

## **Stratification of concerns**

### **11/12 – Total 1**

1 Concern, raised by Anon

### **12/13 – Total 2**

1 Concern, Public –requesting more info from GPhC reporting

1 Concern, Public – GPhC response to initial FTP comp

### **13/14 – Total 4**

1 Concern, Public - Information request for identity of a Pharmacist

1 Concern, Public - Initial stage not full response to complaint from GPhC

1 Concern, Registrant – Subject to FTP seeking response concerned with length of time

1 Concern, Public – GPhC not pursuing complaint/customer service

### **14/15 – Total 12**

1 Concern, Public – About training of pharmacists

1 Concern, Registrant - About 'harsh' FTP sanction

1 Concern, Registrant - Pharmacist welfare concern

2 Concern, Applicant - Registration harsh decision

1 Concern, Student applicant - Examination issue

1 Concern, Student – Concern about new registration

1 Concern, Registrant - Unhappy with handling of ongoing FTP

1 Concern, Public - Corporate issue about GPhC

1 Concern, Registrant - Unhappy that complaint about another registrant not pursued.

1 Concern, Registrant - Wishing to appeal FTP decision

1 Concern, Registrant - Customer service to registrant

### **15/16 – Total 11**

1 Concern, Registrant – Copied into email to GPhC re PSA whistleblowing report

1 Concern, Registrant – Harsh FTP sanction

1 Concern, Registrant - Concerned that decision on another registrant was lenient

1 Concern, Registrant - Registration process

1 Concern, Public - Pharmacist customer service not progressed as FTP by GPhC

1 Concern, Public – GPhC Registration process

3 Concerns, Public - Concerned about decision not to conduct FTP

1 Concern, Registrant – GPhC Procedure for premises renewal

1 Concern, Applicant - Registration/exam process

### **16/17 – Total 1**

1 Concern, Registrant – Concern about treatment of a 'whistleblower'.

## **Our action**

**11/12** - We wrote to the GPhC on one occasion to ensure a response was provided concerning a voluntary erasure.

**12/13** - We wrote to the GPhC on one occasion to ensure a response was provided to an enquiry from the public with sufficient information.

**13/14** - We did not write to the GPhC about any concern during this period.

**14/15** - We did not write to the GPhC about any concern during this period.

**15/16** - We wrote on one occasion to the GPhC asking the regulator to answer a concern from an individual who had been unsuccessful with an application for registration.

**16/17** - We have not written to the GPhC during this period.