

South African Pharmacy Council

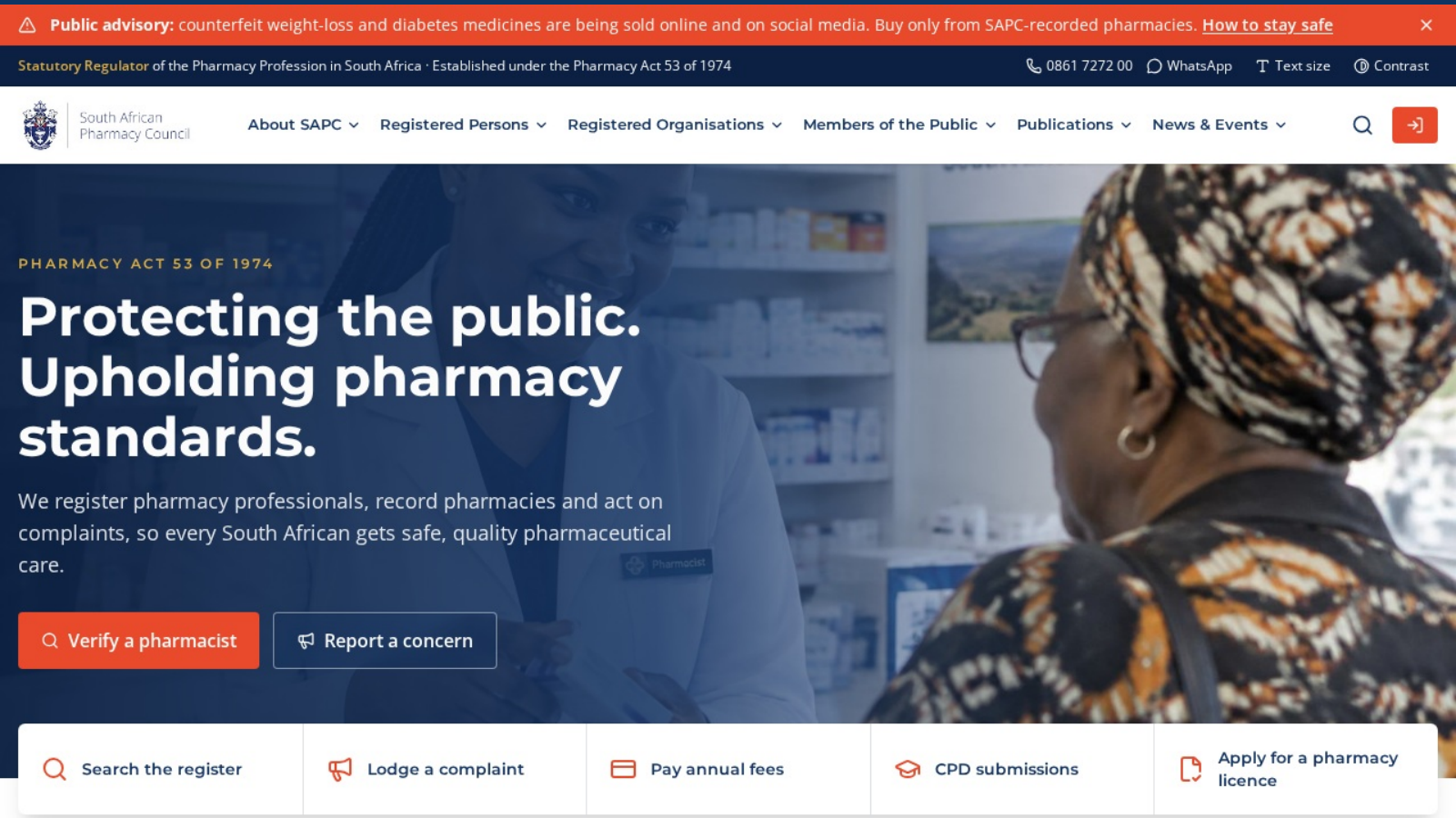
Your business, presented
at a higher standard.

Your public mandate. Your recognised identity.
A considered new presentation of SAPC’s services.

01 / BEFORE & AFTER

Prepared for SAPC by
Rahael Tlale · Tlale Digital
069 824 3518

Design proposal only · Not an official SAPC website
Screenshots captured 18 October 2026 · Selected sections, not full pages

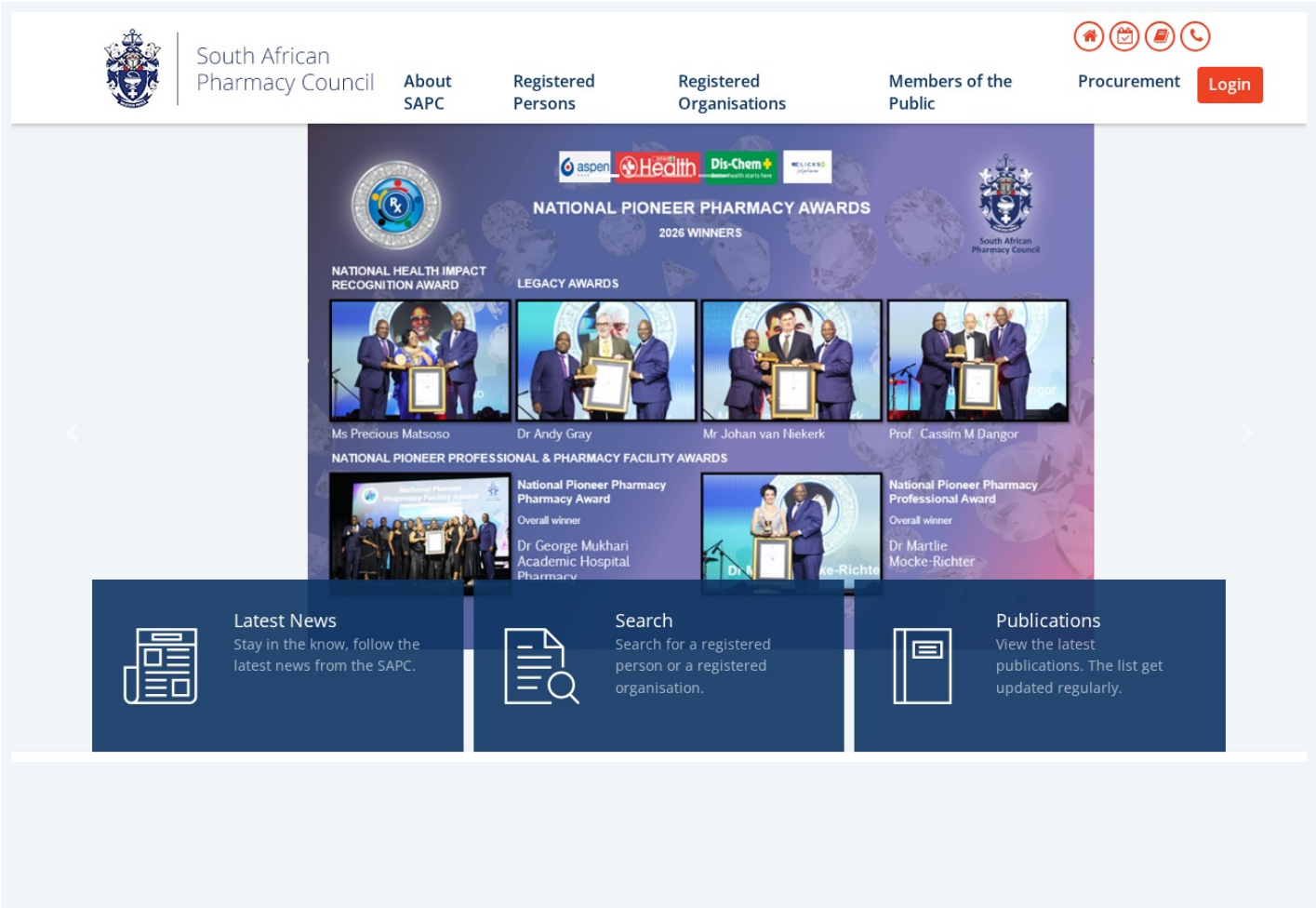


Illustrative pharmacist photograph: placeholder imagery, subject to SAPC approval.

A familiar identity. A clearer first impression.

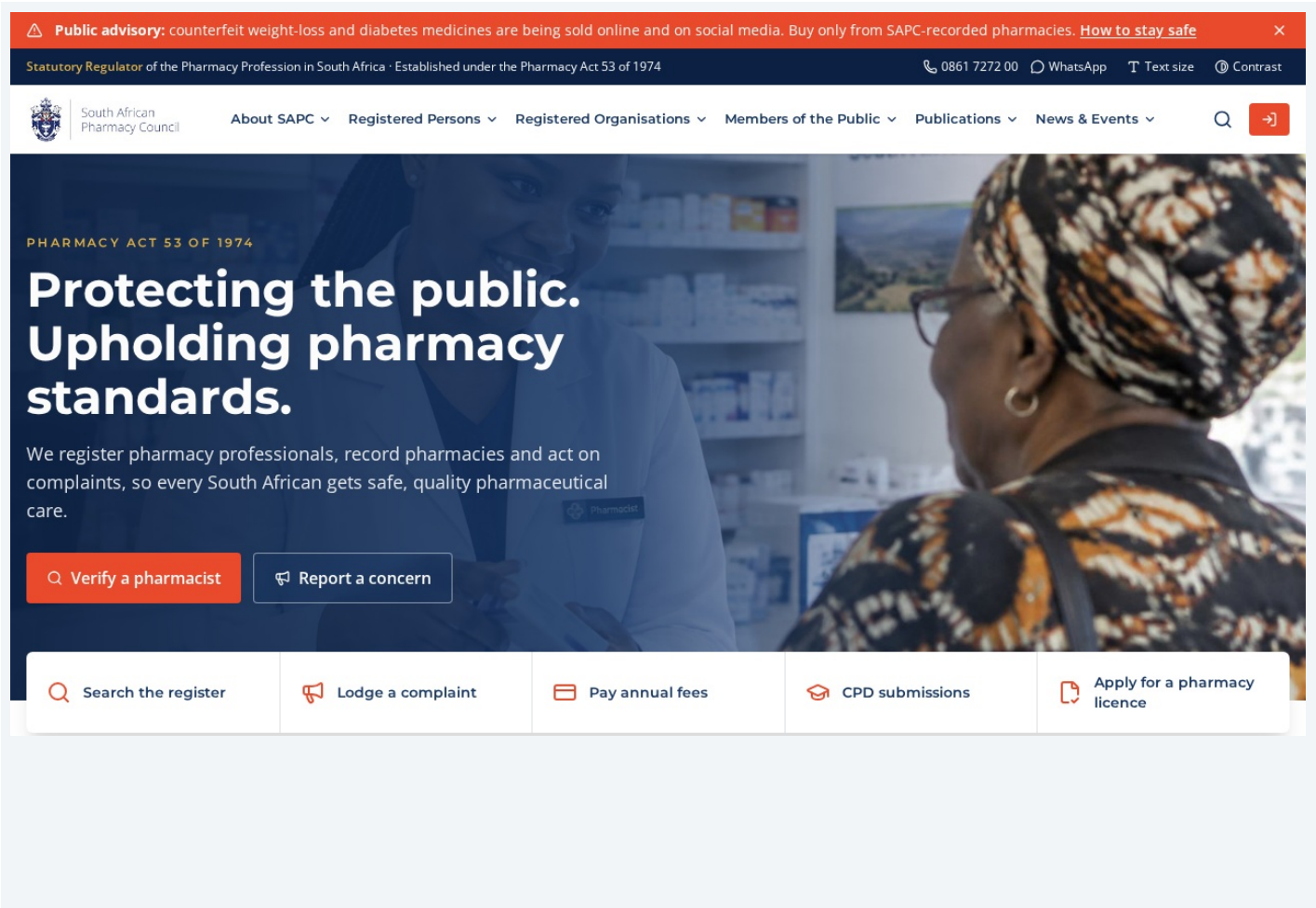
Homepage / first view: keeping SAPC recognisable while bringing public services forward.

CURRENT SAPC WEBSITE



SAPC’s crest, established navy identity and promotional banner welcome visitors. News, search and publications sit immediately below.

PROPOSED REDESIGN



The redesign retains the crest and colour cues, adds a public-protection introduction, and brings verification, complaints and other common services into view.

Illustrative hero photograph, not an approved SAPC image. This compares first-view presentation, not measured engagement.

A focused route to checking registration

Register search / form detail: same essential lookup purpose, a more focused public-facing layout.

CURRENT SAPC WEBSITE

This facility enables you to search by Province for an individual, organisation or training facility. Individual searches are restricted to a person's surname or P number. Please be patient while the system finds the information that you are looking for.

Search For

☐ Assessor and Moderator

☐ Provider (R & U Numbers)

☐ Tutors

☐ Inspections

☐ Registered Person

☐ [Export:Pharmacies NOT Active](#)

☐ Pharmacy (Y Numbers)

☐ Training Sites

☐ [Export:Pharmacies no RP over 90 days.](#)

Provinces

--ALL--

Search Text

Search

The official service supports several register categories, a province selection and surname or registration-number searches.

PROPOSED REDESIGN

Search the Register

It is a criminal offence to practise pharmacy without being registered. Check before you trust.

Search Pharmacist

Search Pharmacy Premises

Surname or P-number

e.g. Mokoena or P0123456

Province

All provinces

Q Search

Prototype records. Try "Mokoena", "P0567890" or "QuickMeds".

The proposed interface foregrounds pharmacist and pharmacy-premises tabs, labelled P / Y-number searches and a province filter. Broader register categories still need consideration.

Redesign search uses simulated records, not SAPC data. Official access and source-supplied last-updated dates remain outstanding.

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BEFORE & AFTER · 03

A guided way to raise a concern

Complaints / opening step: presenting a sensitive SAPC service with a clear sequence.

CURRENT SAPC WEBSITE

[Click here](#) for complaints process.

1

Contact Information

2

Complaint Details

3

Evidence

4

Submit

Province

--Select--

Title

--Select--

First Name

Surname

Email Address (for the purpose of communicating progress and for requesting for further particulars)

Cell

Telephone (W)

Telephone (H)

Fax

Please tick if you would like to remain anonymous☐

SAPC’s existing complaint journey already has four stages, starting with contact details and an anonymous-report option.

PROPOSED REDESIGN

1. Type

2. Details

3. Your contact

4. Review

What would you like to report?

Dispensing error

Wrong medicine, dose or label

Illegal pharmacy

Unregistered or unlicensed outlet

Fake / counterfeit medicine

Suspicious products or online sellers

Unethical conduct

Professional misconduct or overcharging

Back

Continue

Your personal information is used only to investigate your complaint, in line with the Protection of Personal Information Act (POPIA).

The redesign also uses four stages, beginning with the type of concern and showing plain-language choices before details, contact and review.

Prototype only: routing to the Inspectorate is not established, despite proposed on-screen copy. Anonymous reporting and evidence handling need review.

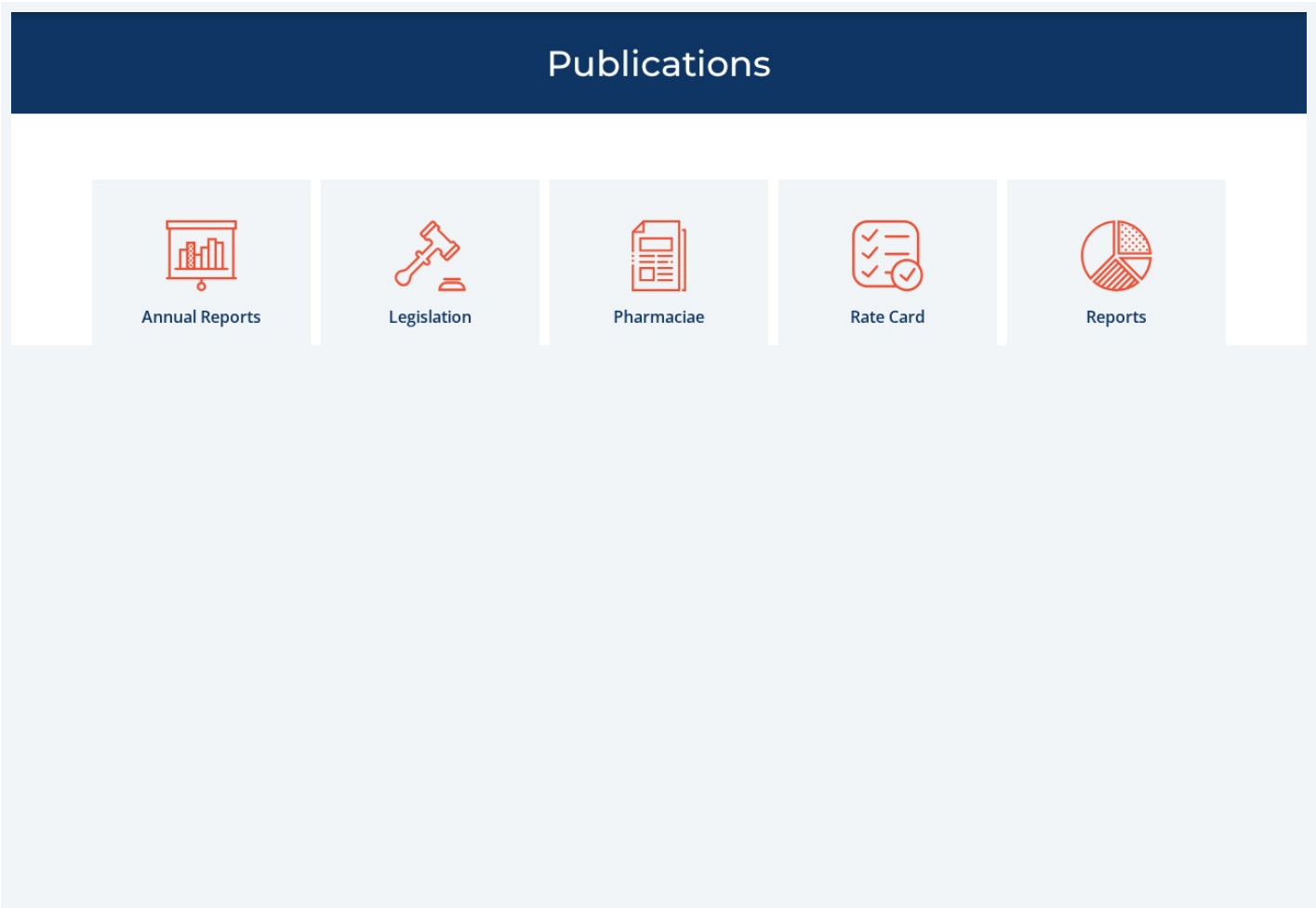
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BEFORE & AFTER · 04

SAPC publications, brought into view

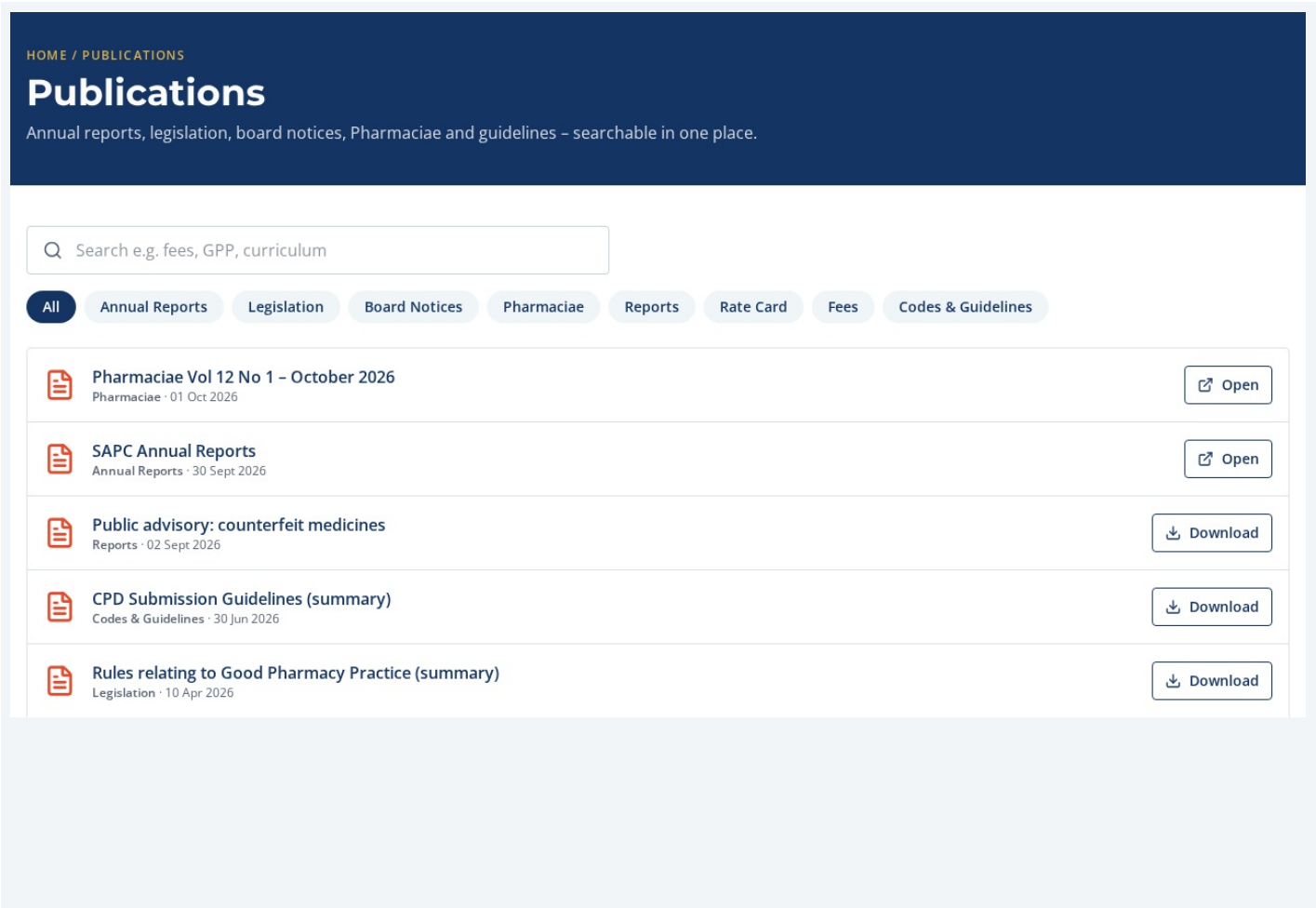
Publications / category landing and proposed document library.

CURRENT SAPC WEBSITE



The current landing page introduces annual reports, legislation, Pharmaciae, rate cards and reports through category links.

PROPOSED REDESIGN



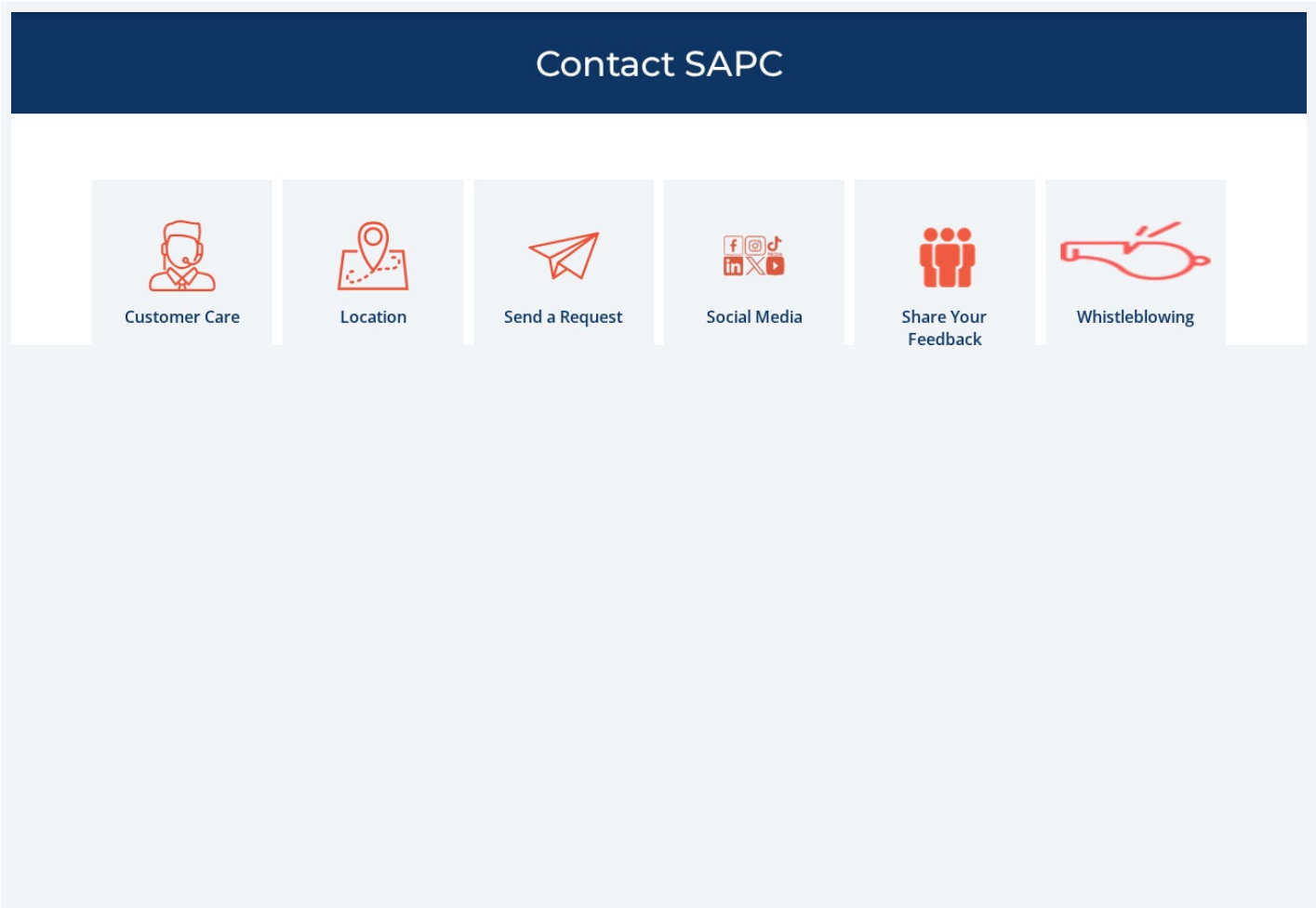
The redesign retains those categories and presents search, filters and named documents with visible open or download actions.

Some local PDFs are prototype summaries; document dates and currency need SAPC validation. No claim is made that every official publication is included.

The Council’s contact details, immediately visible

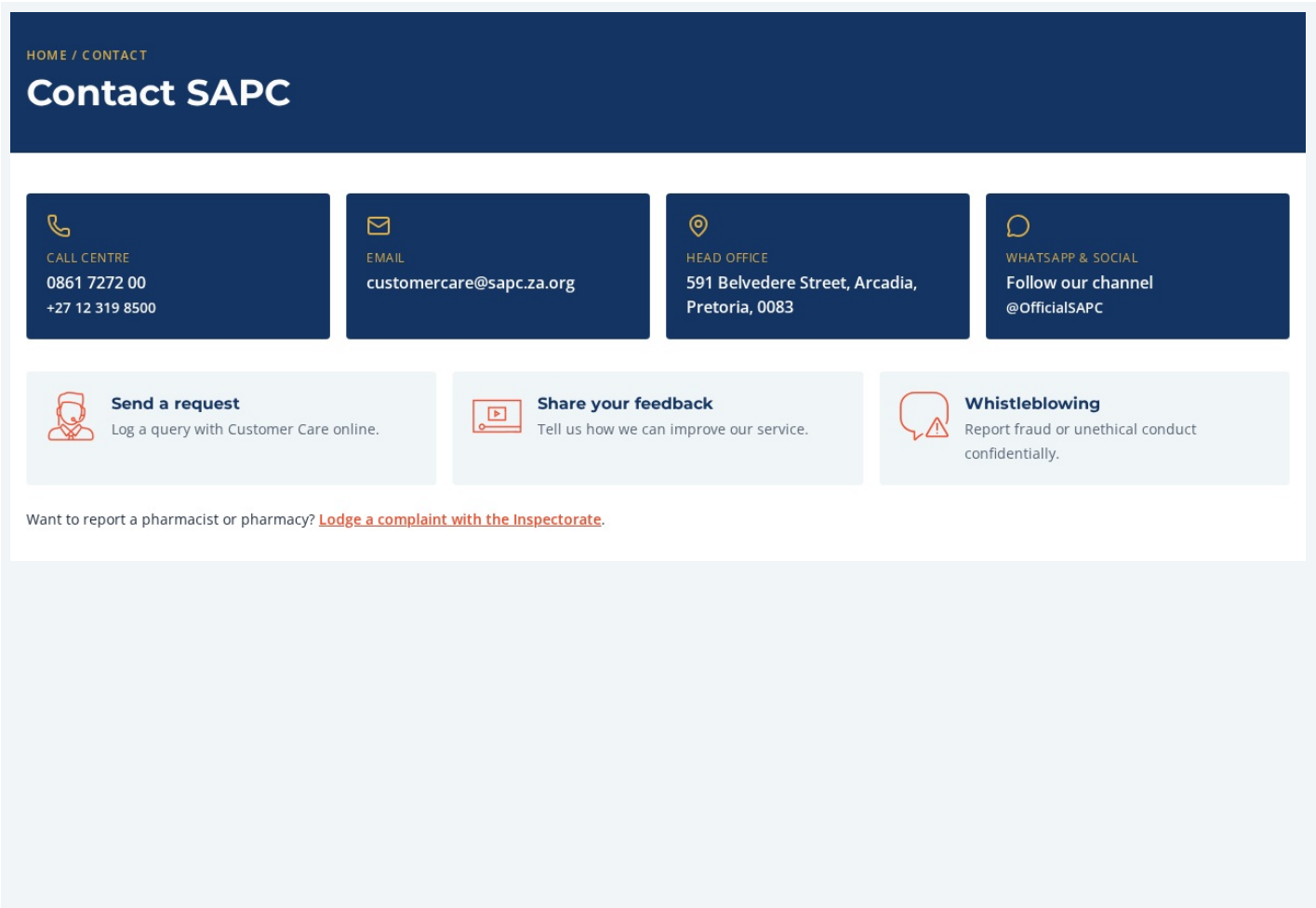
Contact / first content section: making existing contact routes easier to see.

CURRENT SAPC WEBSITE



SAPC offers customer care, location, requests, social media, feedback and whistleblowing through a dedicated contact landing page.

PROPOSED REDESIGN



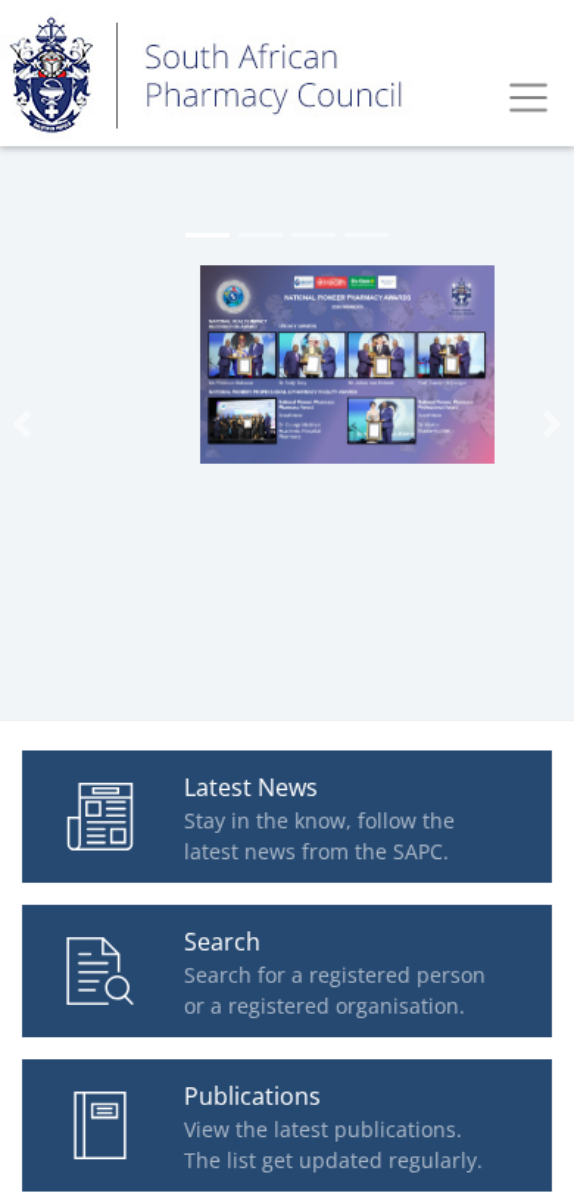
The redesign displays phone numbers, email and head-office address directly, alongside request, feedback and whistleblowing routes.

Several links continue to existing SAPC portals. Screenshot captions describe presentation, not verified response times or service outcomes.

SAPC, considered on a phone

Actual phone captures at 390 × 844 pixels. Screens are shown at the same scale.

CURRENT SAPC WEBSITE



PROPOSED REDESIGN



The same SAPC services, presented for the screen in someone’s hand.

The redesign places the public-protection message and verification / reporting buttons near the top, with service shortcuts following below.

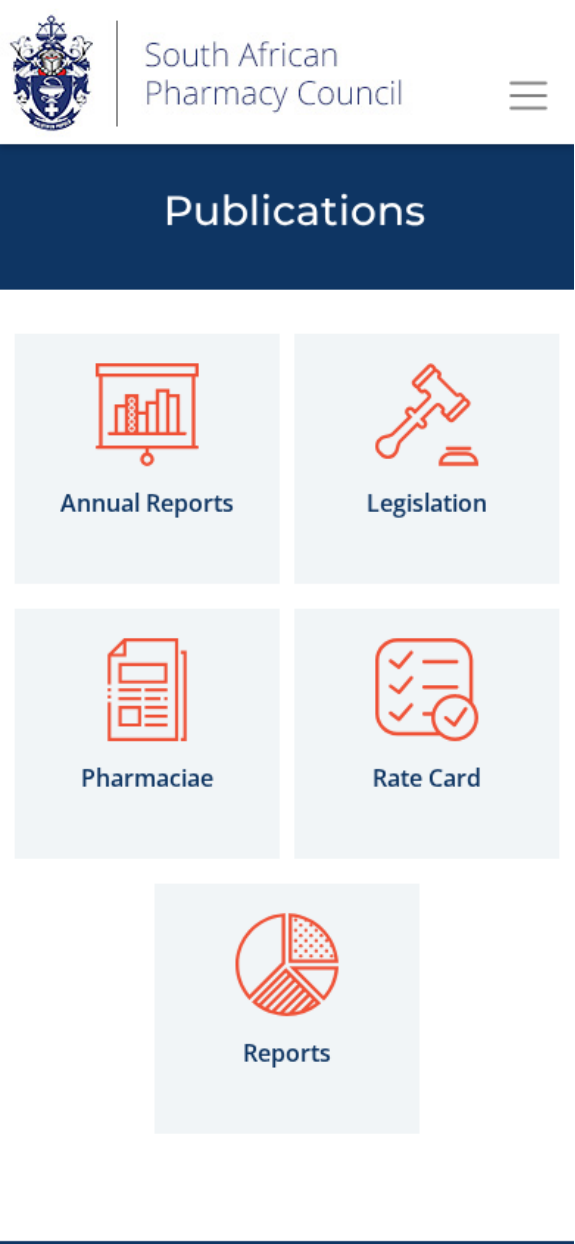
Design observation only: no user-testing or performance results are claimed.

Prototype disclosure: illustrative hero image; simulated register; publication summaries and dates require SAPC validation.

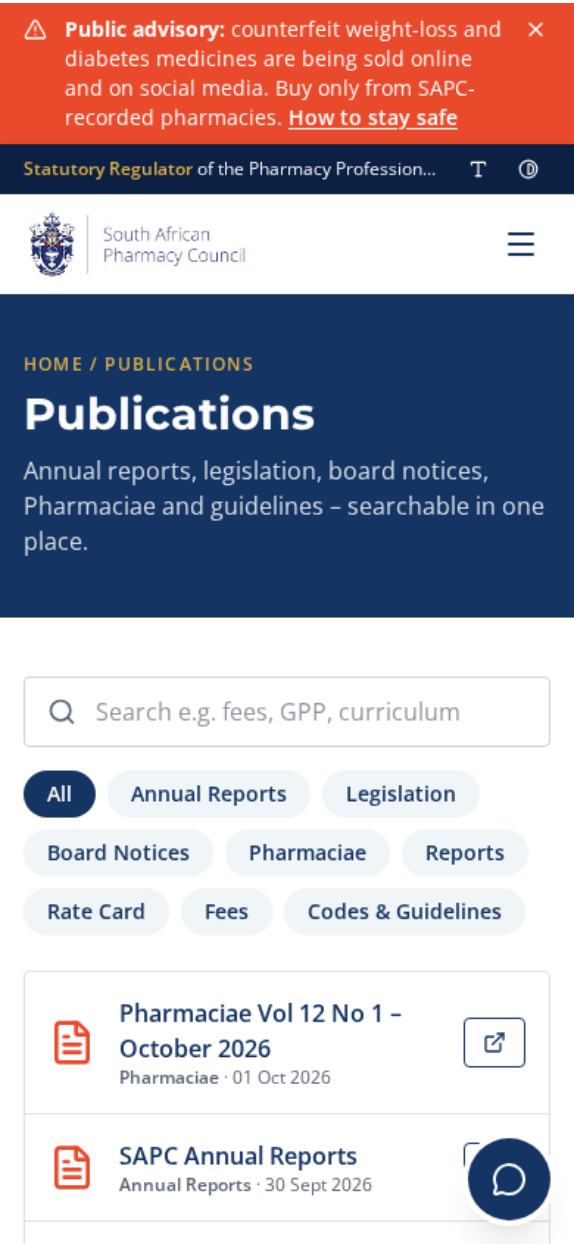
Publications on a smaller screen

Actual phone captures at 390 × 844 pixels. Screens are shown at the same scale.

CURRENT SAPC WEBSITE



PROPOSED REDESIGN



The same SAPC services, presented for the screen in someone’s hand.

The redesigned library brings search, category choices and individual document entries into the phone layout, rather than stopping at publication categories.

Design observation only: no user-testing or performance results are claimed.

Prototype disclosure: illustrative hero image; simulated register; publication summaries and dates require SAPC validation.

Let’s discuss what this could become

A considered starting point for SAPC—not a claim of a completed operational service.

Your identity, at a higher standard.

I would welcome the opportunity to walk you through the redesign and discuss SAPC’s priorities, feedback and requirements for a next stage.

Rahael Tlale

Tlale Digital

Let’s discuss the redesign.

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WHAT STILL NEEDS SAPC’S INPUT

Official verification

Records are simulated. Authorised register access is not yet available; record-update dates must come from SAPC.

Complaint handling

The form is connected to prototype storage, not confirmed Inspectorate routing. Its on-screen routing statement is proposed copy, not an operational promise.

Approved imagery and content

The pharmacist hero is illustrative. Sample statistics, disciplinary entries and vacancies are not official results; some dates and wording need approval.

Documents, help and service links

Some PDFs are prototype summaries. The help widget offers shortcuts, not live chat; several services still link to existing portals.

Before a public launch

Confirm privacy and handling requirements; complete accessibility, phone usability and end-to-end service checks. No business outcomes are claimed.