

Rt Hon Yvette Cooper MP
Secretary of State for Health and Social Care
Department of Health and Social Care
39 Victoria Street
London
SW1H 0EU

23 September 2026

Dear Secretary of State,

Regulatory performance of the General Pharmaceutical Council (GPhC)

I am writing to update you on the GPhC's performance in terms of its fitness to practise (FTP) work. Last year, we wrote to your predecessor to confirm that we would assess in detail the impact of the GPhC's FTP processes and improvement work, particularly in relation to case progression and the management of cases. As part of our review, we audited a sample of closed GPhC FTP cases.

Our 2025/26 performance review

As you know, the PSA reports to Parliament each year on the performance of the 10 statutory health and social care regulators of professionals.¹ We judge a regulator's performance against our 18 Standards of Good Regulation, which cover the four key regulatory functions of guidance and standards, education and training, registration and FTP. Each Standard is assessed as being 'met' or 'not met'.

On 30 September 2026, we will publish our annual review of the GPhC's performance for 2025/26, covering the period from 1 July 2025 to 30 June 2026. I attach a copy of our report, which is under embargo until publication. The GPhC has met four out of five FTP Standards this year, and 17 out of 18 Standards overall.

Case progression and timeliness (Standard 15)

The GPhC still takes too long to resolve FTP cases and therefore has not met our Standard relating to the quality and timeliness of investigations. Although this is one Standard out of 18, it does represent a critical part of the work of the GPhC in

¹ These are the General Chiropractic Council, the General Dental Council, the General Medical Council, the General Optical Council, the General Osteopathic Council, the General Pharmaceutical Council, the Health and Care Professions Council, the Nursing and Midwifery Council, the Pharmaceutical Society of Northern Ireland and Social Work England.

protecting the public. Delays to FTP cases also have negative impacts on registrants, complainants and witnesses and present a risk to public confidence. The GPhC has not met this Standard for FTP timeliness since 2018/19. The GPhC acknowledges that there is still more work to do, and we will continue to monitor the GPhC's ongoing programme of improvement.

Next steps

We will continue to engage constructively with the GPhC as it takes its improvement work forward.

Please let me know if you have any questions about this or would like to discuss further.

I have copied this letter to Gisela Abbam, Chair of the GPhC. I am writing in similar terms to the Clerk of the Health and Social Care Committee and counterparts in the devolved administrations.

Yours sincerely,

A handwritten signature in black ink that reads "Caroline Corby". The signature is written in a cursive, flowing style.

Caroline Corby
Chair