

## Welcome to update



Welcome to the first edition of our regulatory update in 2019.

In this edition, we introduce our six new Council members and highlight a recent report on the professional duty of Candour.

In the second of our series on our work teams we introduce you to the work of the Pre-registration Team. We update you on the annual retention of premises on the Register and remind you of the need to update the Register if your personal details change.

We bring you our regular updates on Pre-registration which should be of interest to both trainees and tutors alike, as well as reporting on trends from the Retention Equality and Diversity survey.

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### Review previous editions

You can read previous editions of our Regulatory Update [here](#)

### Follow us on Facebook

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## Appointment of a Vice President and Five Council Members to the Pharmaceutical Society of Northern Ireland



The Department of Health has announced the appointments of a Vice-President, a Lay Member and four Registrant Members to the Council of the Pharmaceutical Society of Northern Ireland. Mr Jonathan Patton is appointed as Vice President, Mrs Carol Moore as a Lay Member and Ms Chanel Jones, Mr Mark McCrudden, Mr Barry Mimmagh and Mrs Alison Ragg are appointed as Registered Members from 1 March 2019 for a maximum period of four years.

The Pharmaceutical Society of Northern Ireland Council comprises of 14 Non-Executive Members – 7 registered members and 7 lay members.

**Mr Jonathan Patton (VP)** brings a breadth of knowledge and experience from the Private, Public and Charity Sectors. Since 2005, he has been running his own Management Consultancy business working primarily with Small Business and Charities on governance, health and safety and performance improvement. Having worked with large multinational and local companies across several industry sectors in Belfast, Edinburgh and London at senior management and Director levels, he now serves as a Non-Executive Director with the South Eastern

Health and Social Care Trust as a Lay Advisor to the Strategic Management Board for the Public Protection Arrangements in Northern Ireland and as a Lay Representative with the Northern Ireland Medical and Dental Training Agency.

Jonathan has extensive experience in the Regulatory Sector working on Fitness to Practise Committees with the Northern Ireland Social Care Council, the Bar Council for Northern Ireland and formally with the Pharmaceutical Society of Northern Ireland. He currently sits as Chairperson of Community Rescue Service who provide an NI wide resource high risk and vulnerable missing persons. Jonathan is a member of the Institute of Directors.

**Mr Mark McCrudden (Reg)** graduated from Queens University Belfast in 2008 and qualified as a pharmacist in 2009. Having begun his career as a locum community pharmacist, Mark moved into the hospital pharmacy sector in 2010. He began his hospital career in Causeway Hospital working as a clinical pharmacist before moving to Antrim Area Hospital. In Antrim Area Hospital, Mark worked across various roles including clinical pharmacy, a pharmacy representative within GP practices and in regional pharmaceutical procurement. Whilst undertaking his role in regional procurement, Mark served on the NICE PASLU Committee from 2013 to 2016 as the representative for Northern Ireland. In 2016, Mark was appointed as a GP Practice Specialist Case Management Pharmacist working in two GP practices within the Northern Trust. Mark's current role is as the Lead Pharmacist for Unscheduled Care in Antrim Area Hospital.

## Appointment of a Vice President and Five Council Members to the Pharmaceutical Society of Northern Ireland

**Ms Alison Ragg** (Reg) graduated from The University of Nottingham in 2002 and qualified as a Pharmacist in 2003. She gained experience as a hospital pharmacist working in England, Scotland and Northern Ireland before moving into the clinical trial industry where she spent 10 years as a Project Manager and Pharmacist. Alison is a qualified PRINCE2 practitioner (Project Management) and has a Postgraduate Diploma in Clinical Pharmacy.

She has been a Continuing Professional Development Facilitator with the Pharmacy Forum NI since 2013. She is currently working with Victoria Pharmaceuticals at the Belfast Health and Social Care Trust to set up a new service supplying medicines to Elective Care Centres within Northern Ireland and is moving into a Practice Based Pharmacist role in April 2019.

**Ms Chanel Jones** (Reg) was born in The Bahamas and grew up in the Turks and Caicos Islands. She then went on to study pharmacy at Kingston University in London and completed her pre-registration year in Belfast in 2016. Immediately after qualifying, she went to work as a locum community pharmacist, for a large chain store and a number of independent pharmacies. She has also worked as clinical writer for Pharmacy in Focus and Scottish Pharmacist. Chanel currently works as a clinical and procurement pharmacist in the Ulster Hospital.

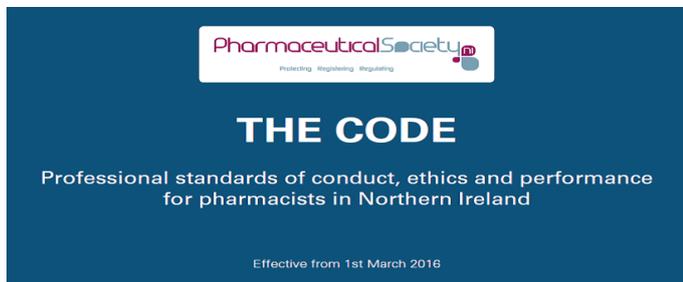
**Mr Barry Mimmagh** (Reg) has worked in healthcare since 1996, serving first as a psychiatric nursing assistant, then as a pharmacist, qualifying in 2003 as a Master of Pharmacy. Since then Barry has practised extensively across the pharmaceutical spectrum serving in hospital, community and research areas of pharmacy.

Barry currently serves as Alternate Vice-Chair of Northern Ireland's Health and Social Care Research Ethics Committee A (HSC RECA). At RECA, Barry practises as an Expert Member reviewing HSC research as well as being a Lead Reviewer of Clinical Trials performed in NI and the UK. His specialities are First-In-Human Clinical Trials and HSC research applications involving Adults who lack Capacity and, indeed in this respect he also serves as an Expert Referee. Barry loves science and its application (i.e. the role of pharmacy) in maintaining and improving the health and wellbeing of the people of Northern Ireland.

**Mrs Carol Moore** (Lay) is a retired senior civil servant who served in policy roles in a range of Northern Ireland departments including Finance and Personnel, Health and Justice. Since retirement she has served on the board of a local mental health charity where she focussed on governance and on the Ethics Group of the Home Office's National DNA Database. She was awarded a CB (Companion of the Order of Bath) in the 2011 New Year's Honours.

# Professional Standards Authority publish report on the Professional Duty of Candour

As we noted in our Regulatory Update of March 2018, The Report of the Inquiry into Hyponatraemia related Deaths published in January 2018 delivered some extremely concerning findings. The Hyponatraemia inquiry report recommended a legal duty of candour on both healthcare organisations and individuals working for them. A Department of Health NI implementation team reported on its [interim progress](#) in March 2019.



As you will know, pharmacists in Northern Ireland are already subject to a professional duty of candour as outlined in the [Code of Conduct, Ethics and Performance](#) (2016).

We would like to bring to your attention research recently published by the Professional Standards Authority (PSA) in January 2019 which evaluates the progress made over the last five years by the regulators of health care professionals, including the Pharmaceutical Society NI, in embedding professionals' duty to be candid to patients.

The report highlighted positive progress as well as identifying some remaining issues including:

## **Misunderstanding of the duty**

Further awareness raising is required to negate the lack of understanding of the duty itself by regulators and professionals.

## **Fear**

The reports comments that fear still remains an issue whether this is fear of litigation, fear of the regulatory action, or fear of public and media perceptions and the

ensuing impact on a professional's livelihood.

## **Organisational Culture**

Candour cannot thrive in organisations with blame or defensive cultures. However, healthcare provider organisations can encourage candour in professionals by supporting staff to move towards an open culture and encouraging positive relationships between different types of staff. A professional's level of autonomy can influence how confident they feel about being candid with patients.

## **Workload**

The report reinforces the benefits of candid disclosure at the earliest opportunity but notes that the associated stresses of a heavy workload can mean professionals are limited in the time they have to spend with patients when a problem has occurred and the negative effects of workforce shortages on workloads and candour by extension.

## **Training**

Training in accessible communication skills is vital to support professionals to promote a positive approach to candour and reduce the fear and stigma which may be attached to disclosure.

## **Fitness to practise**

Some health and social care regulators have yet to explicitly address candour in their fitness to practise guidance, allegations or determinations.

You can read the PSA's full report [here](#).

## **Work undertaken by the Pharmaceutical Society NI**

Regulators of healthcare professionals, including the Pharmaceutical Society NI, have a diverse role in encouraging candour through the setting of standards, awareness raising, supporting professionals, acting when a professional has not been appropriately candid, and helping to drive organisational cultures, which are open and honest and focused on learning and not attributing blame.

## Duty of Candour

We are considering the findings of the PSA's report and will incorporate lessons from it into our engagement work and ongoing review of our Standards and Guidance documents.

In Northern Ireland considerable work is being undertaken by the Department of Health as an outworking of the Independent Inquiry into Hypotnatremia Related Deaths. We will continue to engage with the Department of Health on this important work and the role of regulators of healthcare professionals.

We continue to raise awareness of the duty of candour through the Standards for the education and training of MPharm students and through engagement with pre-registration trainees, registered pharmacists and other stakeholders.

We have recently published new [Indicative Sanctions Guidance](#) focusing on issues relating to professionals' duty of candour and have provided training on the duty of candour to our Scrutiny and Statutory Committee members.

We encourage all pharmacists to be aware of their obligations relating to the duty of candour as set out in the Code and to read the resources available below.

### Resources:

[The Code](#)

[Joint Statement on the Duty of Candour from the Statutory Regulators of Healthcare Professionals](#)

## Keeping the Register Up to Date

It is essential for registrants to keep information up to date on the Registers. This helps to ensure the receipt of all postal and email regulatory information from the Pharmaceutical Society NI. This applies equally to data on premises.

All registrants can update their address & email with the Pharmaceutical Society NI by writing to [registration@psni.org.uk](mailto:registration@psni.org.uk) and stating your full name, registration number and the data you wish to change.

To change your name, please see the advice on the registration section of the website:

<http://www.psni.org.uk/registration/pharmacist-registration/>

### CPD Resources

CPD support materials/information are available on line, including:

[CPD Assessment Guide](#)

[CPD Online Manual](#)

[CPD Frequently Asked Questions](#)

In addition, CPD assistance and support can be sought from professional bodies such as [The Pharmacy Forum NI](#).

If you require further assistance, please contact the CPD Department by email at [cpd@psni.org.uk](mailto:cpd@psni.org.uk)

### Newsletter Feedback

We would welcome your feedback on this Newsletter to make it as effective as possible. If you have any feedback or suggestions please contact Simon McClenahan:

[Simon.McClenahan@psni.org.uk](mailto:Simon.McClenahan@psni.org.uk)

Telephone: 02890326927

## The Pre-Registration Team

In the second of our series on the Pharmaceutical Society NI's work teams we will introduce the work of the Pre-Registration Team.

The Pre-registration Team, working along with numerous partners, has a key role in providing the assurance that when a member of the public enters a community pharmacy in Northern Ireland or receives pharmaceutical care in a hospital or primary care setting, the pharmacist who cares for them is fit to practise and the right knowledge and skills.

### **Pre-registration Team**

Brendan Kerr – Registrar

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### **The work of the team**

#### **Standards for Pre-registration**

The Pharmaceutical Society NI sets the Standards for pre-registration training. The Standards outline the requirements that must be in place in order for training to occur and they apply to trainees, tutors and employers. A key function of the Pre-registration Team is providing assurances that the Standards and requirements for training are being met and that training continues to be of high quality.

The pre-registration training year is a key element to ensuring that we register competent pharmacists, thereby protecting the public and maintaining the reputation of the pharmacy profession in Northern Ireland. Therefore, a primary aim of the pre-registration training experience is to reinforce among the trainees an awareness that they are to become members of a healthcare profession, and to develop a professional attitude and a sense of responsibility embracing the

requirements as set out in the Code of Conduct, Ethics and Performance (2016) and its associated standards and guidance.

#### **What happens during pre-registration training?**

Pharmacy graduates who wish to register as a pharmacist with the Pharmaceutical Society NI must successfully complete a year of pre-registration training which takes place mainly in the community pharmacy and / or hospital pharmacy sectors under the supervision of an accredited tutor pharmacist.

During this time, trainees are expected to apply their knowledge and skills gained at University, demonstrate that they are competent by achieving performance standards through completion of a reflective online e-portfolio, successfully complete mandatory eLearning modules and attend compulsory training days, achieve a pass the registration examination and obtain a final declaration from their tutor that they are fit to practise and possess the necessary professional skills to operate as a registered pharmacist.

#### **What role do tutors play?**

Tutors provide training, deliver constructive feedback to trainees about performance in practice, conduct assessments objectively and act as a mentor to their trainees. They must also undertake the final declaration that their trainee is fit to practise and evidence for this is gathered throughout the year with tutor verification that their trainee is developing the required competencies via a reflective online portfolio. Tutors help trainees develop the necessary professional skills so that they have the right attitude expected of healthcare professionals, have good communication skills, can work with others and can demonstrate leadership. The role of the tutor is crucial in the delivery of pre-registration training. Therefore a key role for the Pre-registration Team is to ensure that tutors remain fit for purpose by providing accreditation

## The Pre-Registration Team

training so that they can effectively undertake the important role of tutor. Additionally, the team provide guidance and support to tutors during training.

### **Monitoring of trainee progress**

During training, pre-registration trainees demonstrate their improving competency against a defined set of performance standards and a reflective online e-portfolio is used so that they can evidence their trajectory to safe practice. The Pre-registration Team has introduced quality control measures that enable active monitoring of trainee progress via the online reflective e-portfolio and enables active monitoring of tutor performance in validating evidence of trainee competency.

### **Registration examination**

All trainees who want to join the register must pass the registration examination which is set by the Pharmaceutical Society NI, working in conjunction with the Registration Examination Committee and External Examiner. The purpose of which is to provide evidence about a trainee's clinical and professional knowledge and their preparedness to become a pharmacist in Northern Ireland.

### **Quality Assurance**

The Pre-registration Team manages, develops and quality assures this important process. Within this framework, trainee feedback forms part of the quality assurance arrangements that are undertaken to encourage best practice, identify important issues and improve the quality of training for pre-registration trainees.

The reports on trainee feedback and the assurance report on tutors can be accessed via this [Weblink](#)

### **Accreditation**

The Pharmaceutical Society NI has an obligation to set the standards for entry to the register of pharma-

cists, a component of which is recognition of a qualification from an accredited university.

In order to gain accreditation, an MPharm course provider is required to demonstrate compliance with standards set by the regulator. Our partner regulator, The General Pharmaceutical Council (GPhC), by custom and practice, leads on this process and to facilitate a UK wide approach to initial education, the Council of the Pharmaceutical Society NI adopts these standards by agreement, thereby allowing joint accreditation of Schools of Pharmacy Northern Ireland universities degrees and acceptance of GB MPharm degrees. One of the functions of the Pre-registration Team is to collaborate with the accreditation team at GPhC and report to Council about the outcome of accreditations.

### **Current priorities**

The Team's current priorities include preparation for the pre-registration examination; ongoing engagement with trainees and tutors and working on the review of the Pre-registration framework in line with the Corporate Strategy 2017-22, to ensure that pharmacist training is fit for purpose for the future development of the profession.

### **Speaking about the role and team, Daniel Young, Pre-registration Lead at the Pharmaceutical Society NI said:**

*"This is a challenging but highly rewarding role delivered by a dedicated team. The Pharmaceutical Society NI has been tasked with developing and maintaining the standards for education and training and the framework for delivering competent and professional trainees onto the professional register, but we could not achieve this without the co-operation and dedication of partner organisations and tutors.*

*This is a real example of the pharmacy profession in Northern Ireland working with us to ensure that public safety is delivered, standards are maintained and public confidence in the profession is upheld."*

## Premises Annual Retention 2019

## Pre-registration Update

In December 2017 we introduced online premises retention. From this initial launch we took on board the feedback received from the wider pharmacy community and made minor changes to the process for 2018. Following these changes, 76% of all 550 pharmacy premises in Northern Ireland completing the form online in 2018. An increasing majority of Northern Ireland pharmacy premises completed the annual retention form online this year with 91% of all 550 pharmacy premises in Northern Ireland completing the form online.

For 2019-2020, Pre-registration training can start between 1 July 2019 and 16 September 2019.

Further information is available using this [link](#).

### E-portfolio progress 2019

#### Important information: 75 to 90% completion required for 39-week appraisal

The majority of trainees continue to make steady progress in completing the performance standards e-portfolio. The Pharmaceutical Society NI recognises the commitment demonstrated by the trainees and their respective tutors in providing appropriate and timely verifications.

#### Monitoring:

Where trainee progress or tutor verification is not at expected levels, we will contact the trainee and their tutor to determine if there is any reasonable explanation as to why progress is behind or if any barriers exist.

Where tutors do not engage with the process and do not provide evidence of regular and timely feedback, then their continued participation as a tutor will be reviewed.

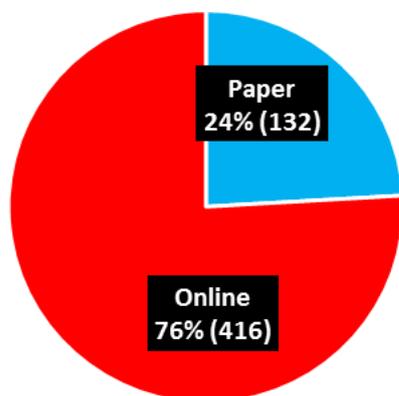
#### Action for trainees:

Trainees have a personal responsibility to submit a sufficient number of cycles to their tutor for verification to achieve 75 % completion by 39-week appraisal

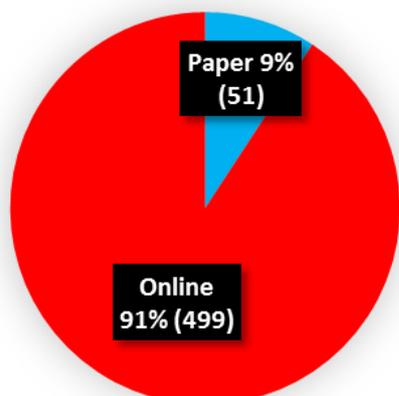
#### Action for tutors:

Tutors have a responsibility to provide appropriate and timely verification of their trainees' learning cycles.

2018



2019



## Pre-registration Update

### 4 hours' protected development time per week

#### [The Standards for Pre-Registration Training](#)

require that trainees receive 4 hours of 'personal protected development time' each week. This is a mandatory part of the pre-registration year and it is a requirement for all tutors to provide trainees with this time during their training. Tutors and trainees are expected to work flexibly together and manage this protected time appropriately.

### 2019 Registration Examination: Key dates

Registration examinations will be held on:

- Thursday 6 June 2019 – Elmwood Hall (QUB), Elmwood Mews, Belfast BT9 6BD
- Tuesday 1 October 2019 – Society House, 73 University Street, Belfast BT7 1HL

The Examination Entry Form must be submitted by the following deadlines:

- 01 May 2019 to sit the June Examination
- 01 September 2019 to sit the October Examination

The examination fee is £174, payable by debit card or by cheque (cheques should be made payable to Pharmaceutical Society NI)

### Notify us if training arrangements change:

We recognise that life events or unforeseen circumstances can arise which mean the training arrangements between tutors and trainees made at the start of the year must change (for example tutor absence due to sickness, maternity). The [Standards for Pre-Registration Training](#) define the obligation on trainees, tutors and employers in relation to notifying the Pharmaceutical Society NI of any changes in training arrangements. If changes in training arrangements are unavoidable, make early contact with the Pharmaceutical Society NI to ensure that change is managed and recognised by your regulator.

Further information is available on page 13 of the [Pre-Registration Training Manual](#). The 'change of tutor form' is available on our [web-site](#).

Please note: if tutors or employers do not notify us of changes in training arrangements, all training subsequent to the un-notified change will not be recognised.

### Raising concerns about training

If you have any concerns about your training arrangements, you can raise these via the Pharmaceutical Society NI website or with the Pre-Registration Lead directly. All concerns will be taken seriously and objectively investigated.

## Equality and Diversity Survey Trends



Every year, at Retention, we ask pharmacists to complete an Equality Monitoring Survey. Over the past three years we have had a response rate of around 40-45% of registrants. This is an excellent response rate and the information gathered is vital when it comes to ensuring we understand our register and subsequently do not inadvertently discriminate against any one group when developing policies and making regulatory changes.

### **A Stable Register**

From the figures we can draw several conclusions, the main being that the make-up of the Register is relatively stable. For example, the percentage of respondents with disabilities remains steady at 2% and the ethnic makeup of the register is 98% white. The gender balance has decreased slightly from 73% female in 17/18 to 70%

### **New Age Categories**

This year, for the first time, we used 6 age categories. Analysis revealed that the bulk of pharmacists who responded were under the age of 45, with 47% being under the age of 35. Using these age categories, we have been able to ascertain that the Register in terms of ethnicity and sexual orientation is becoming increasingly diverse.

Retention will soon be upon us again and all registrants will again be asked to take a few minutes to complete the Equality Monitoring Survey for 2019 and we encourage everyone to take a few moments to complete the form.

### **How We Use the Information**

We primarily need this information for two main activities.

#### **Assessing the Impact of our Decisions on Different Groups**

As a regulator, we set standards for education, conduct and performance and for continuing fitness to practise (currently CPD). When we do this, it is essential that we consider the actual make-up of the Register and to ensure that no policy or standard would in and of itself disadvantage any group or individual in a way that may be deemed discriminatory. The information gained from the annual Equality Monitoring Survey enables us to accurately consider the diversity of the Register and thus enables us to reflect on specific groups that may disproportionately be affected by our policies or standards. The Department of Health has also used our information when considering their policy developments and they have requested the equality information for use in any impact assessments they carry out.

#### **Workforce Planning**

We are also able to supply information to the Department of Health for the purposes of workforce Planning. Clearly workforce planning within the whole healthcare system has been and continues to be a key area of work and concern. Having accurate information about the make-up of the pharmacy workforce in Northern Ireland is highly beneficial, especially in terms of the age breakdown. The more pharmacists that respond the more useful the data.

#### **Protecting your data**

The survey can be completed anonymously and the information gathered is only ever shared in summary form. No-one is ever identified on an individual basis.