

Pharmacists in Northern Ireland

How they should look after you

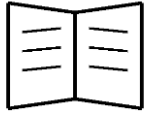


Easy Read

January 2026

Pharmaceutical Society NI

About this booklet



This booklet is for you.



It tells you what to expect when you see a pharmacist.



A pharmacist is a person who gives you medicine. You can find a pharmacist at a chemist or pharmacy.



Pharmacists must follow rules. These rules are called the Code.



The rules help keep you safe.

Key words: Pharmaceutical Society NI

This is the group who make the rules for pharmacists in Northern Ireland. We make sure pharmacists do a good job.

What you can expect from your pharmacist

There are 7 main rules.

Here is what each one means for you.

1. Your pharmacist will care about you



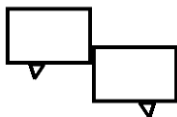
Your pharmacist will be kind and respectful.



They will ask if it is okay before they help you. This is called consent.



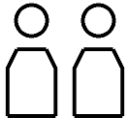
They will explain things in a way you understand.



They will listen to you. You can ask questions.



You can say yes or no to treatment. The choice is yours.



They will treat everyone the same. It does not matter who you are or what you believe.

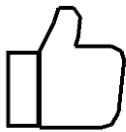
Key words: Consent

Saying yes to something. The pharmacist must ask before they help you.

2. Your pharmacist will be honest



Your pharmacist will only do their job if they are well enough.



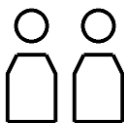
They will be honest with you.



They will write down what they do. This helps keep you safe.



They will keep your information private.

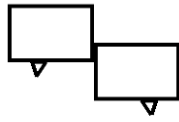


They will behave well at work and outside work.

Key words: Private

Your information is just for you and the people looking after you. It will not be shared without a good reason.

3. Your pharmacist will talk to you well



Your pharmacist will use words you understand.



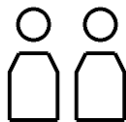
They will ask what you need.



They will listen and be kind.



If you need help to understand, they will help.
For example, they can give you easy read information.

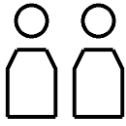


They will be polite to everyone.

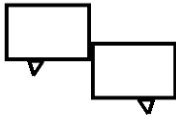


They will keep what you tell them private.

4. Your pharmacist will work as a team



Your pharmacist works with other people.
Like doctors and nurses.



They share important information so you get
the best care.



They know what they can do. They ask for
help if they need to.



If they cannot help you, they will send you to
someone who can.

5. Your pharmacist will speak up if something is wrong



Sometimes things go wrong.



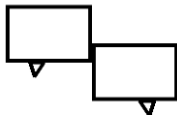
If a mistake is made, your pharmacist will tell you. They will say sorry.



They will try to fix the problem.

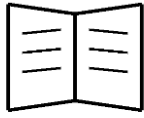


They will make sure it does not happen again.



If they see other people doing something wrong, they will speak up. This helps keep you safe.

6. Your pharmacist will keep learning



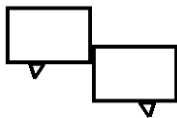
Your pharmacist must keep learning new things.



This helps them do a good job.



They learn about new medicines. They learn new ways to help you.

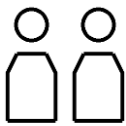


They listen to feedback. This means they listen to what people say about their work.

7. Your pharmacist will set a good example



Your pharmacist will show others how to do a good job.



They will help and support people who are training to be pharmacists.



They will treat everyone with respect.



They will speak up if someone is being treated badly.

If you are not happy



You can tell us if you are not happy with a pharmacist.



We will listen to you.



We will look into it. This is called an investigation.



We will do this in a fair way.

How to contact us



You can phone us.

Our number is:

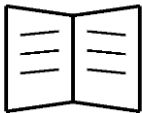
028 9032 6927



You can email us.

Our email is:

info@psni.org.uk



You can write to us.

Our address is:

Pharmaceutical Society NI

73 University Street

Belfast

BT7 1HL



You can look at our website.

www.psni.org.uk

About this easy read booklet

This is an easy read version of:

The Code of Conduct, Ethics and Performance for Pharmacists in Northern Ireland (January 2026)

If you want to read the full rules, you can find them on our website:

www.psni.org.uk

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