



Violence and aggression: prevention and management

National Institute for Health and Care Excellence (NICE)

3 February 2025 – 3 March 2025

Introduction

The General Pharmaceutical Council (GPhC) is the regulator for pharmacists, pharmacy technicians and registered pharmacy premises in Great Britain. Our role is to protect, promote and maintain the health, safety and wellbeing of patients and the public who use pharmacy services in England, Scotland and Wales.

We have a statutory role in relation to ‘system’ regulation (as we regulate registered pharmacies) as well as ‘professional’ regulation of individual pharmacists and pharmacy technicians. Our main work includes:

- setting standards for the education and training of pharmacists, pharmacy technicians and pharmacy support staff, and approving and accrediting their qualifications and training
- maintaining a register of pharmacists, pharmacy technicians and pharmacies
- setting the standards that pharmacy professionals have to meet throughout their careers
- investigating concerns that pharmacy professionals are not meeting our standards, and taking action to restrict their ability to practise when this is necessary to protect patients and the public or to uphold public confidence in pharmacy
- setting standards for registered pharmacies which require them to provide a safe and effective service to patients
- inspecting registered pharmacies to check if they are meeting our standards.

GPhC response

We welcome the opportunity to respond to the consultation on short-term management of violence and aggression in mental health, health and community settings. We have limited our response to where we feel our work is directly relevant.

We support the extension of the guidelines to cover all health, mental health and social care settings including community care settings. The GPhC recently published a joint statement with other pharmacy

organisations sharing the widespread view that there should be zero tolerance for any abuse or violence against pharmacy staff. Our full statement can be found [here](#).

We have also provided advice in response to issues raised with us, including advising that pharmacy staff should not be asked to work alone because of potential risks to their safety. Our regulatory approach, standards and guidance are there to help safeguard pharmacy staff, as well as patients and members of the public. Our full statement on violent disorder and its impact on pharmacy services can be found [here](#).

We recognise that employers have a duty of care to keep their staff safe at work. Our guidance on ensuring pharmacies have a safe and effective team states that pharmacy owners and pharmacy professionals are best placed to identify training needs regarding staff and must provide staff with necessary training appropriate to their roles. Training and development for pharmacy teams should be flexible and should respond to the changing needs of the business and environment. The full guidance can be found [here](#).

If you would like to discuss the points raised in this response, or any other aspect of the GPhC's work, please do not hesitate to contact us.

Louise Edwards
Chief Strategy Officer & Deputy Registrar

28 February 2025