



Snapshot

Annual review of performance 2020/21

Regulator reviewed: **General Pharmaceutical Council**

Key facts & figures:

- Regulates **pharmacists, pharmacy technicians** and **pharmacy premises** in **Great Britain**
- **81,290 professionals** and **13,977 pharmacy premises** on its register at 31 March 2021
- Annual retention fee **£297** for pharmacists; **£121** for pharmacy technicians; and **£365** for pharmacy premises



Standards of good regulation met

General Standards	5/5
Guidance and Standards	2/2
Education and Training	2/2
Registration	4/4
Fitness to Practise	2/5

We look carefully at a range of evidence to decide whether each Standard is met or not. The total number of Standards met does not on its own give the full picture of how a regulator is performing. Read the full performance review to find out more.

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www.professionalstandards.org.uk/performancereviews

Focus on: How the GPhC is meeting the Standards

The GPhC continues its work to address the concerns we reported in our 2018/19 performance review about its fitness to practise function. Find out more below as well as how the GPhC responded to the pandemic. For this performance review period, we concluded that the GPhC has not met Standards 15, 16 and 18 of the Standards of Good Regulation.

THE GPHC'S RESPONSE TO THE COVID-19 PANDEMIC

The GPhC responded and adapted to the pandemic across its functions. Work was carried out remotely where possible. Up-to-date information for registrants and members of the public was published frequently on its website and it set up two additional registers; a temporary register and a provisional register.

EDUCATION AND TRAINING: THE REGISTRATION ASSESSMENT

The GPhC cancelled its 2020 sittings of the registration assessment because of the pandemic and brought forward existing plans to introduce an online format. A number of problems arose and the GPhC changed its arrangements a number of times, which proved confusing and unhelpful to many potential registrants. We received considerable feedback about this matter and considered how the problems affected our assessment of a number of Standards. We were concerned because some of the issues were foreseeable and preventable. However, we were assured that the GPhC took prompt steps to rectify them. It also carried out a lessons learned review and implemented improvements before the next sittings in July 2021. We took account of the unprecedented and unforeseen circumstances created by the pandemic and decided that the issues that arose with the registration assessment did not lead to any Standards not being met.

GENERAL STANDARDS: EQUALITY, DIVERSITY AND INCLUSION

After consulting on proposals, the GPhC finalised its new EDI strategy. It monitored the evidence emerging about EDI in the context of Covid-19 and responded by incorporating this into its Strategy and EDI activities.

FITNESS TO PRACTISE: THE GPHC'S RESPONSE TO OUR 2018/19 PERFORMANCE REVIEW

The GPhC continues its work to address the concerns we reported in our 2018/19 performance review about its fitness to practise function. The pandemic delayed the GPhC's action plan and adversely affected how quickly cases progressed. While we have seen improvements in some areas and consider that the direction of travel is positive, the GPhC has not yet fully addressed our concerns about timeliness, customer service and the transparency and clarity of some fitness to practise processes. We therefore concluded that the GPhC has not met Standards 15, 16 and 18 of the Standards of Good Regulation. The GPhC acknowledges that further improvement is needed and continues to work towards this. For some of the changes, it will take time to see evidence of their impact.

You can find out more details in the full report which is available on our website www.professionalstandards.org.uk/performance-reviews