

Nicholas Moss QC  
Assistant Coroner, Cambridgeshire and Peterborough

14 July 2021

Dear Mr Moss

**Re: REGULATION 28: REPORT TO PREVENT FUTURE DEATHS**

Thank you for sending us your report, raising with us the circumstances surrounding the death of Samantha Jane Gould. We are very sorry to hear about this and would like to pass on our sincere condolences to Samantha's family.

The General Pharmaceutical Council (GPhC) has a statutory purpose to protect patients by setting and upholding the **standards for registered pharmacies** and the **standards for pharmacy professionals** to ensure that registered pharmacies are safe to provide services, and that pharmacy professionals are fit to practise.

We also produce guidance to support pharmacy owners and pharmacy professionals to meet our standards.

The GPhC standards are outcome-focused. This means that we identify the outcomes, rather than the specific actions, that pharmacy professionals need to achieve to meet our standards.

Our standards describe how safe and effective care is delivered through person-centred professionalism and require pharmacy professionals to work in partnership with others, where everyone is contributing towards providing the person with the care they need. This includes the person and will also include other healthcare professionals and teams. For example, carers, relatives and professionals in other settings – such as social workers and public health officials. Pharmacy professionals must also take action to safeguard people, particularly children and those that are vulnerable.

All pharmacy professionals are personally accountable for meeting the standards. We expect pharmacy professionals to meet our standards, comply with their legal duties, as well as considering any relevant guidance when making decisions.

We have also published **guidance for pharmacist prescribers**, where we set out the key areas we expect pharmacist prescribers to consider when applying the standards to their prescribing practice. The guidance states that prescribing information should be shared with the person's prescriber, or others

involved in their care, so the person receives safe and effective care. All prescribers should use their professional judgement when deciding what information to share.

We will proactively look for opportunities to share the learnings from this extremely sad case with our key stakeholders and encourage them to explore how pharmacies can work more effectively with other healthcare teams to improve patient outcomes.

Also, I note that your report has been sent to NHS England. Whilst we produce guidance and advice of our standards, NHS England may be better placed to provide you information on medication safety plans at a national level.

We hope this information is helpful. If you should require any further information, please do not hesitate to contact me.

Yours sincerely,

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**Chief Executive & Registrar**

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