



Vision 2030

Safe and effective pharmacy care at the heart of healthier communities

In 2030, we will be:

A good quality, independent regulator of pharmacy for the public

1. Regulating pharmacy practice to a consistent set of standards in all settings.
2. With a clear focus on patient safety and outcomes, taking action swiftly, robustly and fairly.
3. Recognised for our contribution to driving improvements in the quality of pharmacy practice because of our work and working effectively with others.

Practising an anticipatory and proportionate approach to regulation

4. Using a range of the best available insights, intelligence and evidence to inform our decision making on the best course of action to take.
5. Ensuring education and training results in adaptable pharmacy professionals, confident and capable of working in all healthcare settings to meet diverse and changing patient needs.

6. Delivering tailored regulatory responses driven by the context and issues presented, to secure the outcomes in the best and quickest way.
7. Using communication and engagement proactively as a powerful regulatory tool to empower pharmacy users, enhance patient safety and drive improvements in pharmacy and in the communities pharmacy serves.

Operating as a professional and lean organisation

8. Able to act quickly and adapt to meet future changes in pharmacy and the needs of the public, including working in collaboration and partnership with others.
9. With a high- skilled specialist, dynamic and flexible workforce in touch with the public and the profession.
10. Delivering efficient services in a variety of ways, utilising enhanced technology to improve efficiency and customer experience.
11. Financially stable and sustainable, funded fairly by those we regulate and making best use of our resources.