papers and reports**

**How we deal with concerns** (Determinations on individual cases are **published on the registers**)

### **Good decision making: Investigating committee meetings and outcomes guidance**

### **Our approach to inspections**

### **Pharmacy inspection reports and enforcement notices**

### **Approval process for education and training providers**

### **Assuring the registration assessment**

## **Our policies and procedures**

### **Customer service**

**Customer service feedback and complaints procedure**

### **Equality, diversity, and inclusion**

**Equality, diversity, and inclusion**

**Welsh Language Scheme**

**Accessibility statement for our website**

### **Information policies**

**Freedom of information requests**

**Privacy policy**

**Publication scheme**

**Publication and disclosure policy**

**Third party research policy**

### **Education**

**Approval process for education and training providers**

**Education and training requirements for the pharmacy team**

**Pharmacist foundation training scheme**

**Standards for the initial education and training of pharmacists**

**Standards for the initial education and training of pharmacy technicians**

### **Registration**

**Registering as a pharmacist**

**Language and indemnity requirements**

**Brexit: information for pharmacy professionals and pharmacy owners**

**Changes to your registration**

**Registration renewal process**

**Revalidation for pharmacists and pharmacy technicians**

**Registration restoration process**

**Registration Appeals Committee**

**Standards for pharmacy professionals**

## Concerns and hearings

How we deal with concerns

Making decisions about more serious concerns

Investigating Committee

Fitness to Practise Committee

## Inspections

Inspecting registered pharmacies

Standards for registered pharmacies

Improvement action

Enforcement policy

## Lists and registers

Registers of pharmacists, pharmacy technicians and pharmacies

GPhC register data reports

Data Subscription Service - daily updates to GPhC registers (charges and conditions apply – see licence agreement and order form)

Courses and qualifications for pharmacists

Gift and hospitality register and registers of interests for senior staff

Register of interests – Council members

Register of interests – other committee members

## The services we offer

Contact us

News and updates

Get involved – take part in our consultations

GPhC events

Registers of pharmacists, pharmacy technicians and pharmacies

Report a concern – how to report a concern or complaint about a pharmacy professional or registered pharmacy

Hearings schedule

Standards for registered pharmacies

Pharmacy inspection reports

**[Online pharmacy and the internet pharmacy logo](#)**

**[Registering a pharmacy](#)**

**[Renewing a pharmacy registration](#)**

**[Standards and guidance for pharmacy professionals](#)**

**[Knowledge hub for the pharmacy team](#)**

**[Regulate](#)** – news for pharmacy professionals and **[Chief Executive's blog](#)**

**[Revalidation and renewal](#)**

**[Working outside Great Britain](#)**

**[myGPhC sign in](#)**

**[Education and training](#)**

**[Approved providers of education and training](#)**



