

Reasonable adjustments: how we support the public and the people we regulate

GPHC0069 Version 1.0

This document sets out our approach to supporting the public and the people we regulate with reasonable adjustments and other needs.



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Our commitment

We are committed to providing a good quality, transparent and accessible service to everyone we work with, or are in contact with. We take an inclusive approach to engaging with people and recognise that we are all different and may have different needs. This includes the public we serve and the people we regulate.

If you have a disability, or mental health or physical health issue, we can help you by making adjustments to remove or reduce barriers you might be facing.

We have a duty to provide reasonable adjustments for people with disabilities under the Equality Act 2010, but we may be able to support you even if you do not have a disability as defined by the Act.¹ If you think a reasonable adjustment may help, please contact us at the earliest opportunity to discuss this.

How to ask for help and tell us about your needs

You can request an adjustment or tell us about your needs by contacting the person you are already dealing with at the GPhC.

You can also get in touch via phone, Monday - Friday 9.30am - 5pm (**020 3713 8000**), email (info@pharmacyregulation.org) or [use our online form](#).

It's important that we don't make assumptions about your individual needs. We recognise that people in similar circumstances may not necessarily need the same support. So, please let us know as soon as possible if you need us to make any adjustments for you.

We will treat your request sensitively and confidentially, and we will discuss with you how best we can help. In some cases, our staff may need to check what support is available and get back to you.

What adjustments we can make

We will try to find a way to remove or reduce any disadvantage that you might be facing because of your disability, or mental health or physical health issue, or other circumstances.

The type of adjustments we make will depend on your individual circumstances and the reason for your contact with us.

a) For people raising concerns or getting in touch with us for another reason

Some examples of the adjustments we can make **if you are raising a concern** about a pharmacy, a pharmacist, a pharmacy technician, or contacting us for another reason:

- Asking if you have any specific communication needs and using your preferred way of communication, for example, by email or telephone
- Offering you an alternative to our online concerns form
- Taking your concern and keeping you updated over the telephone if that is easier for you

¹ A physical or mental impairment which has a substantial and long-term negative effect on that person's ability to carry out normal day-to-day activities.

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- Providing information in a format that works best for you
- Involving someone who is supporting you, with your permission

Independent lay advocacy for members of the public involved in a concern

POhWER provides independent lay advocacy to members of the public who are involved in a concern. POhWER helps people who due to a health condition, disability or distressing life event need support to go through the concerns process. POhWER advocates provide information so that the people they work with can make informed choices and decisions. Please speak to the GPhC team member managing your case for more information about this service.

Also, if you are asked to be involved in a fitness to practise investigation by giving a witness statement, or to give evidence at hearing, and you need an adjustment, please read our [guidance for witnesses](#).

b) For people we regulate

Some examples of the adjustments we can make for the **people we regulate** include:

- Allowing more time when you make an application to us or respond to our enquiries (we will tell you if we cannot extend a time limit set by law).
- Offering you an alternative if you are unable to use our online applications. For further information, please [contact the Registration Team](#)
- Agreeing a single person to manage your communication with us if several teams are involved.

c) For people sitting the registration assessment

If you have an additional health need that may affect how you perform, we may be able to make adjustments to the exam arrangements. However, we won't be able to change the standard of the exam.

If you need to request an adjustment in connection with the registration assessment, please contact us at adjustments@pharmacyregulation.org

How we decide what is reasonable

In most cases it will be quite straightforward to make adjustments for you. In some cases, we will need to find out a bit more about what you need before we can make appropriate adjustments. We consider each request on an individual basis, taking into account your circumstances and the details of your situation.

By telling us what you need, we can agree an effective way of helping you while considering:

- How practical it is for us to make the adjustment
- The resources involved in making the adjustment you have requested
- Whether your request would affect our responsibilities towards other people.

We will not be able to agree an adjustment that fundamentally changes our responsibilities or powers as a regulator.

Will I need to submit medical evidence?

In most cases, we will not need to see medical evidence and we focus on exploring whether an adjustment would reduce or remove the disadvantage that you're experiencing. However, there are times when this will be necessary. This usually applies to the people we regulate when we are dealing with regulatory matters or for people requesting adjustments in connection with the registration assessment.

What if I'm unhappy with the decision

We have a formal appeals procedure regarding requests for reasonable adjustments in connection with the registration assessment. For more information, please contact adjustments@pharmacyregulation.org (or call us using the details at the beginning of this document).

Separately, if you are unhappy with all or part of our decision about a request for a reasonable adjustment, or the way in which we handled the request, then you can share your feedback or concerns through our [customer service feedback form](#).

