



Statement on discrimination

There is no place for discrimination in health and care, and we are committed to playing our part in tackling all forms of discrimination. We know it is not purely a pharmacy problem, nor a health problem - it is a much broader societal problem - and we have a duty to tackle discrimination and remove barriers wherever we find them.

As a regulator, it is vital that we lead by example when tackling all forms of discrimination.

Bias and discrimination can negatively impact the health outcomes of people using pharmacy services and the health and wellbeing of the pharmacy teams who care for them. We make it clear in the **standards and the guidance** we produce that pharmacists and pharmacy technicians must recognise and value diversity and respect cultural differences – making sure that every person is treated fairly, whatever their race, religion, values and beliefs. It is also essential that pharmacy service providers create an environment that protects the safety and welfare of both staff and patients.

We take all concerns about discriminatory behaviour that are raised with us very seriously and are committed to making regulatory decisions that are demonstrably fair, lawful and free from discrimination and bias. Further information about our processes **can be found here**.

Our EDI strategy details our commitment to promoting equality, diversity and inclusion and tackling all forms of discrimination. We have appointed ‘anti-racism champions’, to support the delivery of our commitments in this area and provide visible and vocal leadership on anti-racism across the GPhC. We have also published an **anti-racism statement** and signed up to **nine shared principles for regulators on advancing workforce race equity in health and social care**, which build on the **seven Anti-Racism Principles of the NHS Race & Health Observatory**.

Yet we know from our engagement work that pharmacists, pharmacy technicians, members of the wider pharmacy team and people using pharmacy services continue to experience discrimination and racism. We are determined to change this by building on the work we have already done and having honest, open conversations about what more we can do to proactively tackle discrimination through our regulatory work.

We will use all our regulatory levers, influence and the platform we have as leaders in the sector, to tackle discrimination and reduce inequalities.

Overview

The table below includes all documents that are about, or include reference to, racism and discriminatory behaviour. These documents support our broader work around racism in pharmacy.

Table 1: Document list

Document title	Location
<u>Acceptance criteria</u> <u>Good decision making: Investigations and threshold criteria guidance</u> <u>Good decision making: investigating committee meetings and outcomes guidance</u> <u>Good decision making: Fitness to practise hearings and outcomes guidance</u>	These guidance documents cover all aspects of our approach to managing concerns, in particular the key decision points. Each document makes clear what we mean by discrimination, bullying and harassment, and how seriously concerns of this nature will be taken and our hearings guidance has a specific section on discriminatory behaviour.
<u>Antisemitism and Islamophobia</u>	This internal guidance (not published on our website) is for staff who investigate concerns involving religious or racial discrimination by or against pharmacists and pharmacy technicians. It sets out the existing definitions of antisemitism and Islamophobia, how both are treated under the criminal law, and what resources should be considered when investigating concerns or allegations of this nature.
<u>The standards for pharmacy professionals</u>	The Standards don't directly reference discrimination but Standard 1 - Pharmacy professionals must provide person-centred care includes: <ul style="list-style-type: none">• recognising and valuing diversity, and respecting cultural differences – making sure that every person is treated fairly whatever their values and beliefs• recognising their own values and beliefs but do not impose them on other people• taking responsibility for ensuring that person-centred care is not compromised because of personal values and belief
<u>Guidance to ensure a safe and effective pharmacy team</u>	This document highlights that we expect the pharmacy owner to ensure that every member of the pharmacy team recognises and values diversity, and respects cultural differences – making sure that every person is treated fairly whatever their values and beliefs

Document title	Location
<u>Demonstrating professionalism online</u>	<p>There is a brief reference to discrimination in this document. In the box stating what not to do it says:</p> <p>Don't:</p> <ul style="list-style-type: none"> • • bully, harass or intimidate • • unlawfully discriminate
<u>Standards for the initial education and training of pharmacists</u>	<p>The education and training standards reference discrimination several times.</p>
<u>Equality guidance for pharmacies</u>	<p>This guidance is designed to help support pharmacy owners in understanding and meeting the standards for registered pharmacies. However, it has relevance for the wider pharmacy team, including pharmacy staff and managers.</p>