

## PRESS RELEASE

# MANAGEMENT FOR PHARMACISTS STANDARDS

The Institute of Pharmacy Management has produced Draft Guidelines for Management for Pharmacists and is inviting comments from organisations and individuals with an interest in this area by Friday December 31 2010.

IPM raised the idea of Management being an important topic for the future of the profession with Nigel Clarke and Transcom some years ago. *WHO Preparing the Future Pharmacist* (Vancouver 1997) developed the seven Star Pharmacist listing four managerial roles viz. manager, decision maker, leader & communicator out of the 7 identified. Despite this managerial training and standards in UK pharmacy are not well developed whilst some current problems such as workload stress, responsible pharmacist and supervision are all managerial issues. GPhC owners & superintendent guidance is limited in scope as it covers retail pharmacies, but there is no guidance for hospital, academia or industry managers. IPM has adapted Guidance for Medical Managers into a draft pharmacy document and these Guidelines are designed to apply to those involved in management in all spheres of practice in the UK and abroad not just in GB registered pharmacies.

The current problems of workplace stress and responsible pharmacist are largely managerial issues. We would appreciate any expressions of interest in this area from organisations and individuals with an interest and comments on the ideas, the principles or detail would be appreciated by December 31<sup>st</sup> 2010.

### Headings are

|   |   |   |  |
|---|---|---|--|
| A | Introduction  | E | Relating to patients                             |
| B | Good Management Practice                                |   | <i>Confidentiality and access to information</i> |
|   | <i>Providing a good standard of management practice</i> |   | <i>Communicating with patients</i>               |
|   | <i>Competencies &amp; standards of a good manager</i>   |   | <i>Responding to incidents and complaints</i>    |
|   | <i>Knowledge requirements</i>                           | F | Working with colleagues                          |
|   | <i>Responsibilities, conflict and accountability</i>    | G | Leading teams                                    |
|   | <i>Keeping records</i>                                  |   | <i>Communicating with colleagues</i>             |
|   | <i>Management in Community Pharmacy</i>                 |   | <i>Arranging cover</i>                           |
|   | <i>Locums</i>   |   | <i>Delegating responsibility</i>                 |
|   | <i>Management in Hospitals</i>                          | H | Probity  |
|   | <i>Management in commercial settings</i>                |   | <i>Financial and commercial dealings</i>         |
| C | Maintaining good management practice                    | I | Health   |
| D | Teaching, training, appraising & assessing              |   |  |

The Guidance attached identifies knowledge requirements and good standards and has Appendices on Management courses.

### Views are sought by Dec 31 on

- Support for the Idea
- Organisations Interested in helping refine these
- Principles
- Detailed comments

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