



The Pharmacy Council

Client's Charter

Pro Bono Publico

"For the Public Good"





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Mission Statement

Our mission is to maximise pharmacy's contribution to the protection of the health and welfare of the Jamaican people.

In accordance with our authority under the Pharmacy Act and its Regulations, we aim to ensure the maintenance of the highest standards of conduct and practice.

We are pledged to the advancement of Pharmacy and promote the pursuit of excellence in life-long learning and research.

Guided by a spirit of commitment to integrity, honesty and cooperation, we shall achieve our goal.

Vision

To facilitate the growth and development of the pharmacy profession and pharmaceutical industry through regulation, education, training, research and collaboration.

Message from the Minister of Health

The establishment of the Pharmacy Council of Jamaica, a statutory body in the Ministry of Health to regulate the pharmaceutical industry is aimed at upholding and protecting the health and welfare of the Jamaican people by ensuring that persons dealing in pharmaceuticals adhere to the highest standard of conduct and practice.

The publication of a Client's Charter by the Pharmacy Council of Jamaica is an indication of the Council's commitment to meeting these objectives and is a bold step in the direction of providing good customer service.

Despite the limited resources that exist, the Council has been working consistently to promote the wellness and protection of the health of Jamaicans by seeking to strengthen alliances with existing partners and to collaborate with other entities such as professional bodies, Councils for health care professionals and health insurance companies. The Council has also effectively implemented the continuing education of pharmacists, and ensuring maintenance of appropriate professional standards, conduct and compliance with the pharmacy laws.

By regulating the operations of pharmacies, activities of pharmaceutical students, pharmacists, pharmacy owners and authorized sellers of poisons the public is being reassured of the role of the Council in seeking to assure the competence and integrity of the persons practicing pharmacy in Jamaica. Through this endeavour coupled with the attention to customer service, the Council has been making its contribution to efficient and reliable health care delivery.

Every client has the right to quality service and through the publication of this Client's Charter we will be able to obtain it. It is therefore important that clients become familiar with its contents including their rights and responsibilities and play their part in upholding the principles of the Charter.

Hon. Rudyard Spencer, OD, MP
Minister of Health

Message from the Chairman

The component of the Pharmacy Council's Vision which speaks to "*facilitating the growth and development of the pharmacy profession*" encompasses the very essence of pharmacy. The Council was established in 1975 making it now thirty five years in operation. The profession has evolved, as have the expectations of those we serve. Without a doubt, the publication of The Pharmacy Council Clients' Charter is well-timed.

The profession is at a cross roads, and must make the decisions which will see patient care advancing in all its aspects. The Clients' Charter provides an avenue for enhancing greater accountability as we strive towards, and seek to maintain integrity and professional standards of excellence in our delivery of service. Our clients can examine and challenge the status quo, and encourage us in our functions and responsibilities to continually raise the bar higher. Let us always remember that we are a part of the health care team, which has as its focus patient care, offering to each individual, support in the pursuit of optimal health.

Lester L. Woolery, OD, JP, Hon.LLD.

Chairman of Council

Background

The Pharmacy Council is a body corporate which was established in 1975 under the Pharmacy Act of 1966. The Council consists of ten (10) members who are appointed by the Minister of Health. Six (6) of these are nominated by the Pharmaceutical Society of Jamaica (PSJ). The Minister appoints one of the members of the Council to be the Chairman.

The tenure of office of the Council Members is for a period not exceeding three (3) years, and each member shall be eligible for reappointment.

A Registration Appeal Tribunal is established for the purpose of hearing appeals from the decisions of the Council.

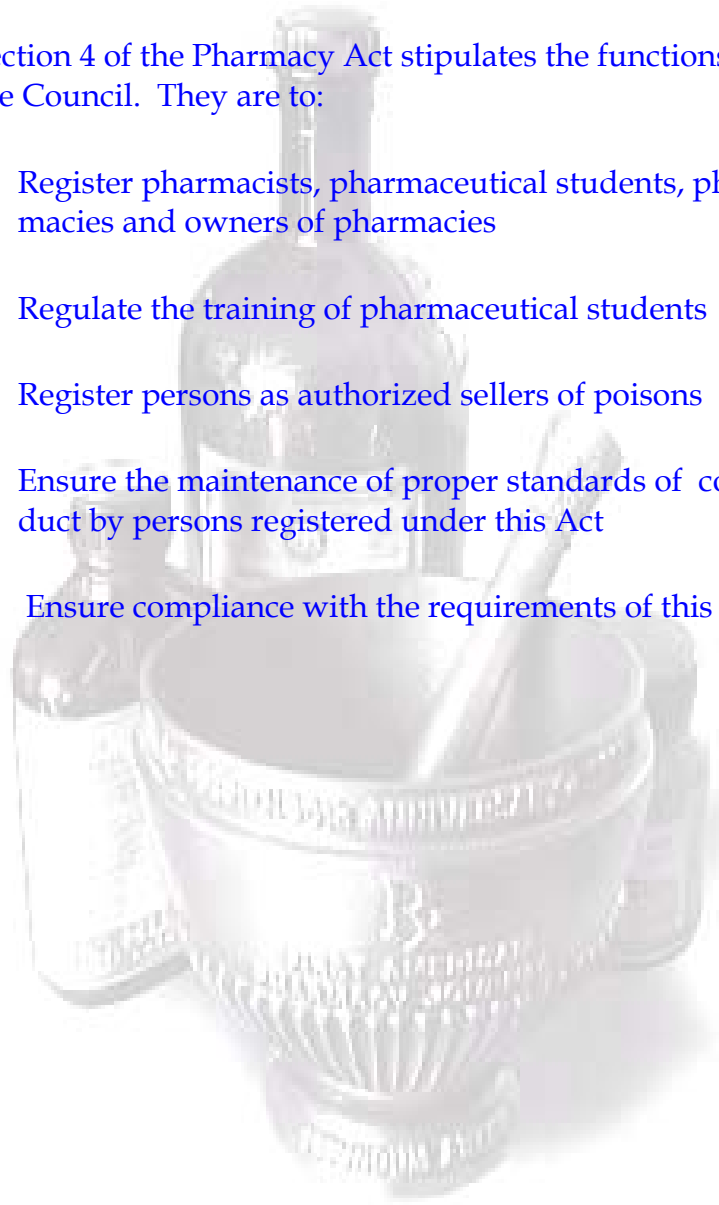
The Pharmacy Act provides for the Council to appoint such committees as it may think fit and may delegate to any such committee the power and authority to carry out on its behalf such functions as the Council may determine. The committees are multi-sectorial in constitution. These committees include:

- Council committee (Plenary)
- Standards committee
- Education committee
- List committee
- Finance committee
- Disciplinary committee

Functions of the Pharmacy Council

Section 4 of the Pharmacy Act stipulates the functions of the Council. They are to:

- Register pharmacists, pharmaceutical students, pharmacies and owners of pharmacies
- Regulate the training of pharmaceutical students
- Register persons as authorized sellers of poisons
- Ensure the maintenance of proper standards of conduct by persons registered under this Act
- Ensure compliance with the requirements of this Act.



Council's Responsibilities

(Part 1)

The Council can be expected to:

- Uphold the Pharmacy Laws of the land firmly and fairly.
- Be accountable for duties it executes under the Pharmacy Laws.
- Display professionalism at all times.
- Be impartial, honest and fair when dealing with any matter within the Council's scope and powers.
- Provide reliable information in a timely manner and give sound advice when required.
- Ensure that all stakeholders as regulated by the Pharmacy Laws are not acting in contravention to the Law.
- Ensure that pharmacists are practising according to the Pharmacy Laws.
- Ensure that pharmacies are not operated in an unsanitary condition and in a state of disrepair.

Council's Responsibilities

(Part 2)

The Council can be expected to :

- Ensure that any facility offering pharmacy services is registered, and that the personnel is also duly registered to practice.
- Be transparent in all its operations and relationship with the public.
- Clearly define the procedures for dealing with complaints.
- Ensure that all complaints are handled promptly and with equity.
- Encourage persons to document and submit their complaints; complainants will be treated with courtesy and politeness.
- Be thorough and objective in the investigation of complaints and to ensure confidentiality.

Client's Responsibilities

The public can be expected to :

- Hold the Council accountable in fulfilling its regulatory functions as prescribed by law.
- Insist that the Council addresses issues referred to it, promptly and fairly.
- Insist that the Council treats the public professionally and respectfully.
- Notify the Council about irregularities observed in the practice of pharmacy and the operation of shops registered and/or regulated under the Pharmacy Laws.
- Refrain from accessing and utilizing services at a pharmacy, unless a current Certificate of Registration of the pharmacist, the shop and owner of the shop are displayed.
- Ensure that medications dispensed to them is carried out by the registered pharmacist, or by another person immediately under the supervision of the said pharmacist to allow for the protection of their health and well-being.

Standards of Service

Clients should expect the standards of service outlined below :

General

- Telephones should be answered within three (3) rings
- Clients on business at the Council, should not wait for unnecessarily long periods
- Information and services should be provided in a timely manner to clients.

Registration

- The Council shall keep Registers of pharmacists, pharmaceutical students, pharmacies and owners of pharmacies, volunteer pharmacists, and authorized sellers of poisons.
- Applications for registration should be processed in a timely manner and if approved, certificates and licenses should be prepared within twenty-one (21) days.
- Renewal of registration is effected on an annual basis

Inspections

- Routine inspections of pharmacies are conducted island wide to ensure that the health and well-being of the public is protected.
- Pharmacists who are not eligible to practise and that have failed inspections are reprimanded and if necessary are brought before the Disciplinary Committee.

Standards of Service

Complaints System

- **Complaints may be submitted verbally but must be confirmed in writing prior to action been taken.**
- Complaints should be acknowledged in writing within seven (7) working days of receipt. Very urgent complaints should be acknowledged verbally then in writing within two working days (2) hours.
- The Clients' Complaint Mechanism provides details regarding the resolution of complaints.

Establishment of Pharmacies

- Applications for consultation for the establishment of pharmacies will be acknowledged within ten (10) working days at which point clients will be informed of the date of same.
- Approvals, conditional approvals, deferrals and rejection of proposals will be conveyed to the applicant within seven (7) working days of the Council's monthly meetings.
- Inspections of approved sites should be conducted within ten (10) working days after notification of readiness by the applicant.
- The procedure manual for the establishment of pharmacies provides guidance to the Council and clients

Standards of Service

Internship

- The Pharmacy Act of 1966 (Regulations 1975) mandates that there is a twelve (12) month vocational training of pharmacy interns under the Internship Programme prior to their registration as a pharmacist in Jamaica.
- This supervised training must take place in a setting previously approved by the Pharmacy Council and under the supervision of a trained pharmacist referred to as a Preceptor.

Accreditation of CE Seminars

- **Providers of Continuing Education (CE) seminars must apply for accreditation at least one month prior to the event : and two (2) weeks prior to the meeting of the sub-committee granting pre- approval of the activity.**
- Providers will be informed of approval for accreditation of a Continuing Education (CE) seminar within five (5) working days following the next scheduled meeting of the Council's sub committee.
- Following the evaluation of a seminar, the Council will review and determine the credit value of the seminar. Providers will be informed of such value within seven (7) working days following a decision by the sub-committee.

Standards of Service

Foreign Trained Pharmacist Qualifying Examination (FTPQE)

- Further to an application to sit the FTPQE, each applicant will be informed in writing of the approval within thirty (30) working days.
- Candidates will be informed of the examination results in writing within forty-five (45) working days.

Notices

- A copy of the Register of Pharmacists shall be published in the Gazette at such times as may be prescribed.
- The Council shall as soon as practicable cause the following notices to be published in the Gazette:
 - Names of Council members
 - Names of the members of the Registration Appeal Tribunal
 - Names of Pharmacists
- The Council shall publish in the Gazette a notice containing categories of drugs. These categories are referred to as Lists.

Standards of Service

De-listing of drugs

- Submissions for delisting of drugs will be acknowledged within seven (7) working days at which time, notice of justification for the submission will be requested
- The Council will provide a decision on the submission within a further seven (7) working days after the next scheduled sub-committee meeting



Clients' Complaint Mechanism

The nature of the pharmacy profession requires adherence to the delivery of acceptable standards for pharmacy services. The profession therefore, strives assiduously for a zero margin of error, and offers high levels of professionalism in the execution of its duties.

The quality of services provided at pharmacies, whether in the public or private sector, is of paramount importance. However, while utilizing these services some clients may have undesirable experiences . The system designed to address these issues, is the Clients' Complaint Mechanism. It affords clients the opportunity of having their concerns resolved when the expected standard of service is not realized. The Mechanism is established with a view of improving the delivery of pharmacy services offered by pharmacists, pharmacy owners and pharmacies, to all clients who access these services.

Any mechanism which facilitates the enhancement of the profession in all its areas is desirable. The instrument is applicable to all pharmacies in commercial/retail, distribution and manufacturing areas as well as those in hospitals and health centres.

Council Members

. Lester Woolery O.D., J.P., BPharm, LLD (Hons) - Chairman

Lilyclaire Bellamy - LLB, M.A

Eugenie Brown-Myrie - Pharm D, R.Ph

Ellen Campbell-Grizzle- Ph.D, R.Ph

Norman Dunn - BPharm, MSC, R.Ph

. Yvonne Reid - BPharm, R.Ph

Alicia Smith - BPharm, R.Ph

Princess Thomas-Osbourne – BPharm, R.Ph

Gloria P. Gibbs (Registrar) - BPharm, R.Ph

Technical and Administrative Staff

The Chief Accounting Officer is the Registrar who is the secretary employed to the Council. The Council employs Pharmacy Inspectors who ensure compliance with the provisions of the Pharmacy Act and Regulations. The Council also employs administrative personnel to effectively assist the Registrar and the inspectorate with the daily functions of the Council.





Contact Information

The Pharmacy Council invites you to find out more about this agency on our website at www.pcoj.org.

Email: rxcounciljm@yahoo.com

We are located at 91 Dumbarton Avenue, Kingston 10 and can be contacted at: 876 926 - 4353 / 926 - 2637 or by facsimile at (876) 926 - 6935. Our opening hours are 8:30 a.m. - 5:00 p.m., Mondays - Thursdays and 8:30 a.m. - 4:00 p.m. on Fridays.

If you are dissatisfied with the services please inform us , If you are still not pleased you may contact :

Permanent Secretary

Ministry of Health
2 - 4 King Street, Kingston

If you are still not satisfied please write to the:

Principal Director

Standards & Monitoring Unit
Cabinet Office
2A Devon Road, Kingston 6

If you have exhausted the channels above and still not satisfied, please write to the:

Public Defender

78 Harbour Street
Kingston

Launched : November 2010

