

A Report on Key Performance Indicators [KPI's] for the registration processes for pharmacists and pharmacy premises in Northern Ireland 2008

1. The annual registration of pharmacy premises.

[Target to complete premises registration by 1st April 2008](#)

The annual registration of pharmacy premises is governed by the Medicines Act 1968, Article 77. The registration process commenced for the administrative staff of the office on 01/10/2007 and concluded on 10/03/2008.

The process involved three stages

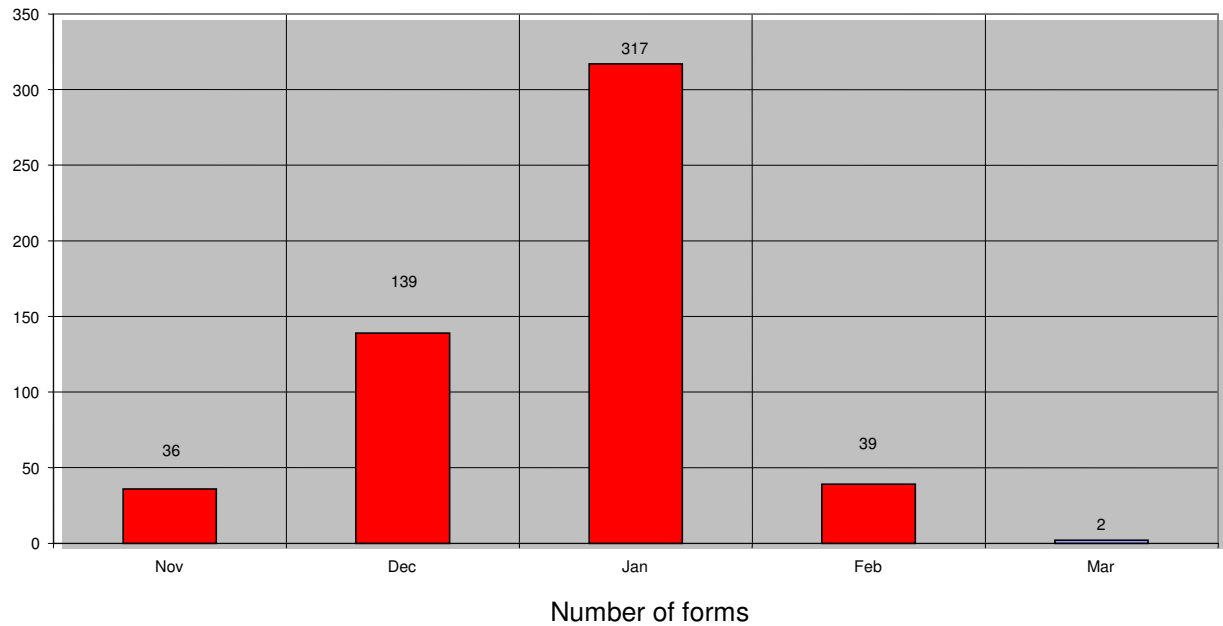
1. the development and design of the premises form to identify and collect statutory data
2. the distribution of the form to all registered pharmacies
3. the processing of the data returned on the forms and also associated payments

Stages 1 and 2 were targeted to be completed in 8 weeks and this was achieved

Stage 3 was targeted to be achieved within 18 weeks and was achieved within 16 weeks

- The entire registration process was completed in 116 working days from initial drafting to the finish of data processing [23.2] weeks
- 523 forms in total were distributed to registered pharmacies by 22nd November 2008 this was in advance of the target date of 1st December.
- Processing of all of the returned forms including data entry and checking was completed in 77 working days, [15.4] weeks

Retention of Pharmacy Premises



Statutory notification was sent to all pharmacies who had not paid on 31st January 2008, 36 in total or 6.95%. Some 109 forms were returned to the pharmacy owners for completion as they were incomplete on first submission 20.8%.

All 523 premises were duly registered and no premises were removed from the register by 1st April 2008 a date two months after statutory notice was served. Certificates of registration were issued to all pharmacies premises within seven days of the receipt of completed documentation.

All registered premises were issued with unique registration numbers for the first time.

[Performance target achieved](#)

2. Registration of Pharmacy premises during the year 2008.

During the course of 2008 there was also additional activity in relation to the registration of pharmacy premises which had:

1. applied for registration as new premises
2. applied for temporary relocation of premises
3. notified a change of ownership
4. notified a change of superintendent

These activities required close working relationship with the pharmaceutical inspectorate at the Department of Health and Social Services and Public Safety [DHSSPS] to insure inspection and approval by them to the society's standards is processed in the optimal time.

Notifications regarding changes of ownerships and superintendents are each forwarded on to the Department within one working day¹ of being received by the Society.

Applications for new and relocated premises are notified to DHSSPS within one¹ working day after receipt by the Society.

Inspections of premises are arranged by the Department in association with the applicant pharmacy.

All premises data was updated and posted on the online register on the day of receipt of inspection and approval from DHSSPS.

All changes were confirmed in writing to the pharmacy within one¹ day of approval and changed data is also hosted on the website within one working day. A summary of amendments is published on the web at the end of each month.

There were

- 10 applications to register new premises
- 2 applications for the registration of temporary premises
- 11 notifications changes of ownership
- 16 notifications of a change of superintendent

Additionally

Two pharmacy multiples notified of changes in company name which involved the 70 pharmacies changing ownership

49 from Alliance pharmacy to Boots UK

21 from Dundee's pharmacies to Cloverdale merchants

¹ Performance target

3. The Annual Retention of Pharmacists

Target: Completion of the registration of all pharmacists, by 2nd September 2008.

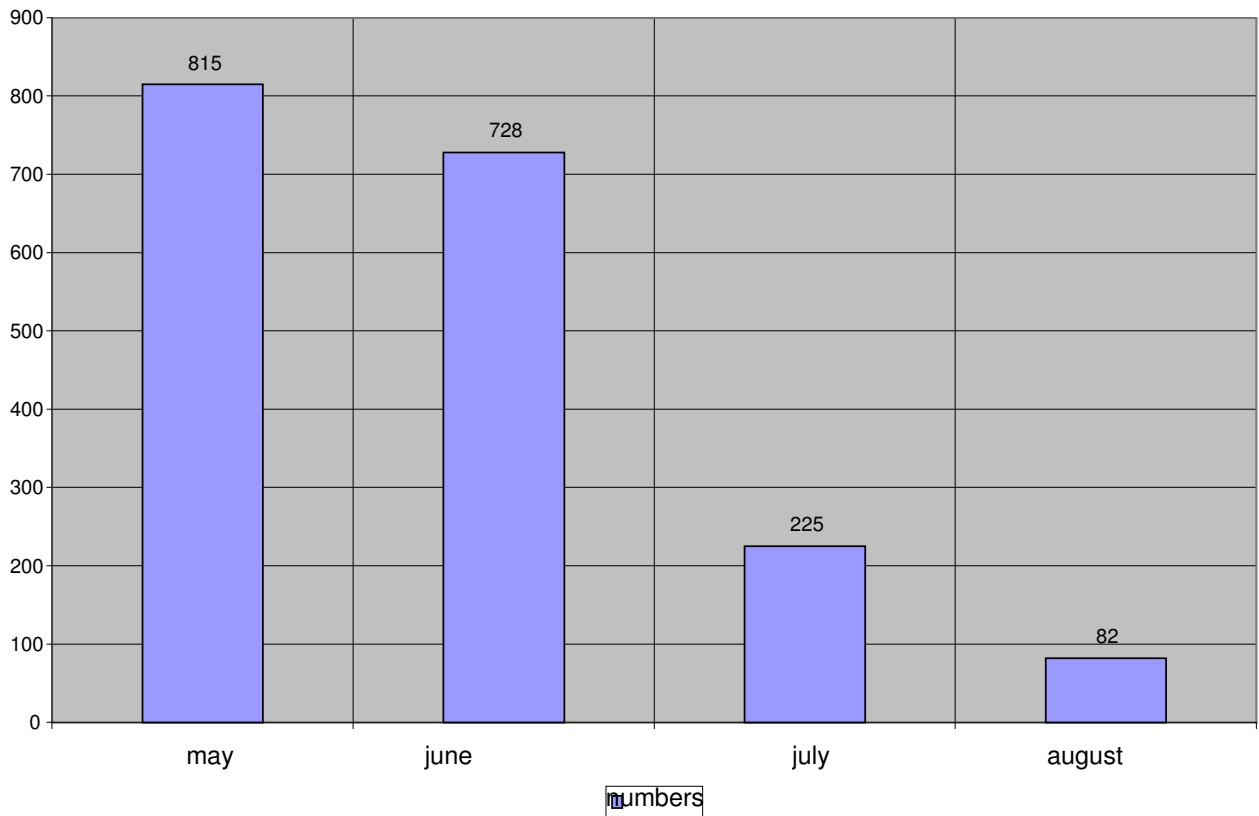
The process of annual retention of pharmacists is governed by the Pharmacy (Northern Ireland) Order 1976 and work activity commenced for the administrative staff of the office on 01/04/2008 and work was concluded on 02/09/2008.

This process included

1. The development of the design and data content of the form.
 2. Checking that the fields of data to be collected were appropriate by referencing the Equality Commission and the Society's own Solicitors.
 3. Thereafter the process involved the mail out to all registrants, the receipt and processing of completed forms and banking of related payments.
 4. Some 140 Incomplete forms were returned to individual pharmacists for remedial action by the pharmacy 7 days² after receipt, if missing components had not been addressed.
- The entire registration process was completed in 111 working days [22.2] weeks, meeting the performance target 23 weeks
 - 1958 personal retention forms were mailed to registered pharmacists by 13/05/2008, 18 days in advance of the 1st June 2008.
 - The complete processing of the 1958 individual forms was completed in 80 working days [16] weeks, meeting the performance target of 16 weeks

² Performance target

Annual retention of pharmacists



The registration department processed:

- 815 forms in May 44%
- 728 forms in June 39%
- 225 forms in July 12%
- 82 forms in August 5%

There were 331 statutory notices sent on 1st July 2008 ie to 18% of the register
All registering pharmacists were duly processed by 2nd September 2008
15 pharmacists were removed from the register for the non payment of fees on 2nd September 2008. after statutory notification

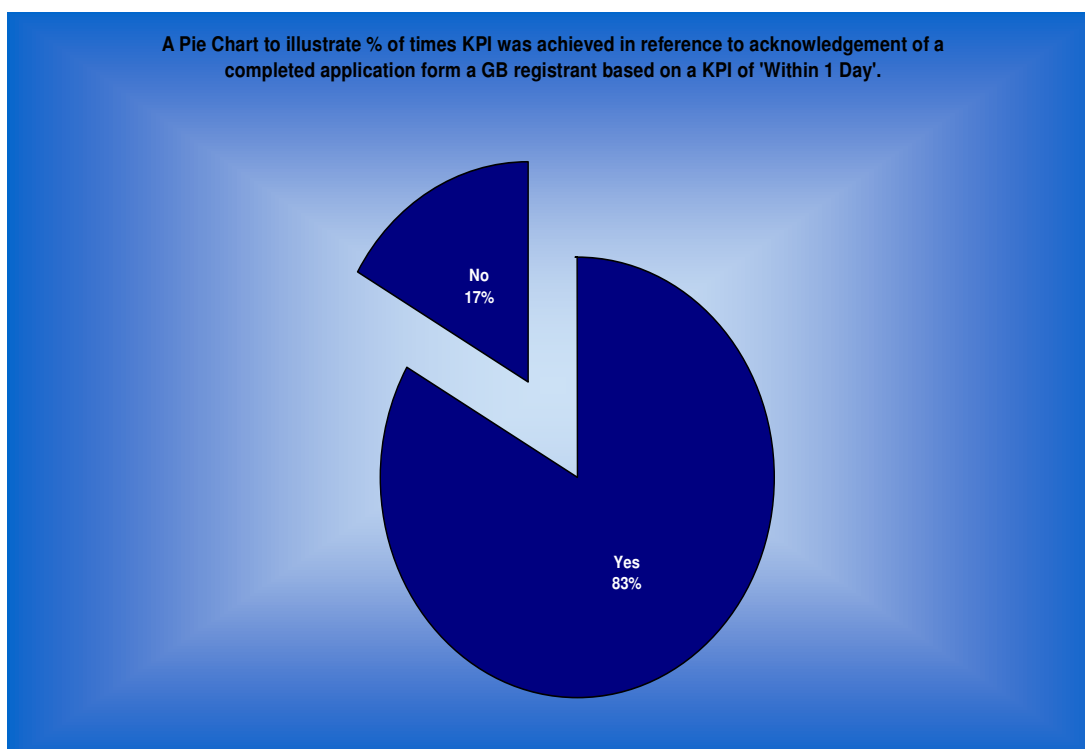
Performance target achieved

4. Registration In 2008 of pharmacists originally qualified in Great Britain

Target: Completion of process within 14 days of receipt of a completed application.

There were 12 pharmacists who registered with the PSNI under the reciprocal route, having been first registered with the RPSGB.

Of the 12 applications for reciprocal registration, 10 applications were acknowledged within one day³ of the receipt of a completed application pack ie 83%. The remainder were notified within 2 days
See graph below

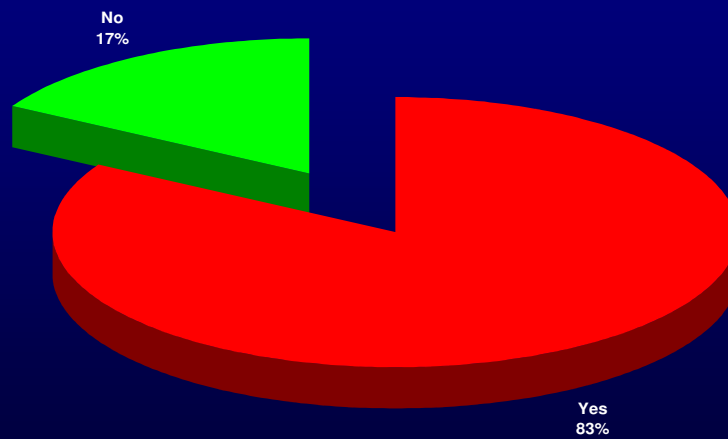


10 out of a 12 or 83% of applications for reciprocal registration had their appointment with the Registrar confirmed by the Society on the day³ their registration appointment was made.

See graph below

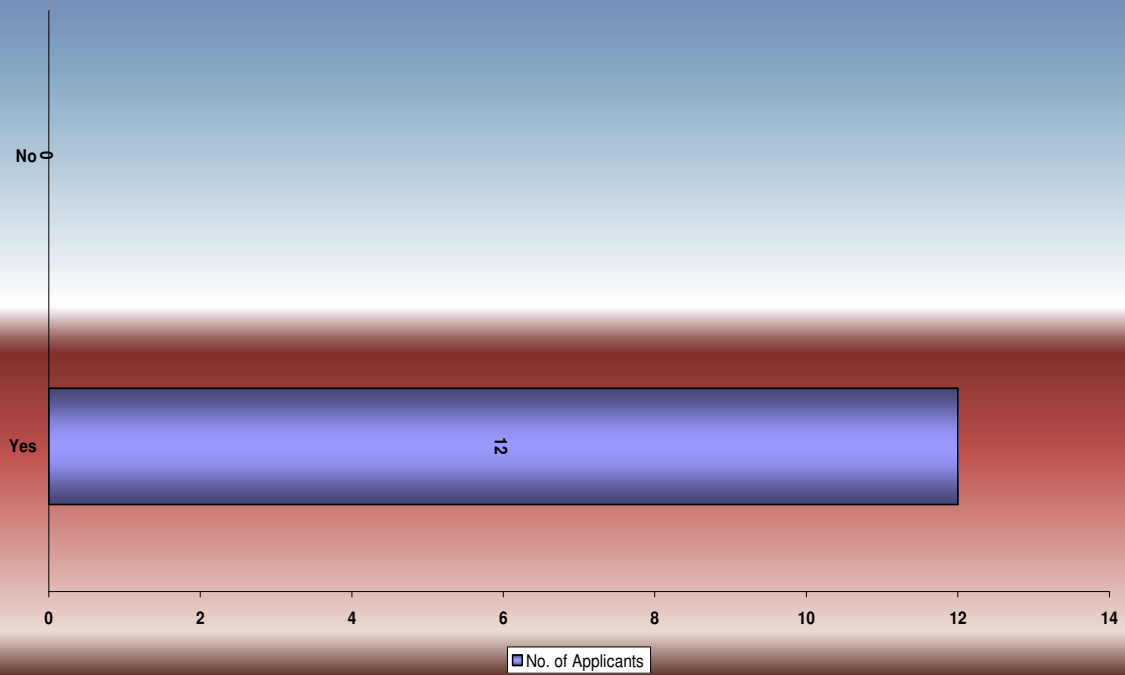
³ Performance target

A Pie chart to illustrate % of times KPI was achieved in reference to acknowledgement of appointment made by GB registrant based on a KPI of 'day it was made'.



All 12 of these Pharmacists were sent confirmation of their registration with the PSNI on the day they were registered 100%. See below

A Bar Chart to illustrate the no. of times KPI was achieved in reference to confirmation of registration letters based on a KPI of 'the same day as registered'.



Registration of pharmacists first registered in GB is dependant on the completion of:

- A registration form
- A certificate of current professional status from the RPSGB
- Payment of application and registration fee
- Certify identity [passport]
- Certify good health [doctors declaration]
- Produce evidence of qualification [registration certificate with GB]
- An interview with the Registrar of the PSNI

Registration for all applicants was completed on the date of interview with the registrar and ratified at the next monthly meeting of the Council. Website register was updated and notification sent to DHSSPS and NICPPET on the day of the interview. Interviews are all arranged to suit the travel arrangements of the applicant.

No reciprocal registrants were refused registration and 9 out of 12, 75 % were completed within 14 days of receipt of a completed application.

Reasons for not achieving this target related to the availability of applicants to attend an interview within the 14 day time frame.

5. Registration of pharmacists in NI who originally qualified in the EEA

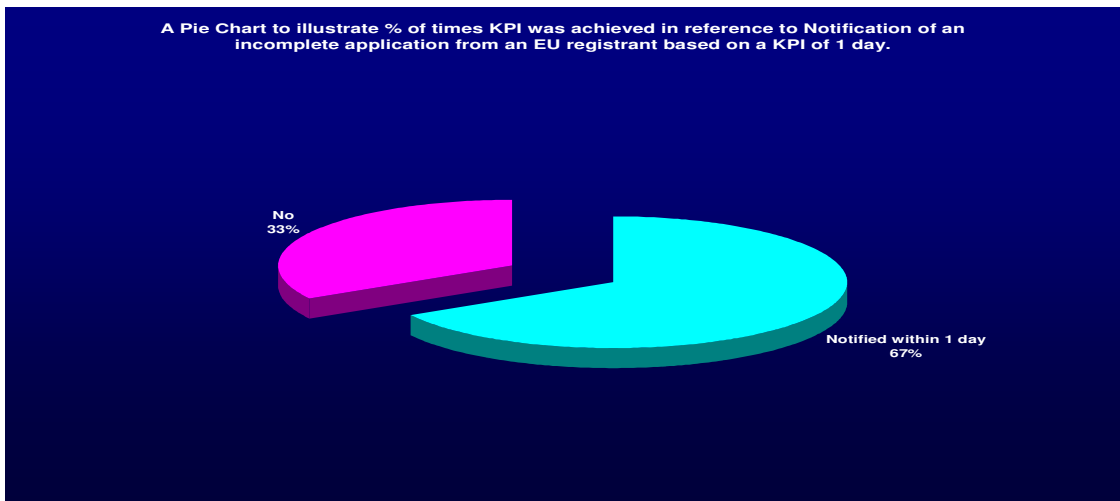
Target: Completion of process within 28 days of receipt of a completed application.

The pharmaceutical Society received 4 applications from pharmacists seeking registration from EEA registrants in 2008.

Only one applicant submitted a complete application when first applying. The remaining three applicants submitted incomplete applications initially. Of these applicants 2 were sent notification of an incomplete application by the Society within 1 day of receipt of the application form, whereas the final applicant was sent notification within 28 days⁴.

See graph below;

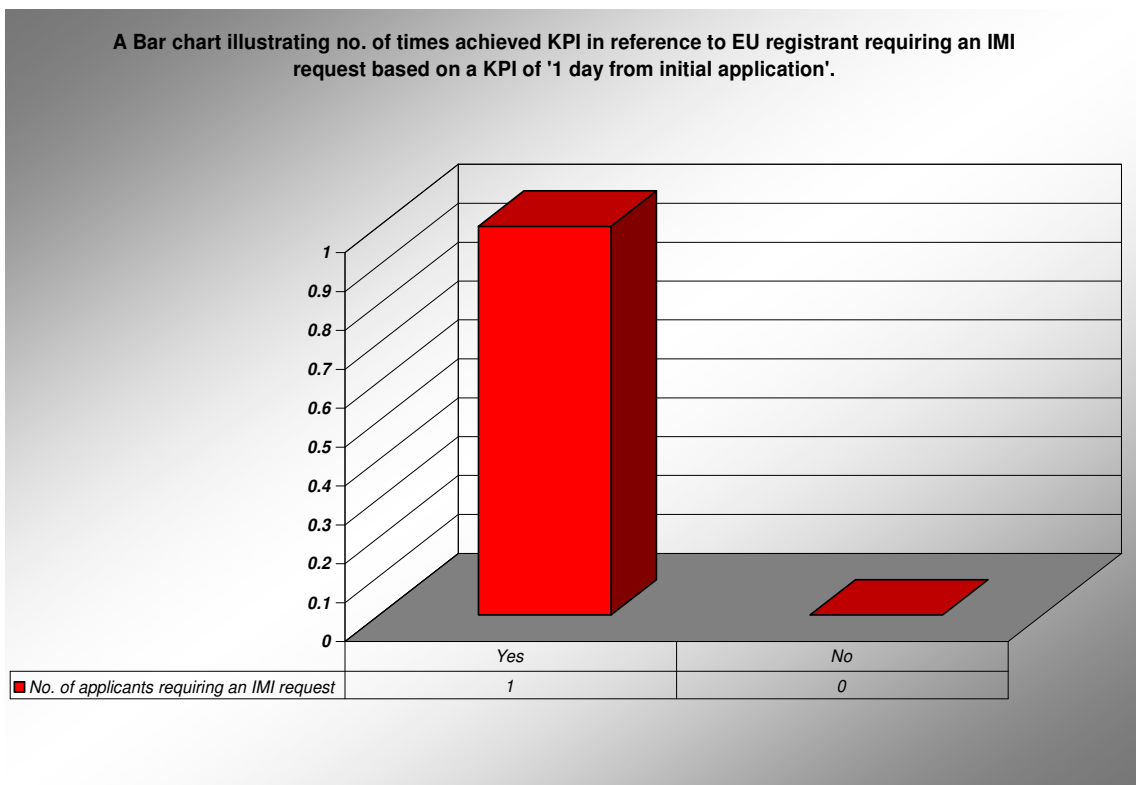
⁴ Verbal notification made within 10 days



All of the applicants were notified of a receipt of completed application, on the day it was received.

One applicant required a further IMI request and this was initiated within 1 day of receipt of the initial application. Clearance from the IMO scheme was received after 42 days [8] weeks.

See graph below.

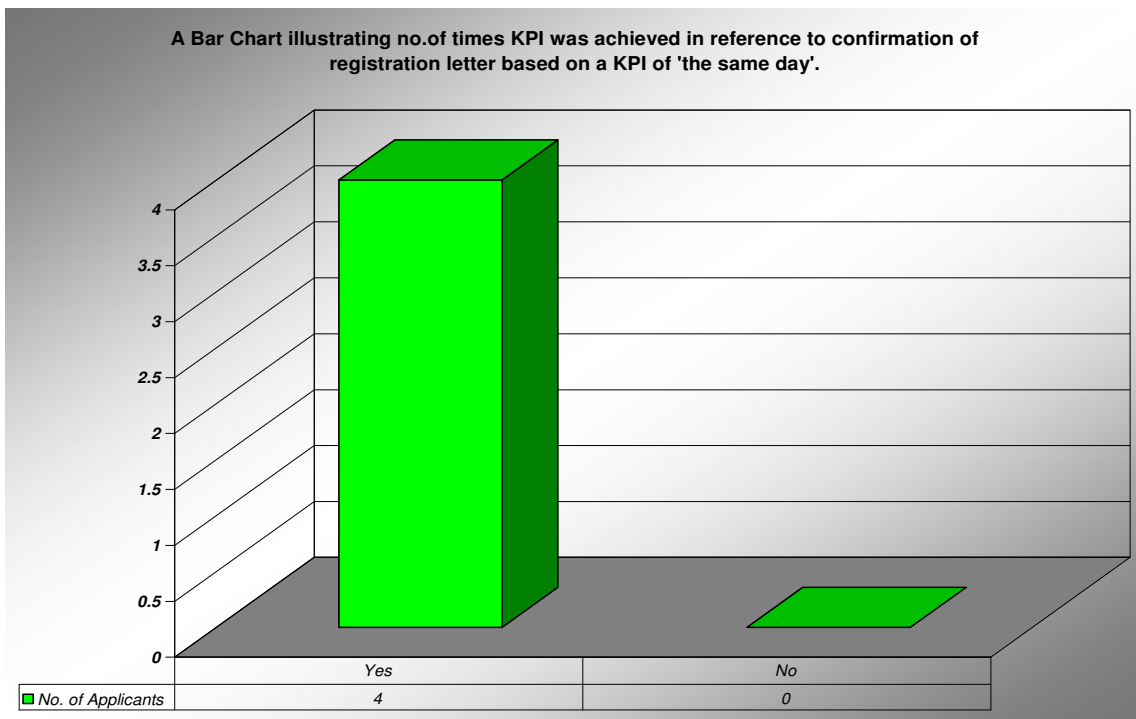
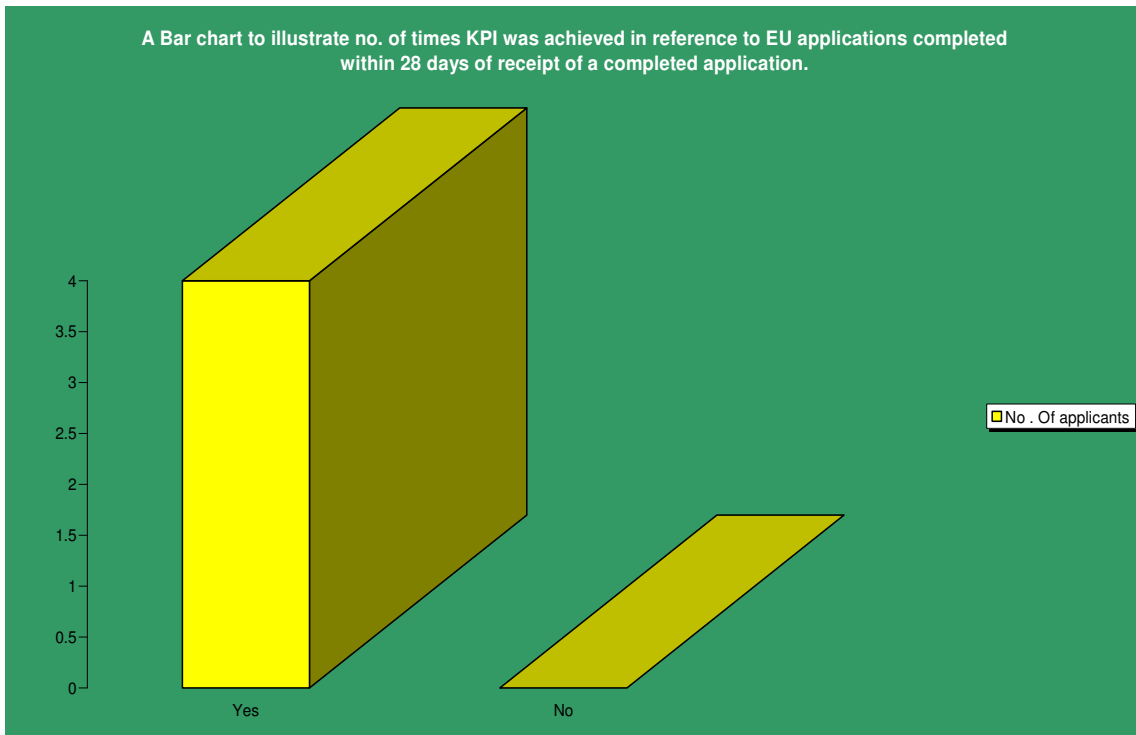


All EU applications were completed within 28 days of receipt of the completed application the performance target.

See graph below.

The average time for processing of a complete EU application is 10.25 days.
The longest application having taken 18 days.

Consideration of shortening this target to 21 days should be made for next year.



All applicants were sent a confirmation of their registration on the same day they were registered. See graph above.

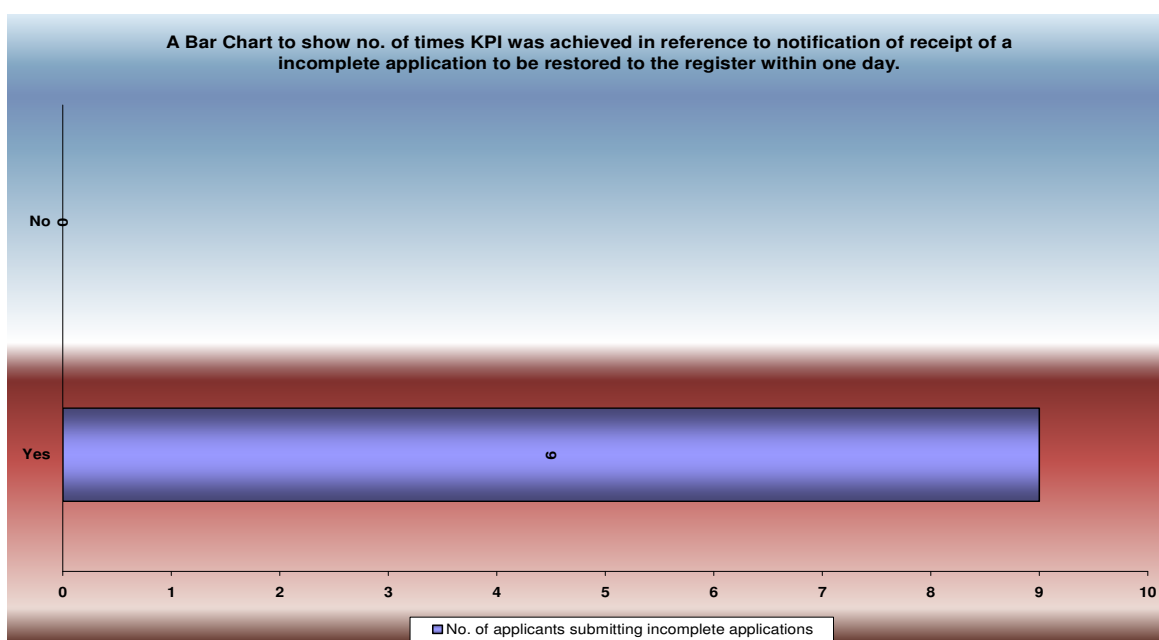
Performance target achieved

6. Restoration of pharmacists previously registered

Target: Completion of process within 1 day of receipt of a completed application.

There were 15 pharmacists restored to the Register in 2008. Of these, 9 had initially submitted incomplete applications ie 60% and all were notified within 1 day of the receipt of an incomplete application⁵.

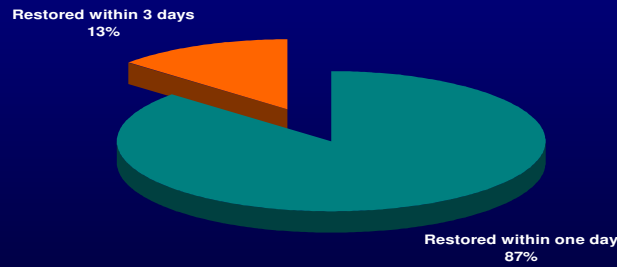
The other 6 pharmacists submitted complete applications. See below



Of the pharmacist restoration applicants 13 or 87% were restored to the Register within 1 day of receipt of a completed application⁵. The remaining 2 were restored within 3 days. See below.

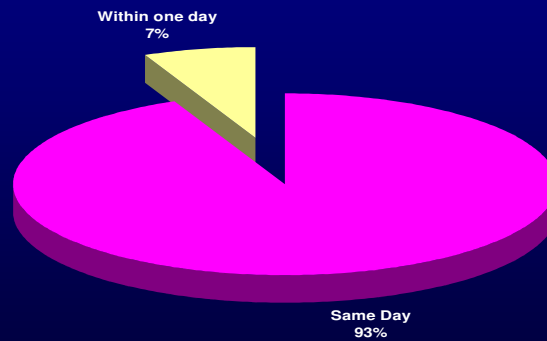
⁵ As targeted

A Pie Chart to illustrate % of applicants restored to the Register within one day of receipt of a completed application.



Of the applicants for restoration 14 were sent confirmation of their restoration to the register on the day they were restored 93%. One applicant was sent confirmation within 1 day of restoration. See below

A Pie Chart to illustrate % of applicants sent confirmation of restoration to the register on the same day they were restored.

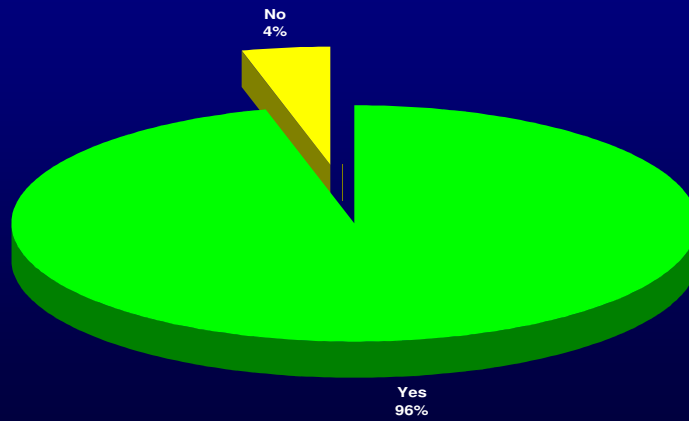


7. Certificates of Current Professional Status supplied to other competent authorities in the EEA or elsewhere

Target: Completion of process within 10 days of receipt of a completed application.

The Pharmaceutical Society received 94 requests for certificates of current professional status from NI registered pharmacists in 2008. Of these 90 [95%] were forwarded to the relevant regulatory body within 10 days of our receipt of the completed application which was the performance target .

A Pie Chart illustrating % of times KPI was met in reference to Certificates of Current Professional Status, based on a KPI of 10 days on receipt of a completed application.

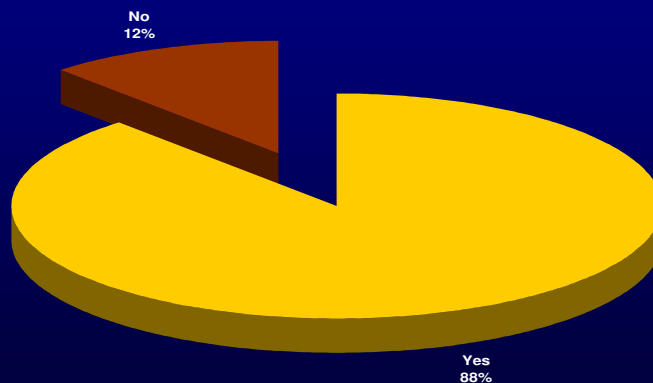


Of the 94 applicants some 83 pharmacists 88% had confirmation of their current professional status sent to the relevant regulatory body on the same day it was sent to this body⁶. The remainder were posted within 2 working days.

See below

[Performance target achieved](#)

A Pie chart illustrating % of times KPI was met in reference to acknowledgement letters to applicant on completion of a Certificate of Current Professional status, based on a KPI of 'the same day'.



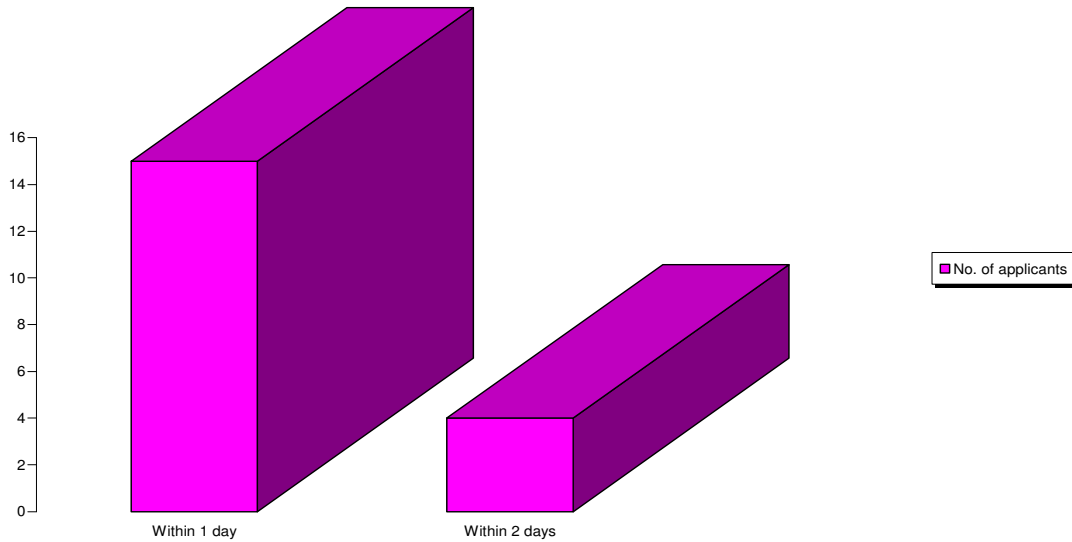
8. Application for membership from Non EEA registered pharmacists

[Target to respond within 3 days of application](#)

The Society received 19 enquiries regarding registration from non-EEA applicants in 2008. Of these requests 15 were responded to within 1 day. The remaining 4 requests were responded to within 2 days. See graph below.

⁶ This is the performance target

A Bar Chart to illustrate time taken to respond to non-EEA applications.



Performance target achieved

9. Application for annotation as a pharmacist prescriber

Target: to annotate register within one day of receipt of completed application

All 23 pharmacists who offered a certificate of prescribing from a UK authorised centre of learning, along with proof of their identity and payment of the current fee, were then annotated onto the register on the day of presentation of the documents.

Pharmacist prescribers are annotated on the register by the letters 'SP' or 'IP' as a component of their registration number

Performance target achieved

10. Application for annotation as temporary service provider

No applications were received