

# Good decision making: Undertakings bank and guidance

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## Version control tracker

| Version | Review date                | Description of change                 | Amendments / approved by                 |
|---------|----------------------------|---------------------------------------|------------------------------------------|
| 1.0     | 2016                       | Drafted and approved                  | Director                                 |
| 2.0     | February 2026              | Review, updated language and reissued | Dionne Spence, Chief Enforcement Officer |
| 3.0     | No later than January 2028 |                                       |                                          |

## About us

1. The General Pharmaceutical Council (GPhC) is the regulator for pharmacists, pharmacy technicians and registered pharmacy premises in England, Scotland and Wales. It is our job to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy. Our main work includes:
  - setting standards for the education and training of pharmacists and pharmacy technicians, 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
  - 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
2. We are committed to protecting, promoting and improving the health and safety of people who use pharmacy services in England, Scotland and Wales. An important part of that role is dealing with the small number of pharmacists and pharmacy technicians who fall short of the standards that the public can reasonably expect from healthcare professionals.

## What this document is about

3. This document tells you what undertakings are and includes a bank of example undertakings an Investigation Committee or Fitness to Practise Committee may agree with a pharmacy professional.

## Who is this document for

4. This guidance is aimed at:
  - Investigation Committees (IC) who are responsible for approving undertakings
  - Fitness to Practise Committees (FtPC) who may be considering undertakings.
  - Pharmacy professionals who have had a concern raised about them or have already agreed undertakings
5. It will support those who are involved in investigating cases, and in monitoring pharmacy professionals who have agreed undertakings.
6. It may also provide helpful information to anyone interested in the fitness to practise process.

## Equality and diversity

7. The GPhC is committed to delivering equality, improving diversity and fostering inclusion when it does its work. We value diversity and individuality in our workforce (including our decision-makers), the public and the professionals we regulate. Our processes are designed to be fair, objective, transparent and free from discrimination, and that all stakeholders receive a high level of service. We keep to the principles set out in the Equality Act 2010 and our equality, diversity and inclusion (EDI) strategy and approach.

## About undertakings

8. We have produced this bank to help an IC or FtPC write undertakings that are workable, enforceable and clear. This document should be read alongside other decision-making guidance documents, including:
  - *Good decision making: Conditions bank and guidance*
  - *Good decision making: Investigating committee and outcomes guidance*
  - *Good decision making: Fitness to practise hearings and outcomes guidance*

## What are undertakings?

9. Undertakings are an agreement between the GPhC and a pharmacy professional about their future practice. The aim of undertakings is to allow the pharmacy professional to continue to practise, but with mutually agreed limitations. They may include restrictions on a pharmacy professional's practice or a commitment to practise under supervision or to undergo retraining.
10. Undertakings can be agreed between a pharmacy professional and the GPhC when there is information which shows that the pharmacy professional's fitness to practise is impaired and the professional admits their fitness to practise is impaired.<sup>1</sup>
11. A pharmacy professional who has agreed undertakings is still entitled to work as a pharmacy professional, however, they will need to comply with the terms of the undertakings.
12. Although undertakings are primarily used by the IC, the FtPC can also agree them. Undertakings will not be appropriate unless the pharmacy professional admits impairment.

## When to consider undertakings

### Investigating Committee (IC)

13. The IC should make sure that undertakings are only considered when it is possible to draft appropriate and practical undertakings that can be effectively monitored and should only be recommended if the IC is satisfied that the pharmacy professional will comply with them.
14. Undertakings may be appropriate if the IC is satisfied that patients and the public will be protected, and that they are an effective and proportionate way of dealing with the concerns about the pharmacy professional. Undertakings may be appropriate when there is evidence of a pharmacy professional's willingness to respond positively to further training. They should only be considered when there are identifiable areas of the professional's practice which need review, assessment or retraining.
15. They may also be considered appropriate following advice from a medical assessor appointed by the GPhC to assess the pharmacy professional's health. In these cases, they will only be appropriate if there is evidence that the pharmacy professional has sufficient insight into any health problems and there is no evidence of attitude problems.
16. They should not be considered if the pharmacy professional does not accept that they are currently impaired or if they have previously broken undertakings offered by the IC or FtPC or conditions imposed by an FtPC.

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<sup>1</sup> Rule 10(1) of the FTP and Disqualification Rules 2010

## **Fitness to Practise Committee (FtPC)**

17. The FtPC has the power, where the professional admits that their fitness to practise is impaired, to agree undertakings. Undertakings will only be appropriate if the committee is satisfied that the professional will comply with them – for example, because the professional has shown genuine insight into their behaviour and the potential for remediation.
18. The registrar may refer the matter to the committee for a review hearing if:
  - A professional fails to comply with an undertaking, or
  - The professional's health or performance deteriorates or otherwise gives further cause for concern about their fitness to practise.

## **Writing undertakings**

19. Undertakings should usually follow the format set out in the undertakings bank. However, undertakings should always be tailored to fit the specific circumstances of each case and should deal with the perceived risks in a proportionate way. This could involve changing an undertaking in the bank or writing an entirely new undertaking.
20. The aim of any undertakings agreed with the pharmacy professional should be made clear. This is so that when a review takes place, an IC is able to decide whether the aims have been achieved.
21. Undertakings should not usually be recommended for longer than two years. If undertakings would need to be in place for more than two years, to ensure public protection, then it may be appropriate for the case to be referred to an FtPC.
22. The IC should remember that the pharmacy professional may change their place of work or field of practice. So, the undertakings offered should not be restricted to just a present place of work or field of practice.

## **Monitoring and failure to comply**

23. Compliance with undertakings is monitored within our administration team. They will review the supervision reports, and any other relevant information sent in by the pharmacy professional during the period of the undertakings. The team will assess the information to decide:
  - Whether the professional is complying with their undertakings
  - Whether there are any new concerns that need to be acted on
  - Whether there has been a deterioration in health or performance.
24. The team will refer the case back to the IC with a recommendation for the undertakings to end if:
  - The pharmacy professional has complied with their undertakings, and
  - The period of the undertakings passes with no new concerns, breaches or deterioration in health or performance.
25. If the team receives information that suggests that an undertaking is no longer appropriate, they will refer the case back to the IC, with a recommendation that the undertaking be changed or ended. This could be because the registrant's health or performance has dramatically improved and the risk to the public has therefore lessened.

26. If the team receives information that suggests that the registrant is compliant with an undertaking, but that it is no longer appropriate – because the registrant’s health or performance has deteriorated and there is a risk to the public – they will refer the case back to an IC. They will do this with a recommendation that the undertaking be changed, or the case be referred to an FtPC.
27. If the team receives evidence that a registrant is in breach of their undertakings, they will consider whether the GPhC needs more information to be able to confirm that there has been a breach.
28. If there has, and depending on the severity, they may decide to:
  - Consider an interim order
  - Refer the case back to an IC
  - Write to the registrant reminding them of the importance of complying with the undertakings, and that further breaches might be referred to an IC (which may result in a referral to an FtPC).
29. If the case is referred back to the IC and includes information that undertakings have not been complied with, the IC may:
  - Refer the original allegation to an FtPC, and treat the failure to comply with the undertakings as a separate allegation of misconduct and refer that allegation to an FtPC
  - Decide not to refer the original allegation to an FtPC, but treat the failure to comply with the undertakings as a separate allegation of misconduct and refer that allegation to an FtPC
30. Information that may lead the IC to refer a case to an FtPC might include evidence of:
  - The breach being repeated
  - The breach being intentional or deliberate
  - That the risk to patient safety has increased as a result of the breach.

### Ending or changing undertakings

31. The information provided by the team to the IC will show:
  - That the registrant is compliant and that their health or performance has improved
  - That they are in breach of their undertakings
  - That there are concerns about the registrant’s fitness to practise, for example their health or performance has not improved.
32. If the case is referred back to the IC and includes information that the undertakings may no longer be appropriate, the IC may:<sup>2</sup>
  - With the agreement of the registrant concerned, vary the undertakings
  - Decide that those undertakings no longer apply.
33. Information that might lead the IC to decide that undertakings should be changed or ended may include:

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<sup>2</sup> Rule 10(3) of the FTP and Disqualification Rules 2010

- Evidence that the registrant's health or performance has improved
- There are no ongoing risks to patient safety
- Test results have shown there is no prohibited substance misuse
- Continuing or episodic conditions are being appropriately managed and dealt with by the registrant
- There is a detailed and appropriate management plan for handling potential relapses and appropriate support systems are in place.

### **Confidentiality and publication**

34. A notice saying that the registrant has agreed undertakings will be placed on the public register. This notice will not include the specific details of the undertakings, but the time period will be placed on the register<sup>3</sup>.

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<sup>3</sup> See our publication and disclosure policy for the circumstances in which the GPhC will disclose information about undertakings.

## Undertakings bank

| <b>A</b> <b>Standard undertakings for all cases</b><br>These should always be part of agreed undertakings                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Notes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A1</b> To: <ul style="list-style-type: none"> <li>• tell the GPhC before you take on any position for which you must be registered with the GPhC</li> <li>• give the GPhC details of the role and the hours you will work each week, including locum or relief work</li> <li>• give the GPhC the contact details of your employer, superintendent pharmacist and pharmacy owner</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>A2</b> To tell the following people in writing about the restrictions imposed on your pharmacy practice, if you are doing any paid or unpaid work for which you must be registered with the GPhC. You should do this within two weeks of the date these undertakings take effect: [add or remove items in the list, as applicable] <ul style="list-style-type: none"> <li>• all employers or contractors</li> <li>• agents acting on behalf of employers and locum agencies</li> <li>• superintendent pharmacists</li> <li>• responsible pharmacists</li> <li>• line managers</li> <li>• workplace supervisors</li> <li>• accountable officer for controlled drugs</li> </ul> <p>To send the GPhC a copy of this notification.</p> <p>If you are applying for work, you must tell any prospective employer about the restrictions imposed on your pharmacy practice when you apply.</p> | <p>A committee should decide who are the specific people and organisations that need to be contacted. The list opposite is not a full one and will depend on the individual case.</p> <p>It may also include:</p> <ul style="list-style-type: none"> <li>• the NHS England area team (for residents of England)</li> <li>• health boards (for residents of Scotland)</li> <li>• Wales local health boards (for residents of Wales)</li> </ul> |
| <b>A3</b> To tell the GPhC if you apply for work as a pharmacist or pharmacy technician outside Great Britain.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| B  | <b>Standard undertakings for all health or substance misuse cases</b><br>Consider if supervision, mentoring or practice restrictions are needed as well as these conditions                                                                                                              | Notes                                                               |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| B1 | To: <ul style="list-style-type: none"> <li>• put yourself, and stay, under the supervision of a GP/ medical practitioner specialising in [area]</li> <li>• attend appointments as arranged</li> <li>• follow their advice, and</li> <li>• follow their recommended treatment</li> </ul>  | A committee should say whether this should be a GP or a specialist. |
| B2 | To give the GPhC the name and contact details of your GP and any other registered medical practitioner responsible for your care. To consent to the GPhC's writing to them about your health.                                                                                            |                                                                     |
| B3 | To arrange for the GPhC to receive medical reports from your GP/consultant every [number of months] months or when we ask for them. You must meet all the costs of attending consultation and providing medical reports. We will act reasonably in how often we ask for medical reports. |                                                                     |
| B4 | To get the written approval of your medical practitioner before taking on any post for which you must be registered with the GPhC. You must send the GPhC a copy of their written approval.                                                                                              |                                                                     |
| B5 | To keep your professional commitments under review and limit your pharmacy practice in line with your medical supervisor's advice.                                                                                                                                                       |                                                                     |
| B6 | To stop work immediately if your medical practitioner advises you to. You must tell the GPhC within seven days of getting the advice.                                                                                                                                                    |                                                                     |

| C         | Physical and mental health                                                                                                                                                                                     | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>C1</b> | Not to take on any [on-call duties/weekend work/out-of-hours work/extended-hours work/locum duties/relief duties].                                                                                             | If a committee selects 'extended-hours' and/or 'out-of-hours', it should specify the number of daily hours allowed and the acceptable start and end times. It should also consider how this may affect the registrant's ability to find work.                                                                                                                                                                                                                                                                                                           |
| <b>C2</b> | To have occupational health assessments with a registered medical practitioner and comply with any recommendations they make. To arrange for them to send reports to the GPhC every [number of months] months. | <p>An occupational health assessment is a medical examination carried out by an occupational health physician. Its usual aim is to answer questions raised by an employer. Mainly, the assessment aims to:</p> <ul style="list-style-type: none"> <li>• advise the employer about the employee's health issue, and</li> <li>• make recommendations on what adjustments could be considered to make sure there is a safe and healthy working environment for that employee</li> </ul> <p>It can also be an assessment of somebody's fitness to work.</p> |

| D         | Alcohol or substance misuse                                                                                                                                                                                                                  | Notes                                                   |
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| <b>D1</b> | To arrange and undergo [type of test] for [both the recent and long-term consumption of alcohol and/or [drug]] every [number of months] months until these undertakings end. The results of these tests should be sent promptly to the GPhC. | If hair testing, say what period the test should cover. |
|           | <b>The GPhC will cover the costs of any tests.</b>                                                                                                                                                                                           |                                                         |

| D         | Alcohol or substance misuse                                                                                                                                                                                                                                                                                               | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>D2</b> | <p>To keep to arrangements made by, or on behalf of, the GPhC for the unannounced testing of [substance to be tested – if hair testing, specify the period the test should cover] for [both the recent and long-term consumption of alcohol and/or [drug]].</p> <p><b>The GPhC will cover the costs of any tests.</b></p> | <p>This will allow the GPhC to arrange unannounced tests if it becomes apparent during the monitoring period that they would be beneficial.</p> <p>If a committee would like unannounced testing to be carried out – regardless of the evidence received by the GPhC in the monitoring period – it should amend the condition by specifying how many tests are needed.</p> <p>Committees should not set unannounced hair tests. Because they cover long periods, the ‘unannounced’ aspect is unlikely to yield any benefits.</p> |
| <b>D3</b> | <p>To limit your alcohol consumption in line with the directions given by your medical supervisor/GP, abstaining completely if they tell you to do so.</p>                                                                                                                                                                | <p>The IC should be cautious in agreeing this undertaking that it does not rely solely on the GPhC’s medical assessor report but takes into account any medical evidence as a whole and whether in light of the pharmacy professional’s state of health at the time of the IC this is achievable. If it is not, then this undertaking might not be appropriate as it is likely to set up the pharmacy professional for failure.</p>                                                                                              |

| <b>E</b> <b>Standard undertakings for all performance cases</b><br>These undertakings should be considered if performance issues need to be dealt with, and include training and professional development                                                                                                                                     | <b>Notes</b>                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>E1</b> To work with [person] to draw up a personal development plan, specifically designed to deal with the shortcomings in the following areas of your practice:<br>[area of concern]<br><br>To send a copy of your personal development plan to the GPhC within [number of weeks] weeks of the date that these undertakings take effect. | The committee should specifically set out the areas of concern. It should also choose the relevant person.<br><br>The person could be a supervisor or mentor, and they should be a GPhC registrant. The person and the registrant need not work together face-to-face. |
| <b>E2</b> To arrange for [the person listed in E1 above] to provide a report on your progress toward achieving the aims set out in your personal development plan every [number of months] months.                                                                                                                                            | The committee must insert the appropriate time period.                                                                                                                                                                                                                 |

| <b>F</b> <b>Work supervision</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Notes</b>                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>F1</b> To: <ul style="list-style-type: none"> <li>• find a workplace supervisor (who must be a registered pharmacist or pharmacy technician) and put yourself, and stay, under their [direct/close/remote] supervision</li> <li>• ask the GPhC to approve your workplace supervisor within [number of weeks] weeks of the date these undertakings take effect. If you are not employed, you must ask us to approve your workplace supervisor before you start work</li> <li>• give the GPhC your permission to exchange information with your workplace supervisor about your efforts to improve your pharmacy practice</li> </ul> | The committee should take into account the registrant's workplace arrangements and consider if supervision by a registrant is possible. They should also consider if the type of supervision<br><br>(for example, 'close') is possible at the registrant's workplace. |
| <b>F2</b> To arrange for your workplace supervisor to send a report on your progress and development directly to the GPhC every [number of months] months or when we ask for one. We will act reasonably in how often we ask for reports.                                                                                                                                                                                                                                                                                                                                                                                             | The committee must insert the appropriate time period.                                                                                                                                                                                                                |

| F         | Work supervision                                                                                                                                                                                                                                                                                                                                                       | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>F3</b> | To not carry out [service/area of practice] unless directly supervised by a registered pharmacist.                                                                                                                                                                                                                                                                     | <p>In substance misuse cases, if the registrant is allowed access to controlled drugs, consider if you need to add undertakings that relate to regular testing/medical reporting.</p> <p>The committee must insert the specific areas of practice and/or services.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• addiction services or transactions for the provision of addiction services</li> <li>• palliative care services or transactions for the provision of palliative care services</li> </ul> <p>This undertaking should be set along with undertaking F1 above.</p> |
| <b>F4</b> | To arrange for your workplace supervisor to review the controlled drugs register for [name of pharmacy] and to provide a report to the GPhC on the following:<br>[issue]                                                                                                                                                                                               | The committee must insert the specific issues.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>F5</b> | <p>To name a suitable pharmacist or technician to act as your mentor. You must ask the GPhC to approve your choice of mentor within [number of weeks] weeks of the date these undertakings take effect.</p> <p>To ask advice from and keep up regular contact with your mentor about the following:<br/>[area/issue]</p> <p>This contact need not be face-to-face.</p> | <p>The committee must insert the specific areas/ issues.</p> <p>The committee must insert the appropriate time period.</p> <p>Mentoring can involve: helping the registrant to identify ways to improve their</p>                                                                                                                                                                                                                                                                                                                                                                                  |

| F  | Work supervision                                                                                                           | Notes                                                                                                                                                                                                                                                           |
|----|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                                            | performance and develop their skills and career; sharing expertise, values, skills and perspectives; providing insight into difficult issues; helping the registrant to find solutions to difficult issues; and developing action plans and assessing progress. |
| F6 | To arrange for your mentor to write to the GPhC every [number of months] months to confirm that meetings are taking place. | The committee must insert the appropriate time period.                                                                                                                                                                                                          |

| G  | Training and appraisal                                                                                                                                                                                                                                                                                                                                                                           | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| G1 | <p>To undertake further training in the following areas:</p> <ul style="list-style-type: none"> <li>• [area of practice]</li> </ul> <p>The training is to be paid for by you. You must send the GPhC completion certificates. If you do not have these, you must arrange for written confirmation of completion from the course leader within 10 working days of the course being completed.</p> | <p>The committee should be clear about what the learning outcomes should be for the registrant, so they can decide whether a training course is the best way of achieving them.</p> <p>The committee should consider:</p> <ul style="list-style-type: none"> <li>• whether the registrant is allowed to work</li> <li>• whether they need close supervision while they are training, and</li> <li>• whether a workplace supervisor should provide a report after a certain period, describing the registrant's abilities after the training has been completed</li> </ul> |

| G Training and appraisal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Notes                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>G2</b> To make arrangements straight away with your [line manager/ superintendent pharmacist] for the appraisal of your pharmacy practice in the following areas:</p> <ul style="list-style-type: none"> <li>• [area of practice]</li> </ul> <p>You must take any action to change your practice within the timescales they recommend.</p> <p>To arrange for your [line manager/superintendent pharmacist] to send a report to the GPhC about their appraisal and your efforts to take the actions they recommended.</p> | <p>If the committee considers it necessary, it should set undertakings F1, F2 and F3.</p> <p>The committee should consider patient safety and whether the registrant needs supervision until they have received advice and made changes to their practice.</p> <p>The committee must insert the specific areas/issues.</p> |
| H Auditing areas of practice                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Notes                                                                                                                                                                                                                                                                                                                      |
| <p><b>H1</b> To carry out [an] audit[s] of the following area(s) of your pharmacy practice every [number of months] months:</p> <ul style="list-style-type: none"> <li>• [area of practice]</li> </ul> <p>To send a copy of your audit(s) to the GPhC every [number of months] months.</p>                                                                                                                                                                                                                                     | <p>The committee must insert the specific areas / issues and say how often the audits should be done.</p>                                                                                                                                                                                                                  |
| <p><b>H2</b> To keep a log detailing every [type of activity].<br/>To send a copy of this log to the GPhC before the next review meeting. Or, if there have been no cases of [type of activity], you must confirm this in writing to the GPhC before the next review meeting.</p>                                                                                                                                                                                                                                              | <p>The committee should insert the specific areas relevant to the case.</p>                                                                                                                                                                                                                                                |
| <p><b>H3</b> To not work as a sole practitioner/superintendent pharmacist/responsible pharmacist.</p>                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                            |
| <p><b>H4</b> If in a management role or owner (including director of corporate owner) of a pharmacy premises you may not act as RP but instead must:</p> <ul style="list-style-type: none"> <li>• employ a full-time pharmacist to act as responsible pharmacist in your pharmacy</li> <li>• ask the GPhC to approve the person within [number of weeks] weeks of the date these undertakings take effect.</li> </ul>                                                                                                          |                                                                                                                                                                                                                                                                                                                            |

| H  | Auditing areas of practice                                            | Notes |
|----|-----------------------------------------------------------------------|-------|
| H5 | To have no involvement in the ownership or management of any pharmacy |       |

| I   | Practice restrictions – specific                                                                                                                                                          | Notes                                                                                                                            |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| I1  | To not provide [type of service].                                                                                                                                                         | The committee must insert the types of service specific to the case, for example the supply of emergency hormonal contraception. |
| I2  | To have no involvement in ordering, storing, dispensing or supplying any drug in Schedules 1, 2, 3 and 4 of the Misuse of Drugs Regulations 2001, except in life-threatening emergencies. |                                                                                                                                  |
| I3  | To have no involvement in ordering, storing, prescribing, dispensing, labelling or supplying any drug in Schedules 1, 2, 3 and 4 of the Misuse of Drugs Regulations 2001.                 |                                                                                                                                  |
| I4  | To have no involvement in providing pharmacy or healthcare services within the prison or criminal justice system or within [type] specialist hospitals and care homes.                    |                                                                                                                                  |
| I5  | Not to provide clinical advice about alternative or complementary therapies or dispense any product connected with these therapies                                                        |                                                                                                                                  |
| I6  | Not to provide specialist clinical advice to other healthcare professionals.                                                                                                              |                                                                                                                                  |
| I7  | Not to practise as a qualified person. You must send the GPhC evidence of the removal of your name from the register of qualified persons by [date].                                      | The committee must insert the appropriate date.                                                                                  |
| I8  | Not to provide mail-order or online pharmacy services.                                                                                                                                    |                                                                                                                                  |
| I9  | To have no involvement in ordering, storing, dispensing or supplying lifestyle drugs.                                                                                                     | This includes drugs for treating impotency, male pattern baldness, obesity, weight loss and smoking.                             |
| I10 | Not to practise pharmacy in any pharmacy in which your [relative/family member] is involved in the running of the pharmacy.                                                               |                                                                                                                                  |

| <b>J</b>  | <b>Practice restrictions – locum work, on call duties, weekend work, extended hours</b>                                                                                     | <b>Notes</b> |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>J1</b> | Not to work as a locum or relief [pharmacist/pharmacy technician].                                                                                                          |              |
| <b>J2</b> | To restrict your pharmacy practice as a locum to [geographical area] and/or [named pharmacy/named local health board].                                                      |              |
| <b>J3</b> | Not to work as a locum or relief [pharmacist/pharmacy technician] or carry out any out-of-hours work or on-call duties, unless approved by your medical practitioner or GP. |              |

| <b>K</b>  | <b>General practice improvements</b>                                                                                                                    | <b>Notes</b> |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>K1</b> | To increase support staff levels in your pharmacy to make sure that: <ul style="list-style-type: none"> <li>• [improvement required]</li> </ul>         |              |
| <b>K2</b> | To make sure that [type of staff] are trained in [area of pharmacy practice], and to send the GPhC evidence that they are doing the training by [date]. |              |

| <b>L</b>  | <b>Chaperones</b>                                                                                                                                                                                                                                                                                                                       | <b>Notes</b> |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>L1</b> | To carry out all consultations with [male/female/vulnerable] patients in the presence of another pharmacist or pharmacy technician registered with the GPhC, or another registered healthcare professional, except in life-threatening emergencies.<br>If a patient does not want to have the chaperone present you should not proceed. |              |

| L         | Chaperones                                                                                                                                                                                                                                                                                                                                                                   | Notes                                                                                                                                                                               |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>L2</b> | To keep a written record, made immediately afterwards, of all consultations with [male/female/vulnerable] patients. This must have clear entries of the name and qualification of the chaperone, and each entry must be signed and dated by you and the chaperone. You must send this to the GPhC every [number of months] months, or when we ask for it, and at any review. |                                                                                                                                                                                     |
| <b>L3</b> | Not to carry out any point-of-care testing.                                                                                                                                                                                                                                                                                                                                  | This includes monitoring and testing connected with blood pressure, clotting, cholesterol, diabetes, obesity, weight loss, atrial fibrillation, ear piercing and smoking cessation. |
| <b>L4</b> | Not to carry out home visits.                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                     |
| <b>L5</b> | <p>Not to work as a pre-registration tutor [for [number of months] months]/during the time these undertakings are in force].</p> <p>You must tell the GPhC's registration department about the undertakings within two weeks of the date the undertakings take effect.</p> <p>You must also ask the GPhC for reapproval when the undertakings end.</p>                       |                                                                                                                                                                                     |
| <b>L6</b> | Not to be involved in the training of support staff/technicians.                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                     |
| <b>L7</b> | Not to supervise, employ or train any undergraduate or preregistration pharmacy students.                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                     |