

# Royal College of Nursing Response to General Pharmaceutical Council's Consultation on Standards for Pharmacy Professionals

## Responding on behalf of an organisation

### 4. Please tell us your:

name:	<input type="text" value="Stephanie Aiken"/>
job title:	<input type="text" value="Deputy Head of Nursing"/>
organisation:	<input type="text" value="Royal College of Nursing"/>
address:	<input type="text" value="20 Cavendish Square"/>
email:	<input type="text" value="consultations @rcn.org.uk"/>
a contact name for enquiries:	<input type="text" value="Daw ne Garrett Professional lead for older people"/>
contact phone number:	<input type="text" value="02074093333"/>

### 5. Is your organisation a:

- Pharmacy organisation
- Non-pharmacy organisation

### 6. Please choose the option below which best describes your organisation:

- Body or organisation representing professionals
- Body or organisation representing patients or the public
- Body or organisation representing a trade or industry
- Community pharmacy
- NHS organisation or group
- Research, education or training organisation
- Government department or organisation
- Regulatory body

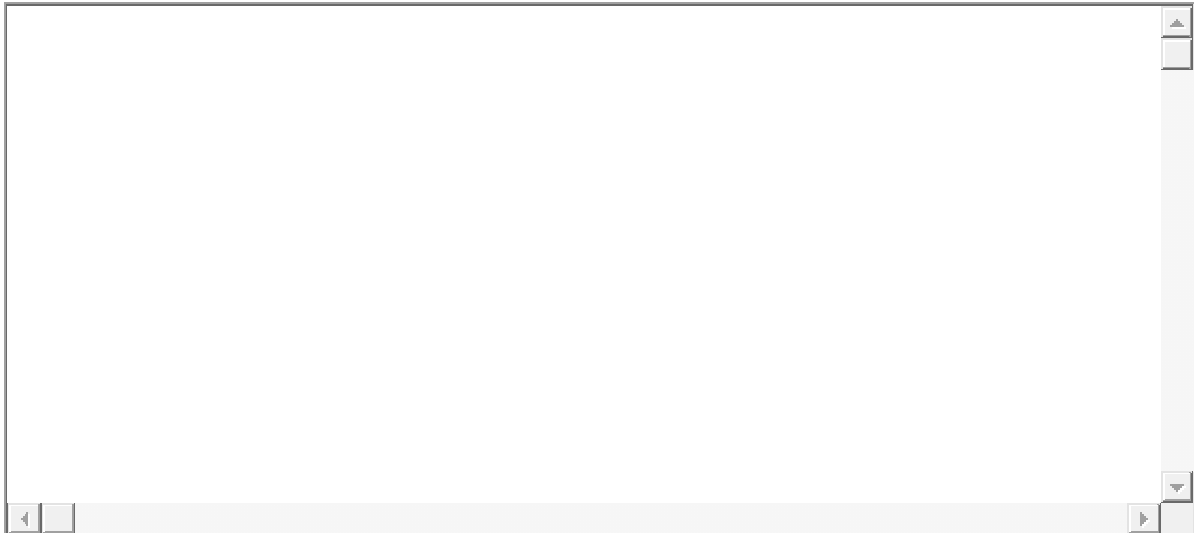
## Context

The introduction should set the context and make clear who the standards apply to, and how they should be applied by pharmacy professionals. ([See pp. 10-12 in the consultation document](#))

### 7. Is the introduction clear?

- Yes
- No

### 8. What else, if anything, should be added to or removed from the introduction?



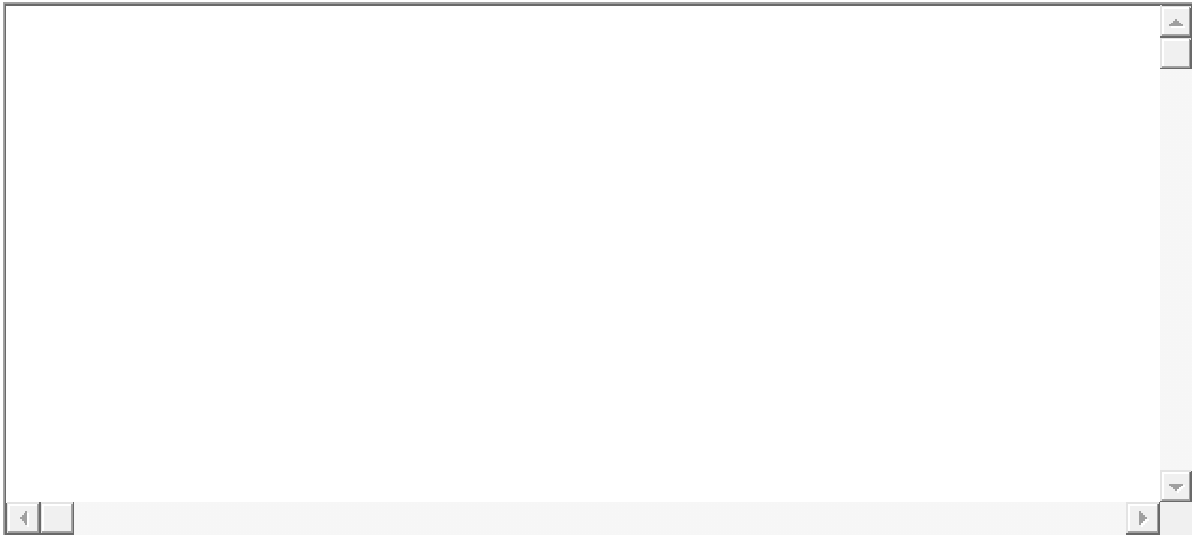
## Context - continued

The present standards for pharmacy professionals already apply to all pre-registration trainee pharmacists and pharmacy technicians. We also intend to ask all pharmacist and pharmacy technician students to meet the standards for pharmacy professionals, rather than having a separate student code of conduct.

### 9. Do you agree with this approach?

- Yes
- No

**10. If you do not agree with this proposal, please explain why.**



The nine standards for pharmacy professionals

[\(See p. 13\)](#)

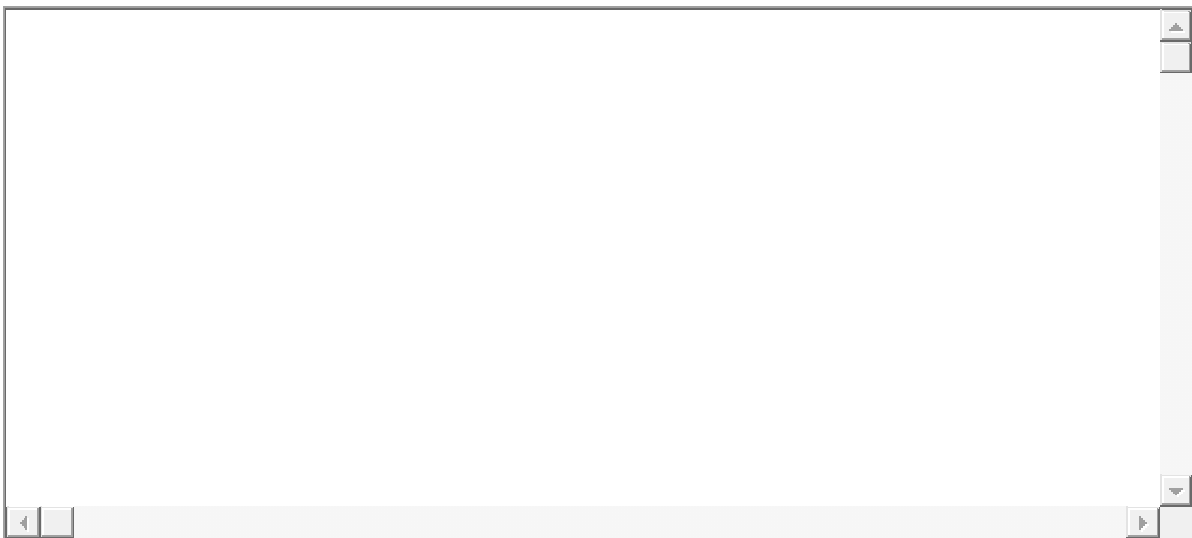


**11. Are the standards clear?**

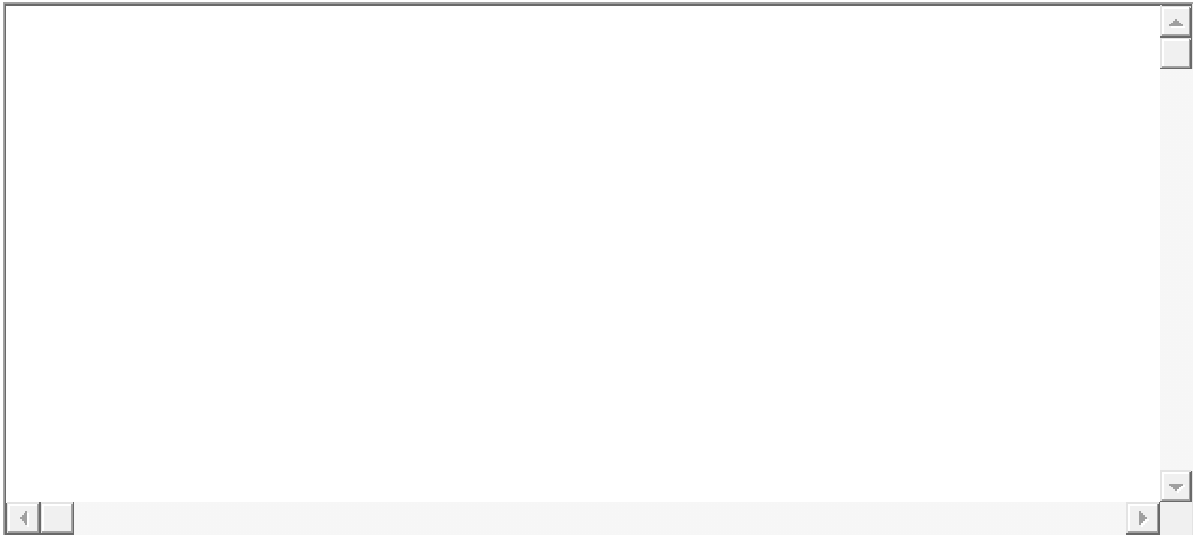
- Yes
- No



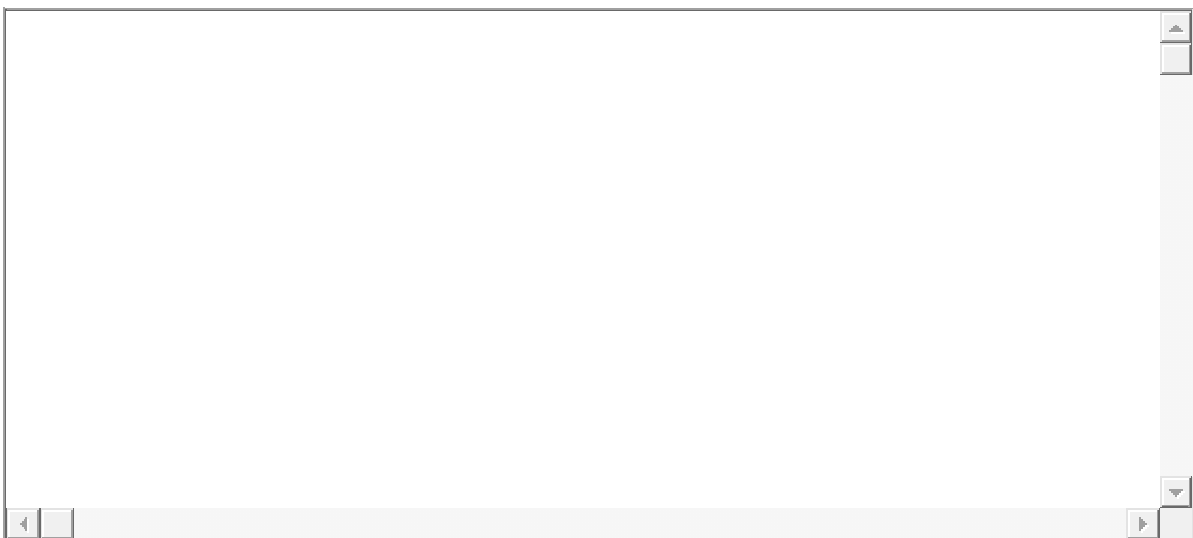
**12. What, if anything, is unclear?**



**13. Are there any standards you do not agree with? (If so, please explain)**



**14. Are there any other standards that you think are missing? (If so, please explain)**



### Applying the standards

Each standard is supported by a section called ‘applying the standards’. These sections explain why the standard is important, and gives examples of the types of attitudes and behaviours that pharmacy professionals should demonstrate. ([See pp. 14-22](#))

**15. Do you think the section ‘applying the standards’ is useful in helping you to understand the standards?**

- Yes

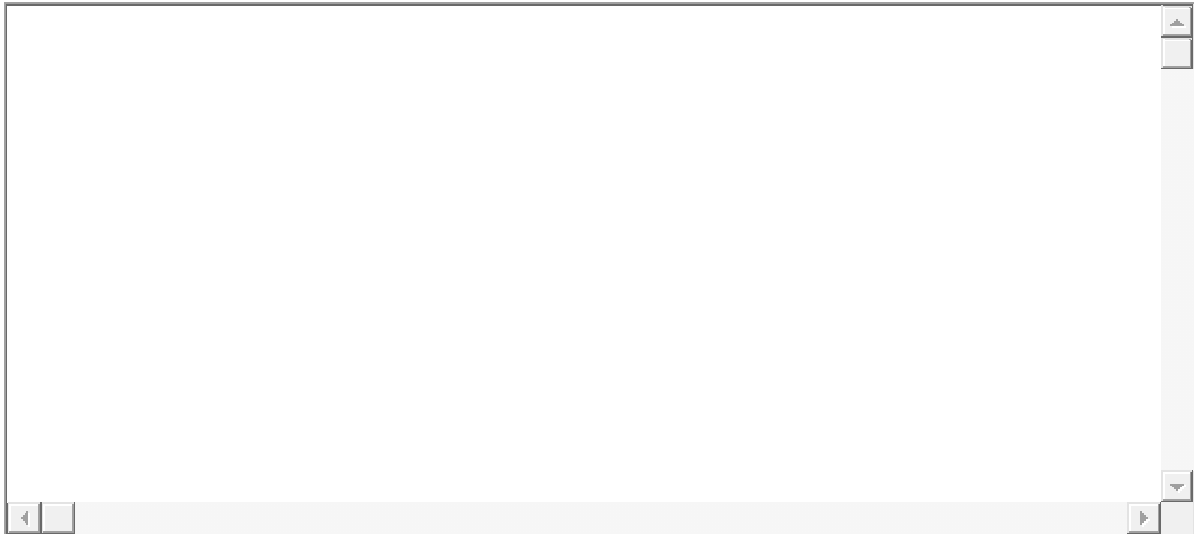
- No

16. Do you think the ‘applying the standards’ sections are clear and easy to understand?

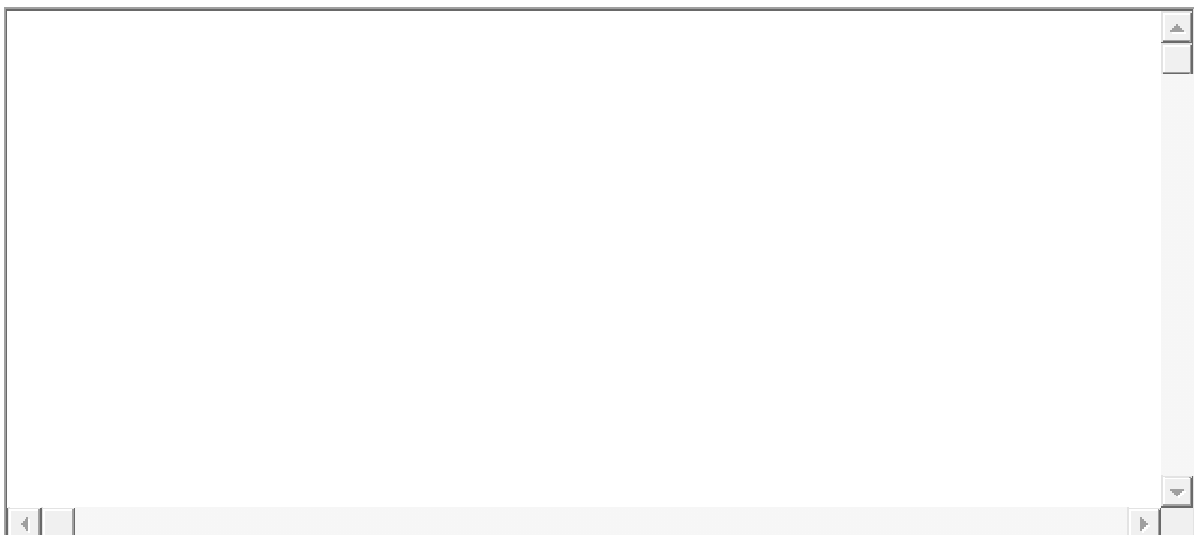
- Yes

- No

17. What is unclear? Please say which standard or standards you mean, and explain why you think there is a problem with the ‘applying the standard’ section.



18. Are there any examples that it would be useful to include in the sections ‘applying the standards’?



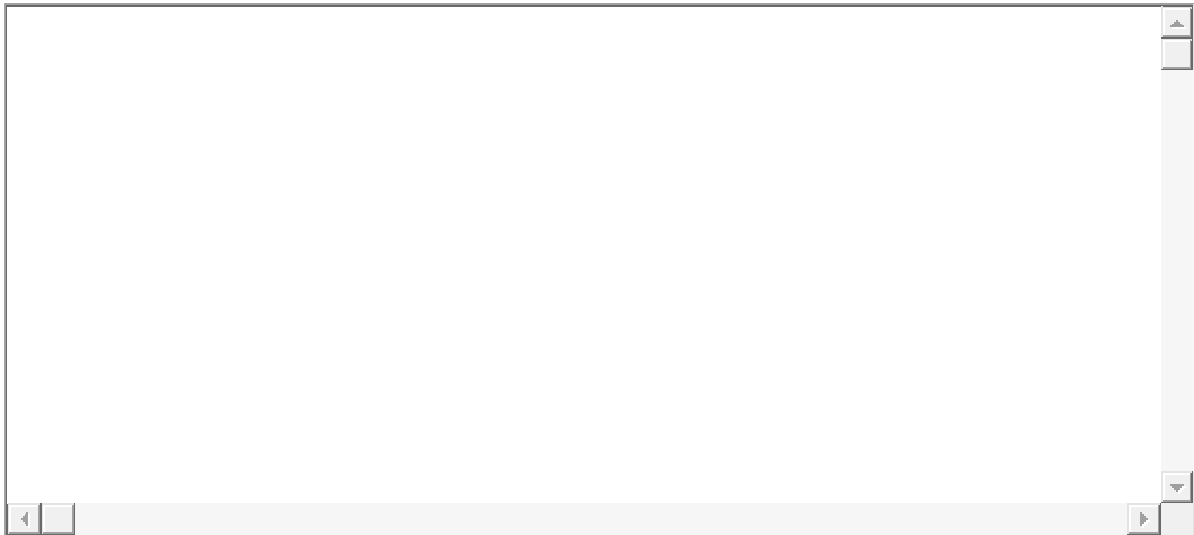
## Applying the standards - continued

The new standards and their explanations make clear that a pharmacy professional's personal values and beliefs must be balanced with the care they give people who use pharmacy services. We do not want to impose a belief system on pharmacy professionals, and equally a pharmacy professional should not impose their own beliefs on any person who receives care. For example, a pharmacy professional's own beliefs may prevent them from selling emergency hormonal contraception. They should demonstrate compassion, and help the person asking for care by directing them to another appropriate healthcare provider.

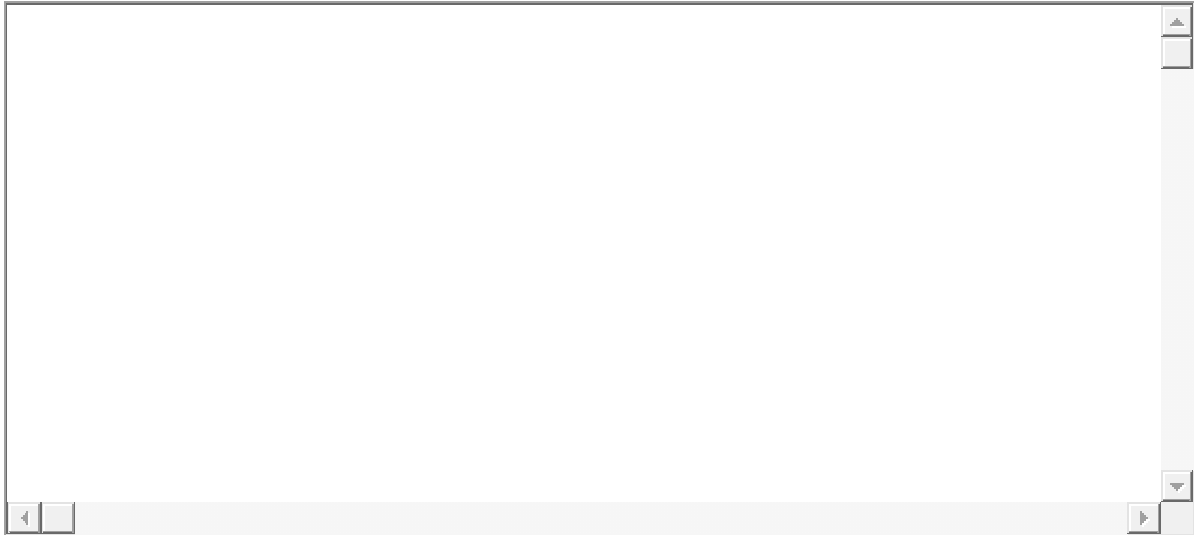
### 19. Do you agree with our approach?

- Yes
- No

### 20. If you do not agree with this approach, please explain why.



### 21. Do you have any other comments?



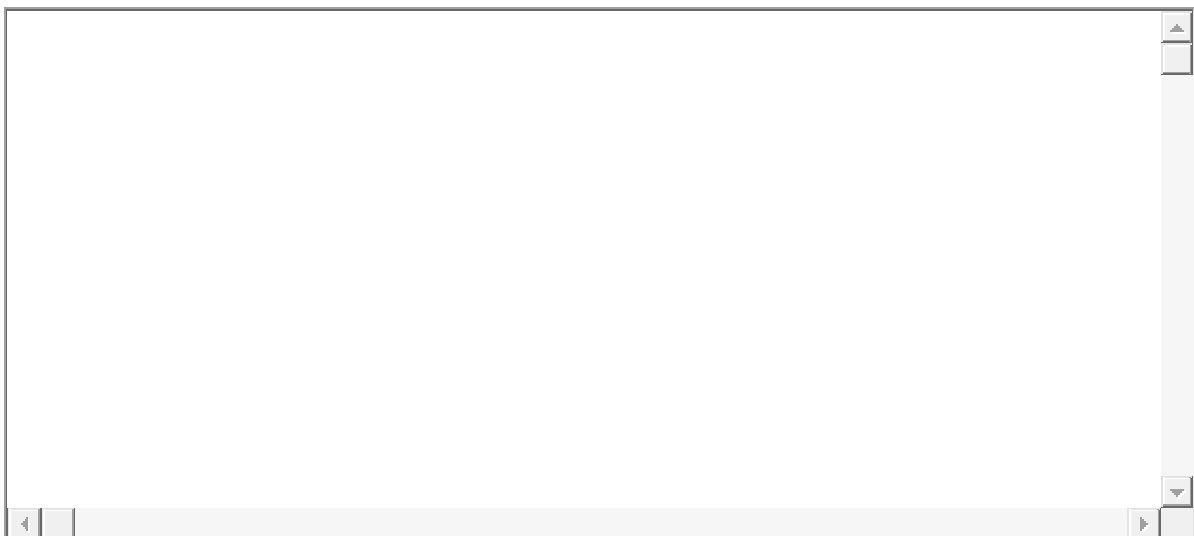
## Equality analysis

We believe the focus of the standards on delivering person-centred care should have positive implications for people. We have not identified any implications that would discriminate against or unintentionally disadvantage any individuals or groups.

**22. Are there any aspects of the standards that could have a negative impact on patients, members of the public, pharmacists, pharmacy technicians, or any other groups?**

- Yes
- No

**23. Do you have any comments on the potential impact of the standards?**



## Supporting pharmacy practice

[\(See p. 23\)](#)

**24.** We plan to review and update our guidance in the following areas:

- Raising concerns: explains how pharmacy professionals should raise concerns that they have
- Consent: explains the principles of consent
- Confidentiality: explains the steps to take to protect the confidential information obtained in the course of professional practice
- Maintaining clear sexual boundaries: explains the importance of maintaining clear sexual boundaries, and explains the responsibilities pharmacy professionals have
- Balancing personal beliefs and the care of patients: what pharmacy professionals need to do if their religious or moral beliefs affect the provision of pharmacy services to patients and the public

**Do you agree with the areas we have identified?**

- Yes
- No

**25.** What other support, if any, do you think pharmacy professionals need?

