

Protecting the public
Regulating pharmacists and pharmacies

Overview of practitioners and complaints in 2020/21



335

cases were open

at the beginning of the year



463

complaints were received

about 399 pharmacists

There were 25 mandatory notifications about 21 pharmacists

Complaints were mainly from:

Patient - 156 Drugs and Poisons - 72 Relative - 48

Complaints were mainly about:

Pharmaceutics/Medication - 329 Communication - 31 Offence - 17



337

cases were closed

during the year



461

cases were open

at the end of the year



There were 10,509 registered pharmacists in NSW

This represents 29.8% of registered pharmacists in Australia

Complaints were made about 3.8% of NSW pharmacists