

Interim Statement of Professional Standard

Supply of over the counter (OTC) medicines

This interim statement of professional standard has been created in response to requests for professional guidance to support the supply of OTC medicines. It has taken into account relevant pre-existing professional guidance, standards and RPS policy. This guidance provides additional context to, and should be used together with the GPhC regulatory standards for registered pharmacies.

Pharmacy owners, pharmacists and the pharmacy team are expected to work to these professional standards. Ultimately, these standards will help patients experience a consistent quality of service that will protect them from incidents of avoidable harm and help them to get the best-outcomes from their medicines.

Patient experience and patient-centred care

1. Patients are supported in their decision-making about medicines
2. Patients are treated with dignity and respect by pharmacy staff
3. The pharmacy team respect privacy and confidentiality and are empathic to patient sensitivities.
4. The views of patients and carers are actively sought in the development and delivery of pharmacy services
5. Patients have access to high quality information and support in order to make informed choices about the use of medicines in a manner they can easily understand
6. Pharmacists support the provision of clear, understandable information about medicines throughout the organisation
7. Patients can ask to discuss their medicines with a pharmacist

Safe and effective-use of medicines and medicines-expertise

8. Medicines recommended are chosen to maximise safety, effectiveness and adherence to treatment
9. The pharmacy team provides expertise and advice to support the safe and effective use of medicines by patients
10. The pharmacy team are aware when referral to the pharmacist or other healthcare professional is necessary
11. Pharmacists are readily accessible to provide advice for other pharmacy staff and patients
12. Pharmacists support optimisation of treatment with their expertise in medicines
13. Pharmacy medicines must not be accessible to the public by self-selection

Work-force

14. The pharmacy team have the right skill mix and the capability and capacity to develop and provide quality services to patients
15. Induction and ongoing learning and development are provided for all members of the pharmacy team
16. The pharmacy workforce is planned and appropriately resourced in order to support service quality, productivity and safety.