

Pharmaceutical Society of Northern Ireland Annual Report and Accounts 2009/2010

September 2010

**Annual Report and
Accounts 2009/2010**



Table of Contents

Current Council	2
What does the Pharmaceutical Society of Northern Ireland do?	3
President's Foreword	4
Chief Executive's Foreword	5
Chapter 1: Standards and Guidance	6
Chapter 2: Registration	8
Chapter 3: Fitness to Practise	11
Chapter 4: Education	15
Chapter 5: Communications and External Relations	20
Chapter 6: Annual Accounts 2009/10	26
Who to Contact at the Pharmaceutical Society of Northern Ireland	32
Getting involved with the Pharmaceutical Society of Northern Ireland	34

Current Council

President	Ms. Ann Bowen
Vice-President	Mr. Mark Nelson
Honorary Treasurer and Chair of the Finance Committee	Mr. Paul Kelly
Chair of the Education Committee	Mrs. Roberta Tasker
Chair of the Legislation, Standards and Practice Committee	Ms. Andrée McCollum
Members of Council	Ms. Muriel Singleton Mr. Raymond Anderson Ms. Jacqui Dougan Dr. Lisa Byers Dr. Glenda Fleming Ms. Jayne Hughes Ms. Helena Buchanan Prof. James McElnay Dr. Colin Fitzpatrick Prof. David Woolfson Prof. Gerry Linden Prof. Paul McCarron

What is the Pharmaceutical Society of Northern Ireland?

The Pharmaceutical Society of Northern Ireland is the regulatory and professional body for pharmacists in Northern Ireland.

As the regulatory body, it seeks to protect public safety in pharmacy by:

- setting and promoting standards for pharmacists' admission to the register and for remaining on the register;
- maintaining a publicly accessible register of pharmacists, and pharmacy premises, in Northern Ireland;
- handling concerns about the Fitness to Practise of registrants, acting as a complaints portal and taking action to protect the public; and
- ensuring high standards of education and training for those seeking initial registration as pharmacists in Northern Ireland.

As the professional body it seeks to develop the pharmacy profession in Northern Ireland in the public interest.

The main regulatory activity of the Pharmaceutical Society of Northern Ireland will be described in this annual report under 5 headings: Standards and Guidance; Registration; Fitness to Practise; Education; and, Communications.

CHAPTER 1. STANDARDS AND GUIDANCE

The Pharmaceutical Society of Northern Ireland issues a Code of Ethics to all pharmacists and pre-registration trainees. This outlines 8 mandatory principles of practice, the first of which is "Make the Safety and Welfare of Patients Your Prime Concern".

The Code of Ethics is further supported by Professional Standards and Guidance on various matters such as Pharmacist Prescribing, the application of the Responsible Pharmacist Regulations and the maintenance of Patient Confidentiality.

The development and maintenance of Standards and Guidance is overseen by the Legislation, Standards and Practice Committee.

CHAPTER 2. REGISTRATION

The Pharmaceutical Society of Northern Ireland maintains a publicly accessible register of pharmacists and pharmacy premises in Northern Ireland. All pharmacists who wish to practise in Northern Ireland must be on the register. The register allows employers, patients, the public and others to check the bona fides of people claiming to be pharmacists. It also provides a primary tool in protecting the public: only those pharmacists deemed fit to practise are able to be registered.

CHAPTER 3. FITNESS TO PRACTISE

The Pharmaceutical Society of Northern Ireland handles concerns about pharmacists' Fitness to Practise and seeks to ensure any necessary action is taken to protect the public.

Following investigation and referral, any cases relating to a pharmacist's Fitness to Practise are heard by the Fitness to Practise Committee (or "Statutory Committee"). The independently appointed and trained Committee has powers in statute (The 1976 Northern Ireland Pharmacy Order) to remove a pharmacist's registration. Legislation is currently being drafted to provide a greater range of powers for the Fitness to Practise Committee.

CHAPTER 4. EDUCATION

To fulfill its aim of ensuring public safety in pharmacy practice, the Pharmaceutical Society of Northern Ireland seeks to quality assure pharmacy education offered in Northern Ireland. It does this in a number of ways.

In conjunction with the Royal Pharmaceutical Society of Great Britain, it conducts accreditation assessments of Masters of Pharmacy Degree courses offered at Queen's University Belfast and the University of Ulster. The Pharmaceutical Society of Northern Ireland also administers and oversees its own pre-registration training year for pharmacy graduates.

Attendance at Continuing Education courses frequently forms part of a registrant's demonstration of meeting the Continuing Professional Development Standard. Accordingly, the Pharmaceutical Society of Northern Ireland works with organisations such as the Northern Ireland Centre for Pharmacy Learning and Development (NICPLD) to help ensure the supply of appropriate and relevant continuing education opportunities for registrants.

The Pharmaceutical Society of Northern Ireland's Education remit is overseen by its Education Committee.

CHAPTER 5. COMMUNICATIONS AND EXTERNAL RELATIONS

Government, the public and registrants all expect a regulatory body, in pursuing its aim of protecting the public, to strive towards the objectives of transparency, efficiency, value-for-money and stakeholder engagement.

As part of the Pharmaceutical Society of Northern Ireland's ongoing programme of modernisation, measures have been put in place to increase the openness and accessibility of decision-making in the organisation. A Public Forum has been created to better inform Council of the perspective of the end users of pharmacy on regulatory matters. A Professional Forum is in the process of construction which will advise Council on professional perspectives.

A dedicated communications unit works to ensure the Standards expected of pharmacists in Northern Ireland are communicated to both the profession and the public, as well as the methods available to raise concerns about a pharmacist or pharmacy. The unit also strives to ensure that emerging needs of health professional regulation are understood by law makers at Stormont, Westminster and Europe.



**Ann Bowen,
President**

President's Foreword

Being elected President of the Pharmaceutical Society of Northern Ireland in 2009 was a personal honour, and it is a privilege to be able to give something back to the profession and the public.

I am determined that that momentum for improvement started by my predecessors continues and I am pleased that Council has now agreed, a new Corporate Strategy to lead the organisation from 2010 to 2013.

I wish to briefly expand on 3 of the over-arching strategic aims and update you on our progress to date.

To identify and work with appropriate partners to ensure delivery is sustainable, effective and provides value for money

In order to reduce duplication and regulatory burden, it is important the Pharmaceutical Society of Northern Ireland is outward looking and forms productive partnerships with other relevant organisations.

To this end, in 2009/10 our cooperation and best-practice sharing relationship with the Pharmaceutical Society of Ireland was further augmented with reciprocal observer attendance at each other's main policy committees. Feedback from attendees at both organisations has been very positive. Early and constructive meetings have been held with the Chair and Chief Executive of the Shadow General Pharmaceutical Council (GPhC) on matters of common interest, and good relations have been formed with the Northern Ireland Social Care Council in relation to the professional regulatory challenges that exist in the local context.

Our partnership with the Pharmacy and Medicines Inspectorate continues to be a cornerstone of the delivery of pharmacy regulation in Northern Ireland, and the new Pharmacy Network Group, which also includes the Health and Social Care Board, is ensuring patient safety is protected through high standards of complaints handling and information sharing. Further information on the Pharmacy Network Group is contained in the Fitness to Practise section of this report.

Our newest partner in the delivery of pharmacy regulation in 2010/11 will be the arms-length Professional Forum, of which more detail is given towards the end of this report. I urge pharmacists to give the Forum their support, and to keep abreast of further details on how they can get involved.

To ensure that relevant stakeholders have influence in all aspects of policy making and planning

In line with other regulatory bodies we have consistently strived to increase our engagement with outside parties who can bring further insight into how we conduct our regulatory functions. This includes:

- the construction and operation of the Public Forum,
- the recruitment of experience outside Council to our policy committees,
- lay involvement in University accreditation and the pre-registration examination committee, and,
- regular open public consultation on our Standards and Guidance, proposed fees changes or other Statutory and relevant initiatives.

In 2010/11 we will be taking two more important steps in this direction, namely, the construction of an arms-length Professional Forum to advise Council from a professional perspective, and the recruitment of a balance of lay and pharmacist members to the Council via a competency based process.

Julie Greenfield has been recruited as a Professional Forum manager to help bring the Forum into being and describes in this report some of the progress made to date. The new legislation to underpin Council membership and appointment will be consulted upon by the Department for Health, Social Services and Public Safety later this year.

To develop and publish results against measures that are focussed on the outputs of the organisations work

Benchmarking allows a more accurate means of recording levels of year-on-year progress and helps identify where resources should be deployed to produce improvement. It also makes it more straight forward for members of the public and the profession to usefully engage and assist the continuous improvement of pharmacy regulation in Northern Ireland. As this work develops we will be able to publish the results in future annual reports .

I hope this gives you an understanding of how the Corporate Strategy is shaping our approach and driving the activity of the organisation. It is my job as President, assisted by fellow Council Members, to ensure the Strategy continues to be relevant and is delivered effectively. However it is not a task we complete or would wish to complete in isolation, and I want to take this opportunity to thank the many pharmacists and others who give of their time and effort to scrutinise and comment on our publications, standards, guidance and other proposals.

Such outside engagement really does make a difference.

Ann Bowen

Chief Executive's Foreword

The test of our progress is not whether we add more to the abundance of those who have much it is whether we provide enough for those who have little.

Franklin D. Roosevelt

Progress in the year

Performance – at the time of writing the Council for Healthcare Regulatory Excellence (CHRE), are publishing the annual performance review for healthcare regulators in which the Pharmaceutical Society of Northern Ireland receives a favourable report of the manner in which it conducts its statutory duties, save for the limitations created by an outdated legislative base.

Whilst there have been some frustrating delays to the introduction of new legislation these have recently been resolved to permit movement to the next stages of the legislative reform process. Recent progress has allowed drafting to commence on vital areas like the introduction of a wider range of sanctions, reform to the fitness to practise committees and governance reform.

It is crucial that these additional sanctions are made available as they will allow the regulator to sensitively deal with issues around practitioner health as well as providing a more effective means of dealing with competence issues which could include conditional, supported or supervised practice, rather than the often blunt instrument of removal from the register.

In preparation for new legislation reform to fitness to practise processes has seen the bedding in of the new Scrutiny Committee, with additional pharmacist members being recruited towards the end of the year. This committee already significantly improves the transparency of the operation of the fitness to practise proceedings, providing clear and open rationale for the decisions which it takes by way of advice to the Registrar on the processing of cases at an early stage. The work of the Scrutiny Committee will be audited this year by the CHRE, providing further independent evidence of its effectiveness.

During the year we participated in a CHRE mystery shopping exercise which was designed to test our effectiveness in giving advice and support to members of the public. Independent specialist consultants carried out the work and I am delighted to report that we scored exceptionally well in every category, typically scoring 9 out of a possible 10.

Financially, in 2009/2010 we are able to report continued robust management of costs. Elsewhere in this report you will see that, even though we have embarked on a self funded research project for revalidation, dealt with a significant increase in the number and complexity of complaints against pharmacies and pharmacists, built and developed the Public Forum and concluded the consultation and approvals process for the creation of a Professional Forum we have managed our finances within budget to the extent that Council has been able to maintain annual pharmacist registration fees at last years' levels.

Accreditation of local pharmacy degrees is a critical part of our work and we have recruited a bespoke panel, with educational, practice and lay involvement. Following initial training and observation of a full accreditation process, the panel are now actively involved in the initial accreditation of the University of Ulster's Department of Pharmacy and will in the future perform the accreditation of Queen's University Belfast School of Pharmacy.

As well as the recent publication of the updated guide to legal requirements for pharmacists, the coming year will also see the publication of new guidance on collection and delivery services, the supply of homeopathic products within a pharmacy and other key practice issues. We also plan further improvements to the pre-registration programme and additional research and development towards the introduction of revalidation.

I would like to conclude by drawing your attention to important changes that will affect this organisation in 2010/11 and beyond. When new legislation underpinning what we do, and how we do it, is implemented, the composition of our Council will change from over 20 predominantly practising pharmacists, drawn from all sectors of the profession, to a balance of 7 lay members and 7 pharmacist members, selected through a competency based recruitment process with regulatory management skills being foremost.

This change is critical to ensure the continuing confidence of the public and profession in the regulatory arrangements for pharmacy in Northern Ireland. The Public Forum will actively promote patient and public issues to the new Council and a relevant and representative Professional Forum, to whom Council will delegate all professional leadership duties, will be required to ensure that the profession has appropriate influence on the activities of the regulator.

When you do nothing, you feel overwhelmed and powerless. But when you get involved, you feel the sense of hope and accomplishment that comes from knowing you are working to make things better.

Pauline R. Kezer

I would encourage all in the profession to support the Professional Forum as it establishes itself. This could be by standing for election to the Management Board or, at a minimum, participating in the elections that will select the Board membership. The Forum and plans for its development are outlined in more detail towards the end of this report

I look forward to working with the profession through another year of significant change, but change that is within our control and will be for the better of pharmacy and pharmaceutical services in Northern Ireland.



Trevor Patterson,
Chief Executive

Chapter 1: Standards and Guidance



Andrée McCollum,
Chair of the
Legislation,
Standards
and Practice
Committee
and Member of
Council

One of the primary means by which the Pharmaceutical Society of Northern Ireland fulfils its role of protecting the public is by promoting the adherence of the Northern Ireland pharmacy profession to Professional Standards. These are principally, our Code of Ethics, and accompanying Standards and Guidance.

It is the role of the Legislation, Standards and Practice Committee to oversee the development of new Standards, to review existing Standards and to develop any supplementary guidance to pharmacists.

The Legislation, Standards and Practice Committee is chaired by Council Member Ms Andrée McCollum. Below she describes the activity of the Committee over the year 2009/10.

Legislation, Standards and Practice Committee Report

Changes to the Committee structures

This Annual Report marks the first report of the new Legislation, Standards and Practice Committee. The Committee was constructed in November 2009 as a merger of the pre-existing Ethics and Law Committee and the Practice Committee. The new Committee also includes membership drawn beyond Council. The fresh expertise and experience being brought to the Committee's business is proving invaluable, together with insights from members of the Pharmaceutical Society of Ireland, with whom we now enjoy reciprocal observer status on each other's policy committees.

Review of the Guide to Legal Requirements

Last year I reported to you on the completion of a review of the Code of Ethics for Pharmacists in Northern Ireland, and an accompanying suite of core Standards and Guidance. This year we have recently completed the other half of that review project: an updated Guide to Pharmacists on the key legal requirements applying to practice.

There is no doubt that the period 2008 to 2010 has seen some fundamental changes in the law relating to pharmacy, not least the introduction of the Responsible Pharmacist regulations, the Accountable Officer regulations, new regulations pertaining to the dispensing of European prescriptions, and various updates to independent prescribing, Chemicals and Veterinary Medicines regulations.

Understandably, the review was not an overnight project, and required some noteworthy contributions and assistance from members of the Committee, staff, and individuals at the Department of Health, Social Services and Public Safety, the Veterinary Medicines Directorate, and the Health and Safety Executive. I would like to take this opportunity to thank them once more for their diligent work.

To ensure compliance and good practice, it is imperative that all pharmacists in Northern Ireland continue to refer to this guide and the relevant legislation when uncertain on any matter, as well as keeping abreast of any updates issued by the Pharmaceutical Society of Northern Ireland or other agencies such as the DHSSPS, Health and Social Care Board or the MHRA.

Printed and hole-punched hard copies of the Guide to Legal Requirements, for inclusion in the Code of Ethics ring binder issued to pharmacists in 2009, are available for collection from Society House, Belfast. The documents are also downloadable from www.psni.org.uk/professional-ethics-and-standards/guide-to-legal-requirements.php

Publication of Pharmacy Premises Standards

Also arising from the 2009/10 Code of Ethics review was the completion of a new set of Pharmacy Premises Standards for the Community sector. The Standards, which were developed with input from professional and public groups, set out a checklist of compliance requirements including:

- Entrances to pharmacies must be accessible to people with disabilities, including wheelchair users;
- Pharmacies should be clean, tidy and uncluttered;
- Adequate seating should be available for customers within a pharmacy; and,
- All pharmacies must operate recorded procedures to be followed if a complaint is made about the pharmacy business or any member of its staff.

We were delighted that Jim Wells MLA, Chairman of the Northern Ireland Assembly Health Committee, kindly gave of his time to help us launch the Standards in January 2010.

Development of new Professional Standards and Guidance on practice issues

The completion of the review of the Code of Ethics, the core Standards and Guidance suite and the Guide to Legal Requirements has provided the Committee with an opportunity to give full consideration as to which service and practice issues with patient safety implications, are in need of new or revised Standards and/or guidance.

Accordingly in 2009/10 the Committee developed for consultation guidance on two particular areas of practice with patient safety aspects: Collection and Delivery Services, and the provision of homeopathic products within a pharmacy. At the time of going to print, consultation had recently been launched on the former, and concluded on the latter. It is intended that final guidance on both these matters will be published by the end of 2010.

In 2010/11, identified priorities for Standards and Guidance development are Hospital Pharmacy Premises Standards, the use of unlicensed medicines, the appropriate handling of complaints about a pharmacy service and waste management.



Launching the Community Pharmacy Premises Standards in January 2010 with Jim Wells MLA, Chairman of the Northern Ireland Assembly Health Committee.

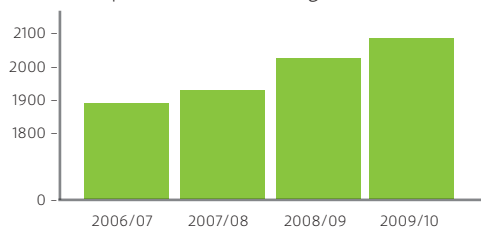
Chapter 2: Registration

Annual Report on Registration

The Registration Year – key statistics

In 2009/10 the register of pharmaceutical chemists of the Pharmaceutical Society of Northern Ireland increased in number to 2,091 pharmacists.

Number of pharmacists on the register 2007–2010:



Pharmacists also registered with other Competent Authorities or Regulatory Bodies

184 registrants have declared that they are also registered with the Royal Pharmaceutical Society of Great Britain.

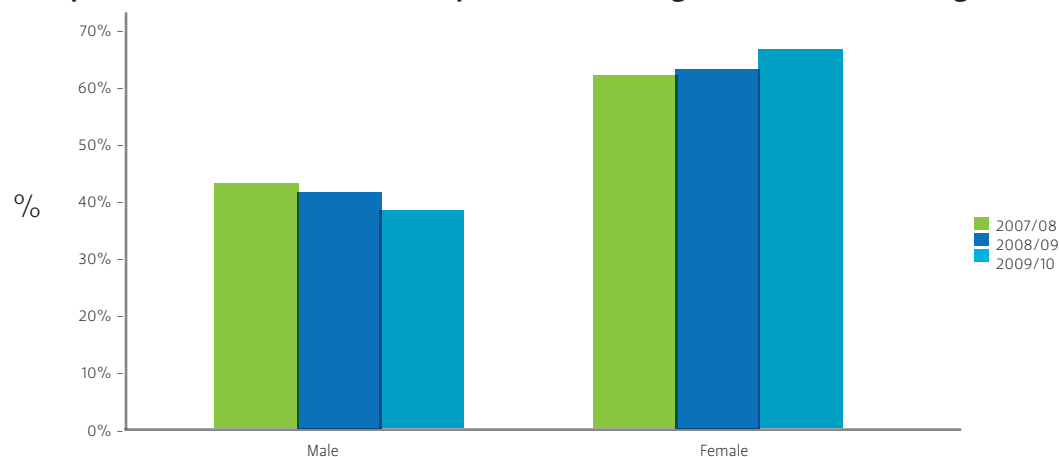
166 registrants have declared that they are also registered with the Pharmaceutical Society of Ireland.

15 registrants have stated that they are also registered with another regulatory or professional body not referenced above.

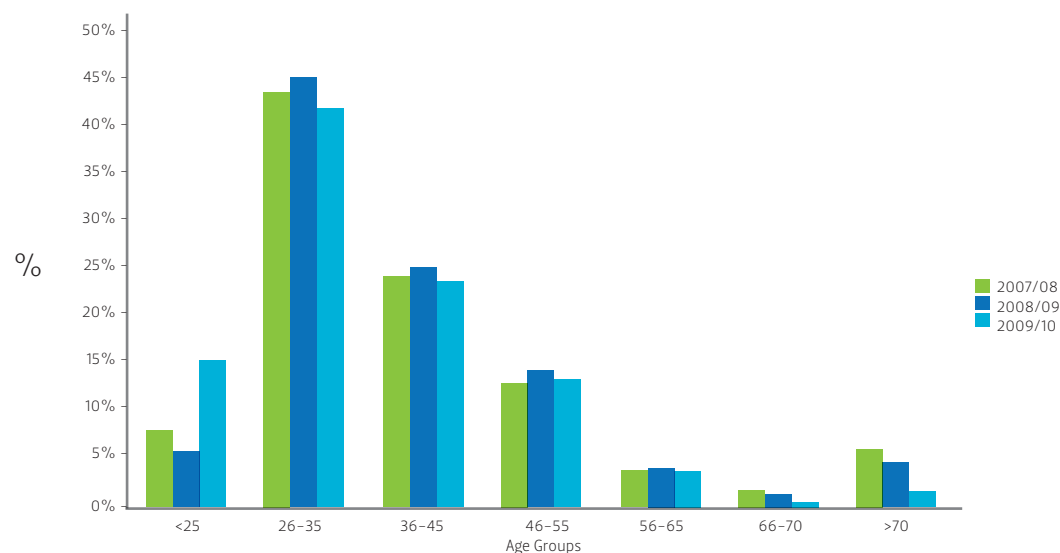
Gender Profile of the Register

Male	752	35.95%
Female	1339	64.05%

A Graph to illustrate the Gender Composition of the Register over the last 3 registration years



A Graph to illustrating the Age Composition of the Register over the last 3 registration years



Professional indemnity insurance

1924 registrants have indicated by self declaration on registration forms that they have some form of indemnity insurance which is provided by an employer or they are themselves personally insured. Pharmacists are reminded that all professional activities undertaken or under their personal control should be covered by appropriate professional indemnity arrangements.

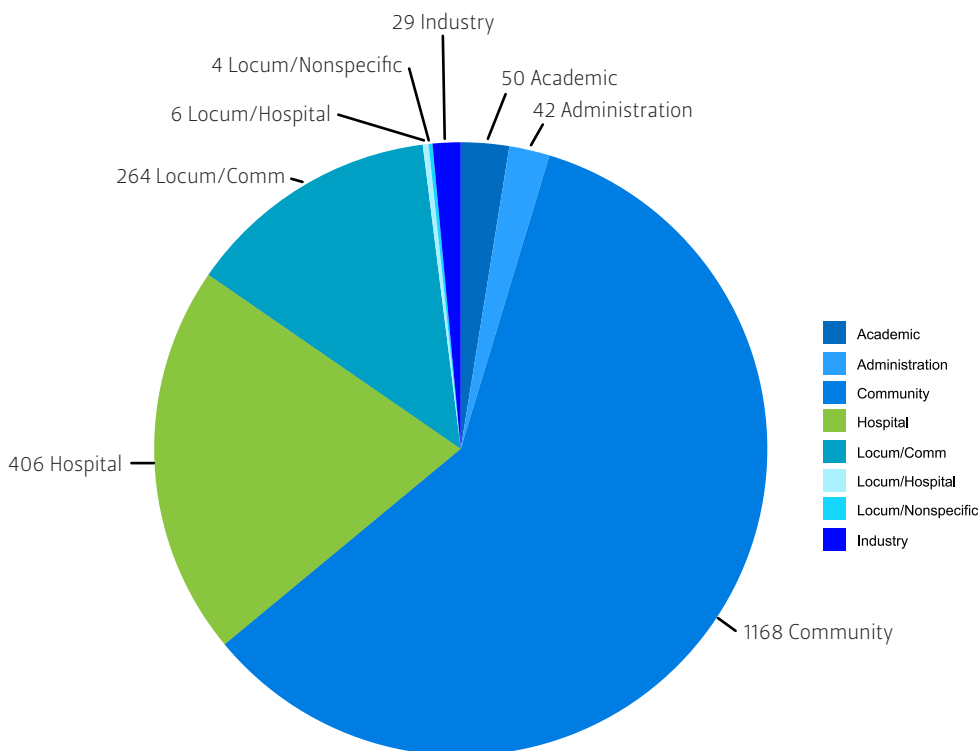
Note: Not all registered pharmacists will be engaged in work which requires professional indemnity cover.

Employment sector

From annual retention forms the following information has been provided by 1,969 registrants

Career Sector	Number	% of returns
Academic	50	2.5%
Administration	42	2.1%
Community	1168	59.3%
Hospital	406	20.6%
Locum/Comm	264	13.4%
Locum/Hospital	6	0.3%
Locum/nonspecific	4	0.2%
Industry	29	1.5%
TOTAL	1969	100.0%

A chart to illustrate employment type of registrants in 2009/10 compiled from information gathered at pharmacist registration



Annotations

There is currently one annotation on the register regarding specialisation by pharmacists. This is related to pharmacists who have undertaken additional training and assessment to become supplementary or independent prescribers. In 2009/10 there were 90 registered independent prescribers and 54 registered supplementary prescribers.

Pharmacy technicians

The Pharmaceutical Society of Northern Ireland does not register pharmacy technicians as there is currently no legislative provision for this.

Movement of pharmacists within the EEA or to authorities in other regions

104 certificates of current professional status were issued by the Pharmaceutical Society of Northern Ireland in 2009/10. This provides an indicator of the number of pharmacists leaving Northern Ireland to practise elsewhere.

To Competent Authority in	2009/10	%
Australia	2	1.9%
USA	1	1.0%
New Zealand	1	1.0%
Canada	1	1.0%
Ireland	27	26.0%
Great Britain	72	69.2%
	104	

National emergency and pandemic flu

In 2009/10 there was a national alert status in relation to Influenza A (H1N1) virus. The Pharmaceutical Society worked closely with the HSCB and the DHSSPS to cascade communications to all registered pharmacists detailing the latest information and policy. This was undertaken primarily by email which proved to be a timely and efficient means of communication but was only possible due to pharmacists maintaining their email addresses upon annual registration retention and monitoring communications. The register currently hosts email addresses for 92% of registrants. The target for 2010/11 is 100%.

Removal from the register

In September 2009 the Registrar removed 29 persons from the register of pharmaceutical chemists for non-payment of registration fees. Communication of this was sent to all of those persons at their last registered address. The list of removals was posted on the website and sent to DHSSPS, HSCB and NICPLD.

Employers should be vigilant of persons continuing to seek employment as pharmacists despite removal from the register.

Monitoring of the Register's Diversity

The Registrar annually distributes to all registrants equality and diversity monitoring forms. The forms seek information in relation to the nine diversity areas set out in Section 75 of the Northern Ireland Act 1998. It is pleasing to note an increased rate of return in terms of registrants completing the form in 2009/10: 73.3% of the register.

An exercise in analysis of the returned figures is currently being conducted and a separate equality and monitoring report in relation to the register will be published by the end of 2010.

Chapter 3: Fitness to Practise

Annual Report on Fitness to Practise

Overall profile of complaints and concerns handled in 2009/10

In the year 2009/10 the Pharmaceutical Society of Northern Ireland processed 69 complaints or concerns related to pharmacists.

The below table displays the primary sources of the complaints and concerns, with much information being received from the Department of Health, Social Services and Public Safety (DHSSPS), and the Health and Social Care Board (HSCB).

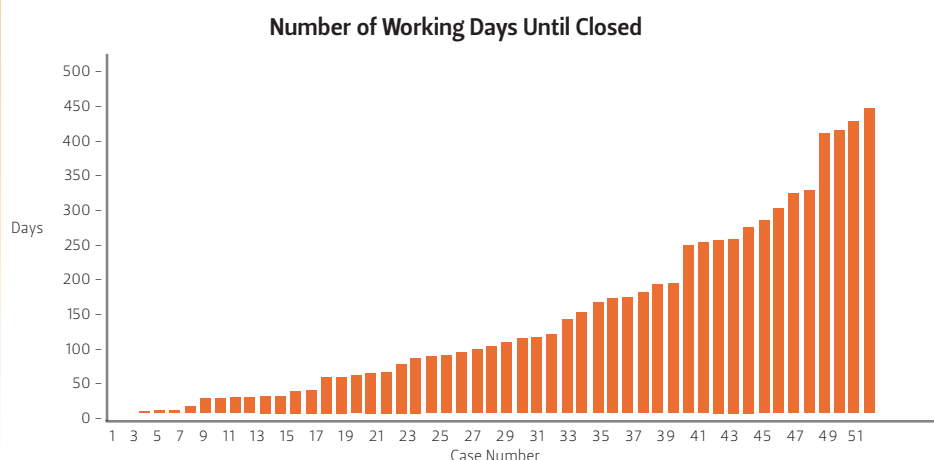
The complaints and fitness to practise process is described in greater detail at www.psnri.org.uk/professionals/professionals.php

Source of the 69 complaints and concerns processed in 2009/10		
Self declaration by pharmacist	8	11.6%
Pharmaceutical Society of Northern Ireland alerted by HSCB	9	13.0%
Pharmaceutical Society of Northern Ireland alerted by DHSSPS	25	36.2%
Health related issue	3	4.3%
Advice asked	1	1.4%
Direct complaint made to Pharmaceutical Society of Northern Ireland	15	21.7%
Concern raised with Pharmaceutical Society of Northern Ireland	6	8.7%
Conviction notified to Pharmaceutical Society of Northern Ireland	2	2.9%
	69	100.00%

Calendar year of origin	Percentage	Numbers
2007	1	1.45%
2008	8	11.59%
2009	50	72.46%
2010	10	14.49%
	69	100.00%

Cases closed in 2009/10

Of the 69 cases processed in 2009/10, 52 cases were closed in the year: 27 in the period May to December 2009, and 25 in the period January to May 2010.

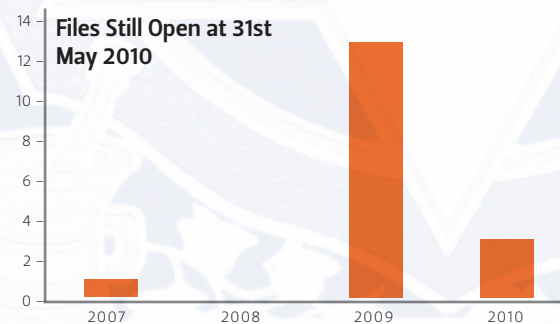


Cases remaining open at 1 June 2010

On 1 June 2010, the close of the reporting year 2009/10, 17 complaints or concerns relating to pharmacists remained open.

The average length of time for which these 17 cases had been active with the regulator was 252 working days. This figure excludes one on-going and monitored health related case from 2007. Excepting this case, no complaints or concerns still active with the Pharmaceutical Society of Northern Ireland at 1 June 2010 had been longer than 18 months in process (see table below).

Year of origin of active case 1 June 2010	Number	%
2007	1	5.88%
2008	0	0.00%
2009	13	76.47%
2010	3	17.65%
	17	100.00%



DEVELOPMENTS IN THE FITNESS TO PRACTISE PROCESS

A number of improvements to the Fitness to Practise process described as initiated in the 2008/09 annual report were further progressed in 2009/10, in particular:

- The development of the Pharmacy Network Group with the DHSSPS and the HSCB; and
- The development of the Scrutiny Committee to advise the registrar on complaints being processed.

The Pharmacy Network Group

The Pharmacy Network Group* is an information-sharing forum, that meets on a monthly basis, to ensure the flow of information between the Pharmaceutical Society, the inspectorate of the DHSSPS and the Health and Social Care Board (HSCB) in relation to complaints and concerns about individual pharmacists.

Memoranda of understanding and service level agreements were signed off by participating bodies in autumn 2009 and published on the relevant websites.

The panel has been constructed with the ability to potentially expand in future years to incorporate other relevant agencies involved in pharmacy.

*Described in last year's Annual Report as the Complaints and Concerns Allocation Panel

The Scrutiny Committee

The Scrutiny Committee was constituted in 2008/09 as an advisory committee to the Registrar. Its purpose is to further increase the transparency and appropriateness of decision-making in the determination of which cases should be referred to a full Fitness to Practise hearing before the Statutory Committee.

Throughout 2009/10, the Committee's constitution, terms of reference, membership and member training continue to be developed and the Committee is now a fully functioning entity of the Fitness to Practise process.

The committee has a pharmacist Chair and two lay representatives and two pharmacists have recently been added. All committee members have received formal training.

The committee met six times in 2009/10 and considered twelve cases. Two cases were recommended to proceed to a hearing before the Statutory Committee. A further ten cases were not referred to conduct hearings.

FITNESS TO PRACTISE STATUTORY COMMITTEE PROCEEDINGS AND GENERAL LEARNING OUTCOMES FOR PHARMACISTS

In the year 2009/10 5 cases progressed to full hearings of the Fitness to Practise Statutory Committee. As per the annual report in 2008/09, short summaries of the the cases heard, as well as general learning points for pharmacists arising from the nature of the case, are produced below. More details in relation to each case are available on the website of the Pharmaceutical Society of Northern Ireland.

1. On 17 June 2009, the Statutory Committee of the Pharmaceutical Society of Northern Ireland met for the purpose of making Inquiry into the case regarding Mr Stephen Graham Twibill (Society registration number 2227).

On 10 October 2008 Mr Stephen Graham Twibill pleaded guilty to and was convicted of offences in contravention of Article 3(1) (a) of the Protection of Children (Northern Ireland) Order 1978. Following consideration of matters presented, the Committee determined that Mr Twibill should be removed from the Register by reason of sexual misconduct and the serious nature of it, with no application for restoration to be considered for a period of 15 years.

The case was appealed to the High court and the time period before which an application for restoration could be considered was reduced to 10 years. Mr Twibill was removed from the register on 26th March 2010

General learning outcomes for all pharmacists related to the nature of the case:

Viewing or downloading of pornographic material involving children constitutes a serious criminal offence which, under the Safeguarding of Vulnerable Groups (Northern Ireland) Order is likely to result in the individual being barred from working in regulated environments such as pharmacies and other healthcare settings.

All pharmacists should also be aware that there is now a legal requirement on employers to refer matters to the Independent Safeguarding Authority [ISA] where they have cause to be concerned about an employee in relation to the protection of children and vulnerable adults. This may be due to convictions or application of the harm test. See <http://www.isa.gov.uk> for more information.

2. Michael and Martin McDaid and M&M McDaid Ltd.

2.1. On 24th, 25th June and 1st July 2009, the Statutory Committee of the Pharmaceutical Society of Northern Ireland met for the purpose of making Inquiry into the case regarding M&M McDaid Ltd.

On 8 December 2008 M&M McDaid Ltd pleaded guilty to and was convicted of nine offences in contravention section 17(1)(a) of the Theft Act (Northern Ireland) 1969. Following consideration of matters presented, the Committee determined that no further direction was called for with regard to the company.

2.2. On 24th, 25th June and 1st July 2009, the Statutory Committee of the Pharmaceutical Society of Northern Ireland met for the purpose of making Inquiry into the case regarding Mr. Michael John Joseph McDaid (Society registration number 3302).

On 8 December 2008 M&M McDaid Ltd, of which Mr Michael John Joseph McDaid was a Director and Superintendent, pleaded guilty to and was convicted of nine offences in contravention section 17(1)(a) of the Theft Act (Northern Ireland) 1969. Following consideration of matters presented, the Committee determined that Mr McDaid should be removed from the Register. The removal took effect from 2nd October 2009. An application for restoration to the register will not be considered by the Committee until a period of 7 years has passed.

2.3. On 24th, 25th June and 1st July 2009, the Statutory Committee of the Pharmaceutical Society of Northern Ireland met for the purpose of making Inquiry into the case regarding Mr. Martin Joseph Patrick McDaid (Society registration number 2846).

On 8 December 2008 M&M McDaid Ltd of which Mr Martin Joseph Patrick McDaid was a Director pleaded guilty to and was convicted of nine offences in contravention section 17(1)(a) of the Theft Act (Northern Ireland) 1969.

Following consideration of matters presented, the Committee determined that Mr McDaid should be removed from the Register. The removal took effect from 2nd October 2009. An application for restoration to the register will not be considered by the Committee until a period of 5 years has passed.

General learning outcomes for all pharmacists related to the nature of the case:

All pharmacists will be aware that there is a professional and legal responsibility to ensure that prescriptions are processed according to clinical and financial rules. Where a company or owner is suspected of fraud or poor performance the Pharmaceutical Society of Northern Ireland, and other agencies such as the DHSSPS Medicines Inspectorate, will investigate and consider bringing proceedings against any owners or directors who are pharmacists, and/or the superintendent. An act of fraud or theft from the NHS constitutes a serious criminal offence and, where a pharmacist is found guilty of such an offence, it will almost always result in the convening of a full fitness to practise hearing.

3. On 24th July 2009, the Statutory Committee of the Pharmaceutical Society of Northern Ireland met for the purpose of making Inquiry into the case regarding Parimal Bavalia (Society registration number 1982).

It was alleged that on 30 September 2008 whilst working as the pharmacist at the pharmacy at 12 Merville Garden Village, Newtownabbey, that in contravention of Section 58 of the Medicines Act 1968, Mr Bavalia dispensed a medicinal product other than in accordance with a prescription causing, allowing or permitting a patient to be dispensed with the wrong medicine. Following consideration of matters presented, the Committee determined that whilst Mr Bavalia's prescription dispensing error amounted to misconduct, it was not such as to merit his striking off the Register of Pharmacists.

General learning outcomes for all pharmacists related to the nature of the case:

When a dispensing error occurs a pharmacist should:

- ensure that their first concern is the welfare and safety of the patient;
- apologise if appropriate;
- conduct a full investigation to establish how and why the error occurred and what additional factors were responsible;
- check and review all standard operating procedures;
- update standard operating procedures where appropriate;
- follow their own complaints procedure (see requirements of the Responsible Pharmacist Regulations);
- notify the appropriate authorities (police, HSCB or DHSSPS); and,
- action any training or development needs.

Pharmacists should also reflect upon the comments made by the Chair of the Statutory Committee on Standard Operating Procedures:

“Standard Operating Procedures are to be taken seriously, should be drawn up, should be read, should be tailored to the individual pharmacy, and should be followed and should be kept up-to-date. Lack of proper attention to SOPs is indicative of poor professional practice.”

4. On 12th April 2010, the Statutory Committee of the Pharmaceutical Society of Northern Ireland met for the purpose of making Inquiry into the case regarding Jeffrey Paul Reaney; (Society registration number 2317) superintendent pharmacist of Reaney Chemists.

It was alleged that on 14 March 2009 a pharmacist, whilst working at Reaney Chemist, 12 Lisburn Street in Hillsborough, made and supplied a medicinal product, a colic mixture, for administration to an infant of 3 weeks old. This medicinal product was unlicensed and, a constituent of this mixture, Dicycloverine Hydrochloride, is contraindicated for use in children less than 6 months of age.

Following consideration of the matters presented, the Committee determined that whilst the supply of this product from Reaneys Pharmacy amounted to misconduct by the superintendent, it was not such as to merit his striking off the Register of Pharmacists.

General learning outcomes for all pharmacists related to the nature of the case:

When preparing a non relevant medicinal product or nostrum under the exemption given by section 10 of the Medicines Act 1968 a pharmacist should:

- check that the product is appropriate for the patient;
- it is not a prescription only medicine;
- ensure that the requirements for labelling are met for the product;
- provide full counselling to the patient or carer;
- consider the appropriateness of supply where another licensed product is available with full licensing and labelling as required by the Medicines Act 1968 and the MHRA; and,
- where there is any doubt the product should not be supplied.

5. On 13th May 2010, the Statutory Committee of the Pharmaceutical Society of Northern Ireland met for the purpose of making Inquiry into alleged misconduct regarding Mr. Derek Webb and his application to be restored to the register of pharmaceutical chemists.

It was alleged that the pharmacy had prepared and then supplied unlicensed teething mixtures. Mr Webb had pleaded guilty and been convicted of offences namely:

- A breach of the Medicines (Advertising) Regulations 1994; and,
- A breach of the Medicines for Human Use (marketing Authorisations Etc) Regulations 1994 in the placement on the market of a medicinal product which did not have a Community or United Kingdom marketing authorisation in respect of that product.

There was a failure to comply with the current legislation and the principles and associated obligations of the Pharmaceutical Society of Northern Ireland's Code of Ethics.

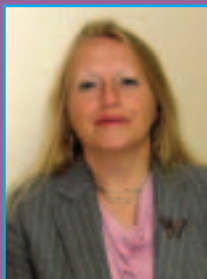
Following consideration of the matters presented, the Committee determined that the supply of this product from Webb's Pharmacy amounted to misconduct by the superintendent; The Committee was unanimous in its decision not to restore the name of Mr. Derek Webb to the Register of Pharmacists at this time.

General learning outcomes for all pharmacists related to the nature of the case:

When preparing a non relevant medicinal product or nostrum under the exemption given by section 10 of the Medicines Act 1968 a pharmacist should:

- check that the product is appropriate for the patient;
- it is not a prescription only medicine;
- ensure that the requirement for labelling are met for the product;
- provide full counselling to the patient or carer;
- consider the appropriateness of supply where another licensed product is available with full licensing and labelling as required by the Medicines Act 1968 and the MHRA; and,
- where there is any doubt the product should not be supplied.

Chapter 4: Education



Roberta Tasker,
Chair of the
Education
Committee
and Member
of Council

The Education Committee oversees and directs the development of the Pharmaceutical Society of Northern Ireland's education functions.

In the year 2009/10 the Education Committee met on 6 occasions to discuss and make determinations on varied matters.

Revalidation, Course Accreditation, CPD and Pre-Registration training have been particular items of consideration and below Roberta Tasker, Chair of The Education Committee summarises the issues considered.

Education Committee Report

Revalidation

In pursuance of the recommendations of the 2007 Government White Paper on the future of health professional regulation, the Education Committee has, over several years, worked with staff to develop initial proposals for the revalidation of pharmacists in Northern Ireland. In 2009/10 the Committee advised and gave feedback on the commissioning of research into risk associated with contemporary practice in Northern Ireland. The team undertaking the research is comprised from the School of Pharmacy and Pharmaceutical Sciences, University of Manchester. The research team has met with relevant staff and data collection is underway with their final report anticipated by early 2011.

Course Accreditation

The Education Committee also oversees the conduct of the Pharmaceutical Society of Northern Ireland's role in accrediting pharmacy courses.

During 2009/10 a new team of independent accreditation panel members were recruited to provide the functions of Team Leader, Academic member, Lay member and Practising Pharmacist member.

Accreditation training took place in November 2009 and further observation events were attended by members new to accreditation and pharmaceutical education standards.

Re-accreditation of the QUB Independent Prescribing course took place (December 2009) with the course accredited for a further three years.

Oversight of CPD

The Committee plays an important role in providing advice and giving feedback to staff carrying out the Continuing Professional Development function. Throughout the year 2009/10 the Committee gave consideration to such matters as:

- How to achieve reciprocal recognition of CPD for pharmacists with dual registration with the Pharmaceutical Society of Northern Ireland, and the Royal Pharmaceutical Society of Great Britain (and in 2010/11 the General Pharmaceutical Council);
- Development of guidance on making paper-based CPD submissions;
- How to communicate and familiarise potential future CPD requirements to undergraduate students; and,
- The separation of CPD facilitation and assessment processes.

More detail on CPD developments through 2009/10 can be found in the separate CPD section of this report, contained within this chapter.

Pre-Registration Training

The Committee also provides oversight and support to the Pre-Registration training unit. Particular areas of development included:

- Provision of individualised feedback reports to tutors based on their performance as a tutor as judged by their trainee;
- Review of the roles and responsibilities of the External Examiner;
- Review of the terms of reference and composition of the Examination Committee; and,
- Review of the examination process leading to the removal of oral examinations for borderline candidates.

More detail on Pre-Registration training developments through 2009/10 can be found in the separate Pre-Registration section of this report, contained within this chapter.

Once again, I would like to extend my personal thanks and gratitude to the Education Committee members who give so generously of their time and expertise in ensuring not only that the education activity of the Pharmaceutical Society of Northern Ireland is appropriately overseen, but also that value is regularly added at the project planning stage of CPD, Pre-Registration, Revalidation and Accreditation initiatives.

Continuing Professional Development

The sections below highlight some of the key statistics and trends in relation to Continuing Professional Development in the year 2009/10 – particularly the results of the assessment of portfolios for the 2008/09 year.

CPD Assessment

Assessment of CPD portfolios selected on 1 June 2009 related to CPD records produced by pharmacists during the period 1 June 2008 until 31 May 2009. Overall 487 portfolios were assessed. Table 1 illustrates the results achieved with 88% of portfolios assessed meeting the required standard. The Option 4 category was allocated to 12% of those assessed, 60 portfolios in total. The pharmacists in the Option 4 category were requested to submit reassessment portfolios.

Table 1 CPD portfolio assessment 2008/09

Portfolio outcome*	Number of Portfolios		Total 08/09	% for 08/09
	08/09 Period 1 (June 08)	08/09 Period 2 (May 09)		
Option 1	126	147	273	56
Option 2	43	43	86	18
Option 3	34	34	68	14
Option 4	34	26	60	12
Total Assessed	237	250	487	100

* A portfolio issued Options 1, 2, or 3 has met the standard, whilst a portfolio issued with an Option 4 has not met the standard.

CPD portfolio assessment of pharmacists in Northern Ireland commenced in June 2006 and table 2 summarises the numbers processed to date. In addition, 560 pharmacists have been selected to submit their 2009/10 portfolios on 1 June 2010.

Table 2 CPD portfolio assessment: Assessment reports issued since 2005

Year	2005/06	2006/07	2007/08	2008/09	Total
Number of portfolios assessed	80	280	316	487	1163

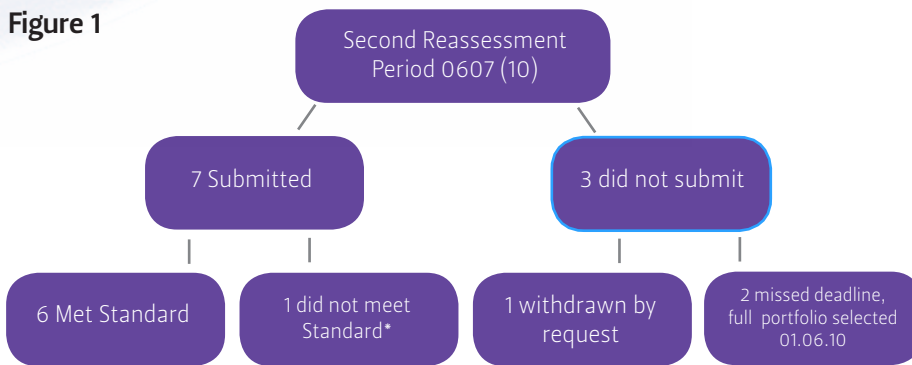
Total number of registrants (Feb 2010) =2060

CPD Reassessment

Reassessment activity during 2009/10 related to second reassessment (SRP0607) and reassessment associated with Option 4s from 2007/08 (RP1 0708, RP2 0708) and subsequently second reassessment for any of those not reaching standard at that stage (SRP 0708).

From the previous 2008/09 annual report, ten pharmacists had not met standard after they submitted their reassessment portfolios for review. Figure 1 illustrates the outcomes from the “second reassessment” process (SRP0607).

Figure 1



Reassessment 07/08

Assessment of 2007/08 portfolios (called 1.6.08) and subsequently assessed resulted in 44 option 4 portfolios, and pharmacists achieving this outcome proceeded to the reassessment process (RP1 0708 n=20 & RP2 0708 n= 24). Table 2 illustrates the outcomes of the process, with 36 of the 44 pharmacists submitting reassessment portfolios. Table 3 shows that 72% (n=26) met standard with 28% (n=10) not reaching standard and therefore requiring a further reassessment portfolio submission as part of second reassessment 2007/08 (SRP 0708).

Table 2 Reassessment process outcomes 2007/08

	RP1 0708 (20)	RP2 0708 (24 +4)	
Number assessed	12	Number assessed	24
Number deferred1	3	Number deferred2	2
Number transferred to RP2 due to non-submission by closing of RP1	5*	Number of non-submitters	2
Totals	20	Totals	28

1 deferral reasons: 2 non-practising, 1 maternity exemption

2 deferral reasons: 1 referred for facilitation, 1 maternity exemption

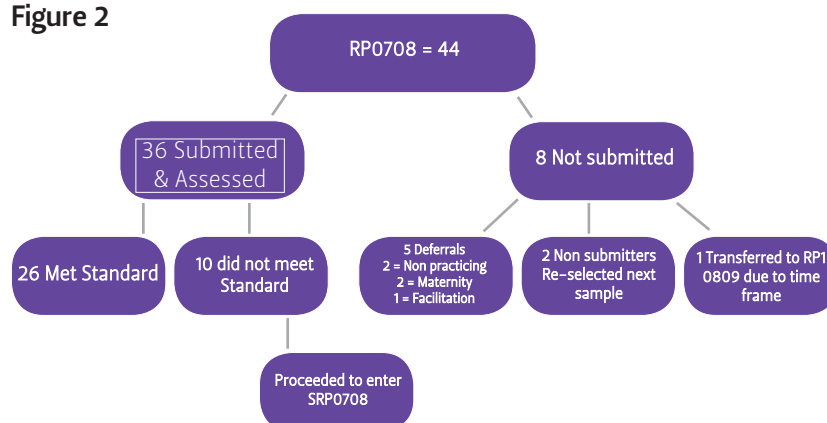
* of the 5 transferred from RP1 to RP2, 2 subsequently submitted for assessment, 1 was a maternity exemption, 1 was a non-submitter and the final 1 was transferred out of RP2 0708 into RP1 0809 due to the timeframe of submission of a reassessment portfolio.

Table 3 CPD portfolio reassessment results 2007–08

Period of reassessment	Met standard	Did not meet standard	Number assessed
RP1 0708	12	0	12
RP2 0708	14	10	24
Totals	26	10*	36

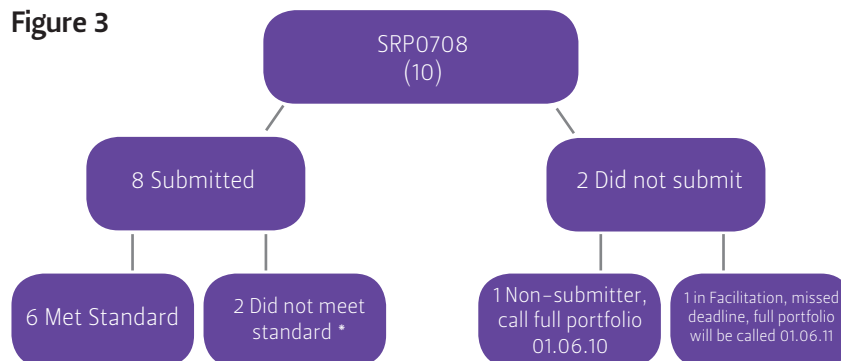
* 10 proceeded to SRP 0708

Figure 2



Second Reassessment 07/08

Figure 3



* Not meeting standard at this stage – next steps subject to introduction of new legislation, which would result in administrative removal from the register.

CPD Assessor Feedback

During the 2009/10 year feedback from assessors informed a report prepared for the Education Committee. All three of the recommendations have now been implemented.

1. A suggested maximum of 12 CPD cycles per portfolio has now been agreed. Guidance on this and how to submit an online CPD portfolio has been produced and circulated to all sampled registrants in June 2010.
2. Paper-based portfolio submissions are still acceptable. New guidance has been issued to all sampled registrants in June 2010, which included information on what was required/ not required for submission, and the new requirement to include one anonymised photocopy of CPD cycles in a ring-bound format. The impact of this has been a reduction in the number of paper-based submissions as online submission has increased from 76% (2008/09 portfolios) to 85% for 2009–10 portfolios.
3. Further support and training to be made available to pharmacists. Of note were two events conducted in June 2010 to support pharmacists in advance of the CPD submission deadline – one providing the opportunity to meet with CPD facilitators to “iron out” any remaining concerns prior to submission, and the other to facilitate any pharmacists wishing to move to the online system for recording and submitting their portfolio. Both received excellent feedback from registrants, who agreed such events were helpful and should be offered again.

Pre-Registration Training Report

Lisa Smith, Pre-Registration Facilitator, reviews developments within the pre-registration programme in 2009/10.

Pre-registration Tutors

Pre-registration Tutors were provided with a personalised feedback report on their performance as a tutor as judged by their trainee from 2009. This feedback confirmed the high calibre of pre-registration tutors with 98% reaching the required standard. The report provides tutors with the opportunity to target Continuing Professional Development towards developing specific tutor skills. A number of tutors took the time and opportunity to provide feedback on the report they had received. This was appreciated and has been valuable to informing the process going forward.

Three Tutor Support Evenings were held in 2009/10. Tutors found the events useful in particular the opportunity to discuss problems that can arise during pre-registration training and how to approach solutions.

Four Tutor Training Courses were held in Spring 2010, attended by a total of 107 pharmacists. All attendees judged the course as good or very good in terms of overall value to the pharmacist in becoming or continuing as a pre-registration tutor.

Registration Examination

The terms of reference of the Examination Committee and the roles and responsibility of the External Examiner were reviewed and updated in 2009/2010. The Examination Committee comprises of pharmacists from community, hospital, academic and primary care sectors as well as lay representation. The committee meet twice in 2009/10. The Registration Examination June 2010 was conducted successfully. All trainees who undertook the June 2010 examinations passed. The Registration Examination syllabus has been reviewed and updated for the 2010/11 intake.

Pre-registration Trainees

Feedback from trainees in 2008/09 revealed that 94% enjoyed their pre-registration training experience, 99% felt they had coped well with training and 96% considered that training allowed them to identify their strengths and enabled them to improve on areas of weakness. 99% considered that compulsory training days improved their knowledge and understanding of the topics covered. The feedback from 2009/10 trainees has not yet all been received but will be compared with feedback from previous years and used to inform the training programme.

A compulsory Induction Event for trainees was introduced in 2009/10 and held on five separate occasions. The intended outcomes for the event were:

- Understand the role and functions of the Pharmaceutical Society of Northern Ireland;
- Be able to describe the structure and components of pre-registration training;
- Understand the Performance Standards Programme; and,
- Have had the opportunity to practice documenting evidence in respect of the Performance Standards Programme.

Feedback was sought at the end of each event and 100% of respondents felt the course had completely or mostly met its objectives and 99% felt the course provided very good or good overall value. Trainees particularly enjoyed the opportunity to explore portfolio development and to catch up/meet other trainees.

An optional calculation training course was offered to trainees with 90 trainees attending.

Application Process to become a Pre-registration Trainee

The process for applying to become a pre-registration trainee was reviewed in 2009/10 for the pre-registration intake 2010/11. The application form was made available for the first time via our website in January 2010. In addition to the personal data collected in relation to the applicant, health and character declarations, tutor and employer details, photographic verification of identity on application is now required and employers are required to confirm that the pharmacy where pre-registration training is being undertaken provides an appropriate learning environment for the trainee. Employers are required to confirm that the standards set out in the Community Pharmacy Premises Standards are met in order for the pharmacy to be approved as a training site on an annual basis.

Chapter 5: Communications and External Relations

Communications Report

Head of Public Affairs Mark Neale reviews the year's communications activities

The key themes adopted in the 2009/10 communication strategy for the Pharmaceutical Society of Northern Ireland were;

- “Delivering pharmacy regulation in a devolved context”;
- “Developing pharmacy services through enhanced regulation”; and,
- “Promoting the pharmacy profession through better regulation”.

Over the past year the team at Society House has sought to deliver on all these, taking every opportunity to engage with all stakeholders at all levels.

As a key audience, especially in the devolved context, the Pharmaceutical Society of Northern Ireland sought to engage with our local politicians and political parties. As in the last two years stalls were taken at each of the key political party conferences and members of staff and Council spoke to and engaged with politicians, journalists, party members, policy makers and counterpart organisations in the health and regulatory sector in relation to public safety and pharmacy regulation issues.

These events are opportunities to promote the work of the Pharmaceutical Society of Northern Ireland as a regulator, highlighting the importance of the public register of pharmacists and pharmacies, the role and importance of the Code of Ethics, Fitness to Practise activity and supporting Standards and guidance documents for pharmacists. In relation to the ongoing need to update the legislative framework of pharmacy regulation in Northern Ireland, conferences give us the opportunity to discuss such issues with a wide range of stakeholders at one time.

For the first time this year the public affairs unit also attended the Northern Ireland Local Government Association conference in Newcastle. This event is organised for stakeholders to engage with local Government and as local councillors have been appointed to the Local Commissioning Groups, it was an opportunity to discuss local pharmacy matters with representatives of our 26 local councils.

In keeping with our first aim we have also been active at the Northern Ireland Assembly, speaking to and engaging with MLAs and particularly members of the Health committee on matters affecting pharmacy, regulation and patient safety.

In the coming year, with the development of the Professional Forum, it is planned to increase these engagement opportunities seeking to further promote pharmacy as a profession as well as engaging politicians in the regulatory aspects affecting pharmacy.

Over the past year the Pharmaceutical Society has engaged with both professionals and the public on matters affecting regulation. Consultations have been carried out in relation to such issues as:

- Community pharmacy premises standards,
- Guidance on maintaining professional boundaries
- Guidance on the provision of homeopathic products within a pharmacy; and,
- A new Corporate Strategy and Business Plan.

As well as seeking the views of the profession, all these consultations have been actively promoted to members of the public in order to gain the patient perspective and we have been delighted with the level and quality of response received. In this respect the Public Forum has been invaluable as a sounding board both when it formally meets and as a virtual electronic group.

Evidence that our profile and the understanding of our role is increasing in Northern Ireland can be referenced from the increased number of approaches from the media for comment on issues relating to pharmacy as well as a measurable increase in website traffic. A significant part this traffic appears to be individuals checking the registration details of either pharmacists or pharmacy premises. As the promotion of the register is a key communications aim of the organisation, this is a pleasing return on effort.

The Public Forum is now well established and continues to contribute to the conduct of our regulatory functions. Its work will be enhanced and balanced in 2010/11 by the formation of the Professional Forum.

In 2010/11 the key focus of communications activity will remain supporting the delivery of the devolved and local model of regulation for pharmacy in Northern Ireland, and within this the development of a new legislative framework to achieve this.



Engagement with Europe

Raymond Anderson, past President of the Pharmaceutical Society of Northern Ireland, and Northern Ireland representative to the Pharmaceutical Group of the European Union, reflects on his first months as delegate.

The Pharmaceutical Group of the European Union (PGEU) is the European association representing community pharmacists. PGEU's members are the national associations and representative bodies of community pharmacists in 30 European countries including the 25 European Union member states. The Pharmaceutical Society of Northern Ireland is part of the UK grouping and over the last five years Dr Kate McClelland has been our representative, the last two of which she was head of the delegation. I wish to take this opportunity to thank Kate for all the work she has done over the last number of years in representing both Northern Ireland and the UK in Europe.

There are a number of issues being discussed within the European context which have relevance to us in Northern Ireland, either directly or indirectly:

Cross Border Healthcare and Patient rights: In relation to EU prescriptions it had been suggested that a uniform template should be adopted across Europe. However, preliminary findings have indicated that there are significant differences in scripts in EU member states and therefore this proposal will need to take careful account of these differences. This is important as the outcome will have a direct effect on many pharmacies in Northern Ireland who dispense prescriptions from the Republic of Ireland.

Pharmacovigilance, Counterfeiting and information to patients, are all part of discussions taking place around pharmaceutical packaging. Clearer roles and responsibilities are expected to result. However PGEU has highlighted two issues that are not satisfactorily regulated, that is, sales of medicines through the internet and the ownership of data on medicines generated in the pharmacy. Both these issues are of concern for all those working with patients in the community.

EU view of ownership and distribution of pharmacies: In May 2009 the European Court of Justice released its ruling on cases concerning pharmacy ownership. In this ruling the court accepted the case that reserving pharmacy ownership to pharmacists (as in the case of Germany and Italy) was **not** incompatible with the Treaty of Rome. In June 2010 the regulation by governments of pharmacy distribution was settled with the Asturias ruling. The court held the view that if the objective of demographic and geographical restrictions is to ensure good quality medicinal products this is justifiable in the general interest. This means governments are able to regulate the distribution of pharmacies without being in breach of European Law.

E-Health. In 2009 ministers had agreed to initiate a governance process for e-health which would enable collaboration with member states. While this may not have direct impact on us in Northern Ireland immediately it may ultimately lay the foundation for a digital agenda for health services in the future. The Commission unveiled its Digital agenda in May 2010 which included the aim of equipping European citizens with secure online access to their medical health data by 2015 and to achieve widespread telemedicine services by 2020. There is also a proposal to recommend a minimum set of patient data for accessing or exchanging electronically across member states by 2012. While these are both high level strategic issues they will, if implemented, have a huge impact on the practice of pharmacy in the years to come.

Patient Safety issues: On an issue close to every practicing pharmacist in the UK, Member States adopted recommendations supporting the establishment of fair reporting systems and processes for learning from adverse events. In the days since the Elizabeth Lee case in England and the promise of changes to legislation to decriminalise single dispensing errors this is a welcome development. The recommendation is to provide information on the extent, type and cause of errors, adverse events or near misses. This would complement other safety reporting systems.

Other issues being discussed and addressed by PGEU include:

- obesity and the need to tackle this as a chronic disease;
- the quality of health services and what this means to European citizens;
- service development and the future role of pharmacists; as well as,
- workforce issues affecting all health professionals.

I hope this gives a flavour of the work of the PGEU and our role within it. I have only been in post a few months but look forward to representing Northern Ireland within Europe during 2010/11.

Development of the Pharmacists Advice and Support Service

Susan Taylor, Manager of the Pharmacists Advice and Support Service summarises her first year in post.

2009 was a busy year, with the formulation of Strategic, Operational and Financial plans for the Service, as well as a consultation in the form of a questionnaire to all pharmacists and pre-registration trainees in Northern Ireland.

Following this consultation regarding the future of the Benevolent Fund and the services it should provide, the Committee overseeing the fund agreed a number of changes:

- The name should be changed to The Pharmacists Advice and Support Service in order to represent the new, broader remit of the Service;
- Clear guidelines should be available for anyone who wished to make an application to the Service; and,
- New services should be introduced for pharmacists, including:
 - a telephone helpline; and,
 - a pre-retirement course
 - Other services as the need arises

Telephone helpline and online support

The first of the new services, the confidential telephone helpline, was introduced on 1st June 2010. This service offers a telephone counselling service that is available 24 hours a day, 365 days per week, in order to assist pharmacists, who may be undergoing a difficult time in their personal or professional lives. The number to call is 0800 282 193 for any life scenario which may be causing a pharmacist stress, hardship or difficulty. This might include, but is not limited to:

- Money problems;
- Work issues;
- Anxiety;
- Relationship difficulties; and,
- Substance misuse.

There is also access to a wide range of information to assist with everyday difficulties from the website of the company providing the telephone counselling. All pharmacists should have received information about these services in a mailing in May 2010, which included details of how to access both the online information and support tools and the telephone helpline.

Pre-retirement course

This course will facilitate the participants to develop a positive attitude to retirement by considering the effect of this major change in their lives, addressing the negative aspects of it and celebrating the positive aspects, an important element in the management of change. The pre-retirement course is to be run later in 2010. Please let me know if you would be interested in attending this.

If you require any further information, please do not hesitate to contact me at Society House or by e-mail: susan.taylor@psni.org.uk (I continue to work Monday, Wednesday and Friday). I would be delighted to hear from anyone who would like to make suggestions as to how the Pharmacists Advice and Support Service might develop in order to meet pharmacists' needs, either now or in the future.

Further Information about the service is also available on the website of the Pharmaceutical Society Northern Ireland.

An Introduction to the Professional Forum: the new home of pharmacy leadership in Northern Ireland

Julie Greenfield, Professional Forum Manager, gives an introduction to the role and vision of the new Forum.

Introduction

The Pharmaceutical Society of Northern Ireland, like the pharmacy profession itself, is experiencing a period of great change.

At present the Council is directly responsible for regulatory and professional leadership functions. However, following consultation with its membership in September 2009, the day to day operation of these two functions will separate in the year ahead.

A new recruited Council, currently planned to be 7 lay members and 7 pharmacists will be responsible for regulation and Council will delegate all professional leadership duties to the new Professional Forum.

Pharmacists practising in Northern Ireland now have the opportunity to create a new dynamic leadership body, the Professional Forum Board, which is separate from the processes of regulation. It will be recognised as the key body representing pharmacists, by the regulator, the public, government and other key stakeholders in healthcare provision.

The Professional Forum will be representative of all sections of pharmacy practice and will aim to promote a sense of community within the profession by engaging and encouraging participation of all members.

Professional Forum Manager

I started my role as Professional Forum Manager in May 2010 and I am committed to building a Professional Forum that delivers the ambition and vision of the members endorsed by the consultation process in autumn 2009.

I have used my first few months to meet and engage with as many areas of the profession and external stakeholders as possible, to ensure we have an inclusive engagement process in all areas of pharmacy practice.

An important first step is to get the Pharmacy Forum Board in place and to that end there will be an election in autumn 2010 and the Board will be in place, at least in shadow form, early in the New Year 2011.

In the interim period a small steering group, with broad representation across the profession, has been established to oversee the work required to bring us to the election and establishment of the Pharmacy Forum Board. It will steer through the transition period and then stand down.

As a pharmacist myself, I think it is an incredibly exciting time for pharmacists to take ownership of the responsibility to develop the profession in a direction that is fit for the future healthcare agenda and for public confidence.

Vision for the Professional Forum

The New Professional Forum, because it is arms length from the processes of regulation, will be able to work more closely and be more engaged with the profession, than is currently possible. It will be in touch with its members and be a member-led grassroots organisation. It will maximise opportunities to deliver high quality pharmaceutical services in Northern Ireland and promote pharmacy as a key public health resource. It will be the vehicle for professional representation in the local context.

Leadership And Advocacy

One strong, clear voice speaking to the Regulator, Government, the media, other health professionals and the public.

Professional Development, Education And Best Practice

Support for pharmacists to develop their skills and careers through accredited training courses, guidance on best practice and advice. Provide structures and support to meet the future challenges of the profession and all issues affecting the safe and effective use of medicine.

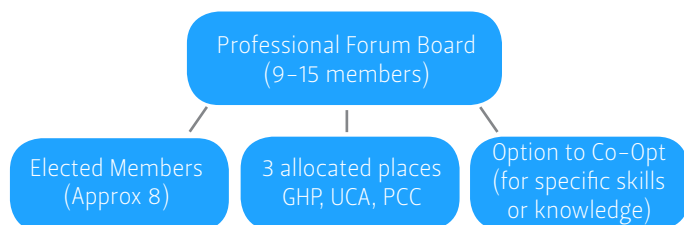
Support for Members

Provide a focal point for members to network, hold events, promote excellence and avail of pharmacist advice and support services.

Who will be a Member of the Professional Forum?

At the outset, the membership of the Professional Forum will consist of all pharmacists currently registered with the Pharmaceutical Society of Northern Ireland. This broad membership will mean the elected Forum Board should truly represent the whole of pharmacy. All members are eligible to vote or stand for election.

Structure of the Professional Forum Board



How will the Professional Forum Board be elected?

In autumn of 2010 pharmacists will be asked to nominate themselves for election and the voting process will take place both electronically and by post. The new Forum Board will then be in place early in the New Year.

When elected, an audit of membership will take place, and the Board will be able to exercise their co-option powers to fill any gaps in expertise or areas of practice. Ex-officio places have been established for the existing representative organisations to maximise the opportunity for collaboration.

What Next?

I hope that leaders from all sections of pharmacy and those passionate about the profession, will give due consideration to nominating themselves for election and put their passion and drive into developing a strategy and vision for their profession. It is about providing inspirational and motivational leadership during this time of change.

A Forum Member, supporting the Forum and voting in the election, demonstrates their commitment as a professional to maintaining their skills, developing new ones and their commitment to patient care.

I would encourage all pharmacists to participate in shaping the future of their profession in Northern Ireland.



Pharmaceutical Society of Northern Ireland Annual Accounts 2009/2010

September 2010

**Annual Accounts
2009/2010**



Chapter 6: Annual Accounts 2009/10



Paul Kelly,
Honorary
Treasurer and
Member of
Council

Foreword to the Annual Accounts

by Paul Kelly, Honorary Treasurer

I am delighted to be able to present my report on the Pharmaceutical Society of Northern Ireland's accounts for the year 2009/10.

The organisation's financial performance is summarised below:

Year	2009	2010
Income	839,854	910,541
Expenditure	825,451	846,918
Surplus for the year	14,403	63,623

At 31 May 2010 there was a commitment to expenditure amounting to £39,966 in respect of the revalidation project – this expenditure has not been provided for in the 2010 financial statement.

It has been a particularly turbulent period for the whole economy resulting in:

- High levels of financial uncertainty;
- Low interest rates;
- Falls in investment values; and,
- Rising inflation.

However, we remain committed to continue to deliver against our business plan and corporate strategy.

Income has increased by £70k. The key factors are:

1. A significant rise in number of tutors and consequent rise in the value of associated fees,
2. An increase in the number of initial registrations and
3. The removal of the reduced age related fees in line with legal advice.
4. An increase in miscellaneous income reflects the new accreditation panel fees and extended use of our services by external organisations

Expenditure increased by £21k during 2010, the key factors are:

1. Salaries increased by £35k this is largely explained by the employment of the Professional Forum manager (part year) and maternity cover funded during the year;
2. Statutory Committee expenses have increased by £44k during this financial period. This is due to an increase in the number of overall complaints and associated statutory committee hearings and a single referral to the High Court on appeal
3. House Expenses have increased by £23k. This is entirely due to investment in a replacement heating system which is expected to yield annual savings sufficient to repay the capital expenditure in less than five years; and,
4. Comparison with one off costs in 08/09 relating to the Professional Forum (£17k) and Code of Ethics project (£75k)

Contingent Liabilities

The Statutory Committee was established to investigate allegations of misconduct by pharmacists. There are presently a number of cases ongoing. A decision of the Statutory Committee can be appealed to the High Court. The High Court has the power to award costs against the party who loses the appeal. The Pharmaceutical Society would be the respondent in the event of an appeal against a decision of the Statutory Committee for the purposes of costs. It is not however possible to quantify costs.

Investments

It has been a difficult time for investments. Our expert advice is however to retain and review our current portfolio of investments in anticipation of medium term recovery and growth. There has been a consequent drop in portfolio value, reported as an unrealised loss on investment.

We remain committed to reducing costs of administration whilst maximising expenditure associated with core business activities, providing cost effective regulation and minimising the financial burden on registrants.

During this financial period my objectives have been to keep costs to a minimum and achieve maximum return on our investments.

We have worked closely with the Banks and Cunningham Coates to manage the organisation's investments.

I wish to thank Baker Tilly Mooney Moore Accountants for these audited financial statements.

As Honorary Treasurer I would like to express my thanks and appreciation to Ann Bowen (President), Mark Nelson (Vice-President), the Finance & House Committee members for their support and advice, and the input and support of colleagues on Council.

My thanks and appreciation also goes to the Chief Executive Trevor Patterson and the Business Manager Joan Duffy for their work in preparing information for the House & Finance Committee.

Finally, I would like to thank you the members of the Pharmaceutical Society of Northern Ireland for your interest and support during 2009/10.

Annual Accounts 2009/10

THE PHARMACEUTICAL SOCIETY OF NORTHERN IRELAND

REPORT & FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAY 2010
INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MAY 2010

	2009	2010
	£	£
INCOME		
Retention Fees	588,529	682,746
Licences	40,811	41,565
Registration Fees	86,378	94,309
Tutor Course Fees	17,425	16,950
Interest	25,552	12,515
Miscellaneous	7,812	23,620
Examinations	28,462	26,963
Dividends	6,885	6,500
Modernisation and Communication Project Grant	15,000	-
Code of Ethics Grant	23,000	-
Gain on loss of Investments		5,373
	839,854	910,541

	2009	2010
	£	£
EXPENDITURE		
Rent, Rates and Insurance	6,513	3,307
Salaries and National Insurance	437,621	472,174
Committee Attendance Fees	4,804	3,378
Pensions to Former Staff	11,652	11,985
Staff Pension Scheme Contributions	8,707	17,457
Office Expenses	42,595	44,952
Events, Travel & Subs.	35,325	43,549
Code of Ethics Project	75,752	-
Professional Fees	17,081	16,890
Statutory Committee Expenses	28,193	72,297
Prize night, Certificates etc	2,043	1,033
Subscriptions	5,160	4,306
House Expenses	70,708	94,069
Depreciation less Grant Release	24,558	25,614
Recruitment Costs	5,050	7,842
Modernisation & Communication Project Expenses	3,853	497
CPD Process	24,778	25,512
Pre-Registration administration	3,060	86
Professional Forum	17,940	-
Loss on sale of investments	58	-
Accreditation Project		1,970
	825,451	846,918
SURPLUS OF INCOME OVER EXPENDITURE	14,403	63,623

At 31 May 2010 there was a commitment to expenditure amounting to £39,966 in respect of the revalidation project – this expenditure has not been provided for in the 2010 financial statement.

THE PHARMACEUTICAL SOCIETY OF NORTHERN IRELAND
BALANCE SHEET AS AT 31 MAY 2010

	2009	2010
	£	£
EMPLOYMENT OF FUNDS		
FIXED ASSETS		
Tangible Assets	137,035	119,641
Investments	213,548	238,331
	350,583	357,972
CURRENT ASSETS		
Debtors	91,681	148,123
Ulster Bank – Deposit Accounts	599,615	624,842
Ulster Bank – Current Account	50,845	144,281
Cash on Hand	300	300
Cunningham Coates – Deposit Account	55,732	60,613
	798,173	978,159
CURRENT LIABILITIES		
Creditors	302,948	412,263
NET CURRENT ASSETS		
	495,225	565,896
	845,808	923,868
SOURCE OF FUNDS		
CAPITAL ACCOUNT		
	829,283	908,373
PREMISES RENOVATION GRANT		
	16,525	15,495
	845,808	923,868

The financial statements were authorised for issue on and signed on behalf of Council by:

ANN BOWEN (PRESIDENT)

PAUL KELLY (TREASURER)

TREVOR PATTERSON (CHIEF EXECUTIVE)

PHARMACISTS ADVICE AND SUPPORT SERVICES (FORMERLY NORTHERN IRELAND
CHEMISTS BENEVOLENT FUND)

**INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MAY 2010**

INCOME	31.5.2009	31.5.2010
Dividends Received	13,867	13,268
President's Appeal	6,468	6,132
Gain on Sale of Investments	-	-
Bank Interest	4,545	220
	24,880	19,620
EXPENDITURE	31.5.2009	31.5.2010
Grants	5,500	8,650
Management Charge	3,693	3,281
Bank Charges	28	-
Salary costs	5,482	17,407
Recruitment costs	7,131	-
Legal Fees	-	195
	21,834	29,533
	31.5.2009	31.5.2010
SURPLUS OF INCOME OVER EXPENDITURE	3,046	(9,913)
Unrealised loss on investments	(68,418)	(11,564)
TOTAL RECOGNISED SURPLUS OF INCOME OVER EXPENDITURE	(65,372)	(21,477)

BALANCE SHEET AS AT 31 MAY 2010

	31.5.2009	31.5.2010
	£	£
CAPITAL EMPLOYED		
ASSETS		
INVESTMENTS	351,716	413,108
CURRENT ASSETS		
Cash at Bank	20,504	13,621
Cash on Deposit	43,637	48,951
Sundry Debtors	6,036	15,253
	70,177	77,825
LIABILITIES		
CURRENT LIABILITIES	14,172	36,271
	407,721	454,662
REPRESENTED BY:		
CAPITAL ACCOUNT AT 1.6.2009	473,093	407,721
Surplus/(Deficit) of Income over Expenditure	3,046	(9,913)
Unrealised loss on investments	(68,418)	56,854
Balance at 31.5.2010	407,721	454,662

THE C W YOUNG SCHOLARSHIP FUND
BALANCE SHEET AS AT 31 MAY 2010

RELATED INCOME

	Cost	2009	2010
Investments	110,364	4,102	3,696
Gain on sale of shares	-	-	1,541
Ulster Bank Ltd – Current Account	952	-	-
Cunningham Coates – Deposit Account	11,523	679	41
Cunningham Coates – Income Account	236	-	-
Creditors	(4,000)	-	-
	119,075	4,781	5,278

INCOME ACCOUNT

	2009	2010
	£	£
At Beginning of Year	114,716	116,870
Income for Year	4,781	5,278
Research Grants made in Year	(1,695)	(4,170)
Management Charge	(932)	(970)
At End of year	116,870	116,972
Unrealised loss on investments	(16,757)	(3,438)
CAPITAL ACCOUNT	5,541	5,541
	105,654	119,075

NOTES TO CW YOUNG BALANCE SHEET AS AT 31 MAY 2010

1. The market value of investments, excluding bank deposits, as at 31 May 2010 was £110,364; (31 May 2009: £96,708)



Who to Contact at the Pharmaceutical Society of Northern Ireland

With a staffed headquarters in Belfast, pharmacists and members of the public can directly access the Pharmaceutical Society of Northern Ireland's services and have issues or concerns handled by relevant staff.

Below are some of the main contact points:



Trevor Patterson – Chief Executive Officer

Trevor Patterson leads the organisation's executive staff team and is responsible to Council for their performance. Trevor will also resolve complaints made against the organisation.

trevor.patterson@psni.org.uk

REGISTRATION, FITNESS TO PRACTISE AND COMPLAINTS



Brendan Kerr MPSNI – Registrar

The Registrar of the Pharmaceutical Society of Northern Ireland is the lead for both the Registration and Fitness to Practise functions of the Pharmaceutical Society of Northern Ireland. All complaints and concerns about pharmacists should be addressed to the Registrar in the first instance.

brendan.kerr@psni.org.uk



Tracy Donnelly – Registration Co-ordinator

Tracy is the first point of contact for any administrative difficulties with registration or requirements for more information on process and payment options.

tracy.donnelly@psni.org.uk

STANDARDS AND GUIDANCE



Richard Price – Policy Advisor

The Policy Advisor provides the principal support to the Legislation, Standards and Practice Committee in the development and review of Standards and Guidance. In this role he also coordinates, and analyses the responses to, consultations on Standards and Guidance matters.

richard.price@psni.org.uk

EDUCATION, TRAINING AND DEVELOPMENT



Michelle McCorry MPSNI – Interim Post-Registration Facilitator

All pharmacists registered with the Pharmaceutical Society of Northern Ireland must undertake Continuing Professional Development (CPD). The Post-Registration Facilitator is the primary point of contact in this area of regulatory activity and is available to deal with registrants' CPD queries and oversees all elements of CPD portfolio assessment and reassessment. For pharmacists requiring additional support or feedback on record-keeping, a local CPD facilitator network is available, and registrants can request such support by contacting the Pharmaceutical Society in the first instance.

michelle.mccorry@psni.org.uk



Lisa Smith MPSNI – Pre-Registration Facilitator

The Pre-Registration Facilitator is responsible for developing, managing and delivering all aspects of the pre-registration programme. Pre-Registration training is a challenging and testing year at which numerous milestones must be reached by the trainee in order to demonstrate their fitness to enter the register of the Pharmaceutical Society of Northern Ireland. Understandably, obstacles and difficulties, personal and professional, can occasionally be experienced – both by tutor and trainee. The Pre-Registration Facilitator can be contacted for advice on any aspect of pre-registration training.

lisa.smith@psni.org.uk

MEDIA AND COMMUNICATIONS



Mark Neale – Head of Public Affairs

The Head of Public Affairs is the external communications lead for the Pharmaceutical Society of Northern Ireland and is the main point of contact between the organisation and the media, the Northern Ireland Assembly and patient and public stakeholders. The Head of Public Affairs is also the principal facilitator for the Public Forum and oversees the Newsletter and website.

mark.neale@psni.org.uk

PHARMACISTS ADVICE AND SUPPORT SERVICE



Susan Taylor – Pharmacists Advice and Support Service

This service is available to all pharmacists and former pharmacists and offers support, advice and signposting for many everyday difficulties and stressful life events. To access this service contact Susan for further details. Information is also available at the Pharmacists Advice and Support Service section of the www.psni.org.uk website.

susan.taylor@psni.org.uk

FINANCE, ADMINISTRATION, ROOM BOOKINGS



Joan Duffy – Business Manager

The Business Manager oversees all financial and administrative work of the Pharmaceutical Society of Northern Ireland. Any matters relating to finance should be addressed to the Business Manager in the first instance.

joan.duffy@psni.org.uk



Andrea McFall – Accounts Assistant

The Accounts Assistant is the lead staff member in relation to retention fee queries. She is also the primary contact for outside organisation wishing to make use of the various meeting rooms at Society House.

andrea.mcfall@psni.org.uk

PROFESSIONAL FORUM



Julie Greenfield MPSNI – Professional Forum Manager

The Professional Forum Manager is the lead for establishing and developing all aspects of the new Pharmacy Professional Forum for Northern Ireland. The Professional Forum will in future be recognised as the key body representing pharmacists, by the regulator, the public, government and other key stakeholders in healthcare provision. The Forum Manager will also engage with and support the management board of the Professional Forum in delivering their objectives, when elected.

You can contact the Professional Forum Manager for:

- Further information on the Forum's development
- Details of how to get involved in Board elections
- Notification of upcoming Forum events

julie.greenfield@psni.org.uk

Getting involved with the Pharmaceutical Society of Northern Ireland

The Pharmaceutical Society of Northern Ireland exists to ensure public safety in the professional delivery of pharmacy services in Northern Ireland, and to develop the pharmacy profession in the public interest.

As such, we recognise the value that is added to our work by gaining insights and perspectives from both pharmacy professionals working in the many different career settings available to pharmacists; and from members of the public – the end user of the service.

There are a great number of ways in which pharmacists and the public can get involved in our work. Highlighted below are a few of them.

Become a Council Member

The Council of the Pharmaceutical Society of Northern Ireland is the governing body of the organisation, making determining decisions on policy and strategy and holding the senior staff team to account.

It usually meets on the third Thursday evening of every month, between the hours of 7pm and 10pm. although proposed changes to the Bye-laws may see that reduce to a minimum of 4, typically 6 meetings.

Information on becoming a member of Council is available at:
<http://www.psni.org.uk/about-us/council.php>

Legislation has been sought from DHSSPS which would, if enacted, change the method of appointment to Council to a competency based independent appointments process. Further information will be provided as it becomes available.

Get involved with the Public Forum

The Pharmaceutical Society of Northern Ireland is committed to patient and public involvement in its work and has constructed a Public Forum to this end. The Forum has already played a significant role in helping to shape regulatory policy, most obviously the new Code of Ethics for Pharmacists in Northern Ireland, and the Standards and Guidance on the Responsible Pharmacist regulations.

The facilitator of the Public Forum and can be contacted on mark.neale@psni.org.uk for more information about getting involved.

Take part in the Development of the Professional Forum

A Professional Forum for the Pharmaceutical Society of Northern Ireland is currently under development and we're looking for pharmacists to give us their views on how best to realise a new centre for professional leadership in Northern Ireland.

Contact julie.greenfield@psni.org.uk for more information.



