

Welcome to update



Welcome to the third edition of our regulatory update in 2016.

In this edition we introduce you to our six new Council Members recently appointed by the Minister for Health, Michelle O'Neill. We provide an overview of the Chair of the Scrutiny Committee's annual report, which outlines learning points on considered Fitness to Practise cases in 2015. We also outline the findings of an important survey of pharmacists, which highlights some concerning findings in relation to whistleblowing and raising concerns.

We also outline the changes to Pre-registration performance standards and give you an update on CPD performance this year.

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Department of Health Appoints six new Council members

On the 16 September 2016, Health Minister, Michelle O'Neill announced the appointment of six new council members (four Registered Persons and two Lay) along with the re-appointment of two existing Lay members to the Pharmaceutical Society of NI for a four year period from 1 October 2016 – 30 September 2020.

The four new Registered Persons are:

- **Ms Colleen Duffy**
- **Mr Ciaran Byrne**
- **Ms Eleanor Magennis**
- **Ms Laura Murphy**

Public Appointments

The two new Lay members are:

- **Mr Mark Campbell**
- **Professor Patrick Murphy.**

The two existing council Lay members being re-appointed are :

- **Mr Ciaran Hunter**
- **Mr James Perry.**

The Council consists of 14 Non-Executive Members – seven registered persons and seven lay members. Registered Person: is a person registered with the Pharmaceutical Society of NI as a pharmaceutical chemist or druggist.

Lay Member: is a person who is not and has never been a registered person; and does not hold qualifications which would entitle him/her to apply for registration under the Pharmacy (NI) Order 1976.

All members have been appointed with the approval of the Minister for Health.

More information on the Council can be found here: <http://www.psn.org.uk/about/psni/governance/> **Mr**

Biographies

Ms Colleen Duffy qualified as a pharmacist from Queen's University of Belfast in 2005 and went straight into a community pharmacy manager role. She has now been a Boots pharmacy store manager for the past 8 years. In 2011 she was a finalist for the pharmacy in focus 'Young community pharmacist of the year.' In 2014 she was awarded the NI healthcare award for 'Managing substance misuse in the community,' owing to her work with a local addiction charity, HURT and addiction services in the area.

Ciaran Byrne qualified as a pharmacist in 2006 and works for Pharmacy Plus pharmacies as a pharmacy manager with further responsibilities in training and extended services. Ciaran is the current pharmacy representative on the Northern Local Commissioning Group on the HSCB and is an active member of the Prescribing Efficiency Review Team. Ciaran is a former member of the policy and practice committee of the Pharmacy Forum NI and is the pharmacy representative on the Chronic Pain Forum NI.

Ms Eleanor Magennis graduated from Queen's University Belfast and has since worked as a Branch Manager and a Relief Pharmacy Manager across the north and also in the Isle of Man. She was able to fulfil these management roles at such an early stage in her career by participating in Project Management and First Line Managers courses during her Pre-registration year, developing leadership and interpersonal skills. In the future Eleanor hopes to modernise and improve the future of pharmacy through her role on the Pharmaceutical Council.

Ms Laura Murphy graduated from Queen's University Belfast in 2005 and qualified as a pharmacist in 2006. Laura has worked as a locum community pharmacist for a number of Independent and large multiple stores. Laura worked as a Practice Pharmacist for two Belfast Surgeries from 2007 to 2010. In 2012 she won the Pharmacy and GP Partnership NI Healthcare award for promoting more successful relationships with the GP and Local pharmacies within the locality she worked and she sat on the Primary Care Partnership for North Down and Ards as the Pharmacist Lead from 2011 - 2013. Laura currently is as a Pharmacy Manager for Boots Pharmacy in Lisburn.

Mr Mark Campbell is a qualified social worker registered with the Social Care Council (NI) with over 30yrs experience in residential and fieldwork. He established, led and managed the Psychiatry of Old Age Team in North Down and Ards 1994-1999 implementing Community Care reforms before appointment to Newry where he managed and further developed dementia services in Down and South Armagh. Mark worked in care regulation as an inspector with Eastern Health and Social Services Board and Regulation and Quality Improvement Authority from 2001-2012 during which time he was awarded an MBA in Health and Social Care Management. In 2012 he was appointed Head of Regulation and Inspection by the Isle of Man Government. In 2015 he was appointed to judicial office as an Experienced Member of the Mental Health Review Tribunal for NI.

Professor Patrick Murphy. In a career spanning more than 40 years in education, Patrick Murphy has worked at every level of learning from nursery to university, in teaching, management or governance. A specialist in public sector decision-making and policy formulation, he was Director of Belfast Institute of Further and Higher Education for seven years. In recent times he has served on a number of public bodies across a wide range of areas, including education, health, heritage, agri-food, science and local government. His major contribution in these areas has been in finance and audit. He is currently a member of the Board of the Agri-food and Biosciences Institute and he chairs the NI Medical Research Ethics Committee (REC B).

Publication of Annual Report

In accordance with the legislation governing the Pharmaceutical Society NI, the Annual Report for 2015/16 was laid on 19 September 2016 in the Northern Ireland Assembly.

The report can be viewed at www.psn.org.uk/publications/annual-reports-2/ .

AGM Agenda

The report will be presented at the **Annual General Meeting** which is due to be held on Thursday 6 October 2016, at 7.15pm in Society House.

Further details of the AGM, including the agenda can be found at: www.psn.org.uk/about/psni/annual-general-meetings-2/

Fitness to Practise Learnings Report

As part of its legal obligations the Chair of the Scrutiny Committee of the Pharmaceutical Society NI has published his annual report for 2015, outlining trends and learning points arising from the Fitness to Practise cases under consideration, which should be of interest to all pharmacists.

The Scrutiny Committee considers concerns about a registrant's fitness to practise, it has the power to dismiss a case, give advice, issue warnings and agree undertakings if appropriate. It must refer more serious cases to the Statutory Committee.

The report specifically outlines:

1. Trends, patterns and learning points observed from cases considered by the Scrutiny Committee,
2. Details of the numbers of fitness to practise and disqualification allegations which were disposed of by the Scrutiny Committee by means of warnings and undertakings during that year; and
3. The reasons why the allegations referred to in paragraph (2) were not referred to the Statutory Committee.

The Council considered the report at its meeting of 7 September and provided the following observations:

Council notes the report and welcomes the continued work of the Scrutiny Committee and the learnings referenced against each case.

In general terms Registrants should be reminded, in line with the new Code, to continually be aware - particularly locums - that all SOPs should be robust and followed. Secondly, Registrants should be reminded that actions and behaviours outside their actual practise of pharmacy may call their registration into question; particularly students and pre-registration trainees need to be aware that cautions or convictions picked up during their time as students and trainees may affect their registration.

A copy of the full report can be found here:

<http://www.psn.org.uk/wp-content/uploads/2013/01/Annual-Report-of-the-Scrutiny-Committee-2015.pdf>

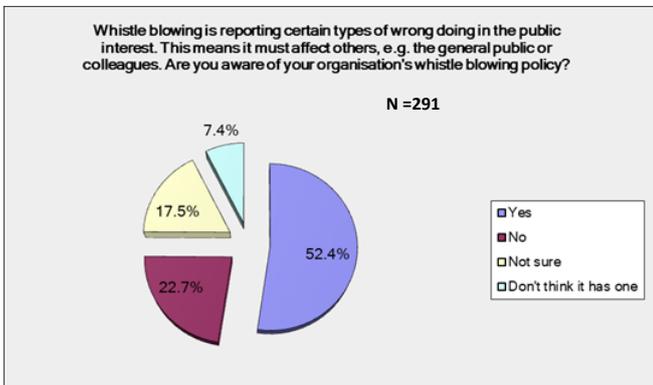
Do you know your employer's raising concerns policy?

All pharmacists registered with us have a professional and ethical duty to raise concerns in the work place when the actions of others put the safety of patients or the public at risk.

This is a position underlined by a Joint statement from the Chief Executives of statutory regulators of healthcare professionals on the duty of candour: <http://www.psni.org.uk/news/regulators-joint-statement-on-duty-of-candour/>

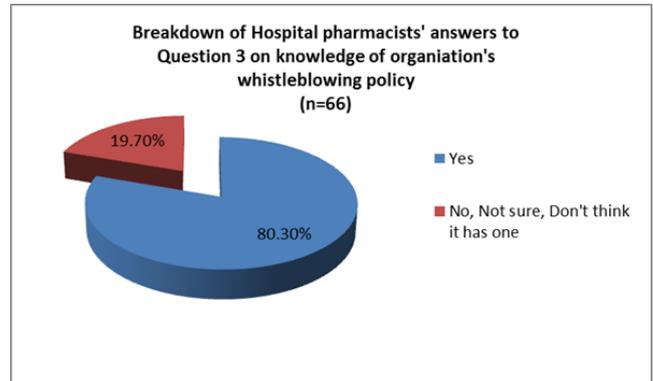
Sir Robert Francis, QC, in his report Freedom to speak up, discovered, however, that many people who had raised concerns within the NHS (England) “described a harrowing and isolating process with reprisals including counter allegations, disciplinary action and victimisation”, with “bullying and oppressive behaviour” being “mentioned frequently, both as a subject of concern and as a consequence of speaking up”.

In relation to primary care Sir Robert Francis's report concluded, with regard to NHS England, that “It was surprisingly hard to get a clear understanding of the options open to staff in primary care”.



In late 2015 we carried out a survey of registrants in Northern Ireland. A number of questions in the survey related to whistleblowing and raising concerns. Some concerning findings emerged, including an apparent disparity between hospital pharmacists and community pharmacists in relation to their knowledge of the whistle blowing/raising concern policy of their employer.

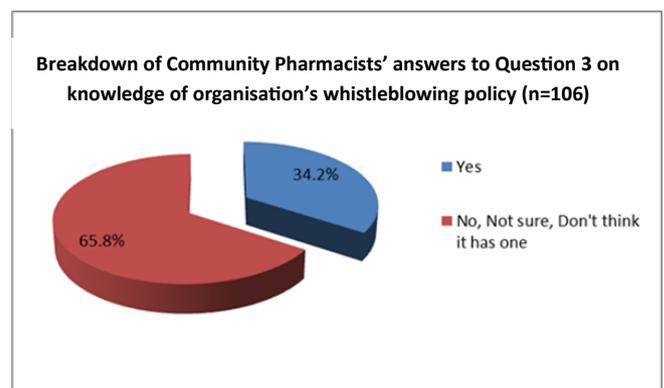
For example, **80.3%** of hospital pharmacist respondents stated that they were aware of their organisation's whistleblowing policy. This compared to **65.8%** of community pharmacists who stated that they were either unaware, not sure of, or did not think their organisation had a whistle blowing policy. The findings were similar for locum



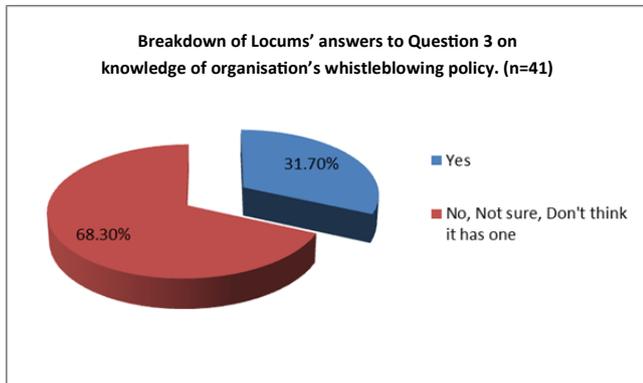
pharmacists, where **68.3%** of respondents were either unaware, not sure of, or did not think their organisation had a whistle blowing policy.

The findings of Sir Robert Francis's report illustrate how difficult raising a genuine concern about a colleague or practice can be, and it emphasises the importance of having the correct policies and culture within an organisation.

It is vitally important for all employers to have up to date policies and procedures to manage concerns that are raised, that those policies are appropriately communicated to all staff and accessible to them. The importance of promoting and maintaining a culture of openness and learning, with a view to fostering an environment where individuals feel safe to come forward when they have genuine concerns about public and patient safety, should not be underestimated.



All concerns raised should be properly investigated, with all staff - including temporary staff and locums - being kept informed of progress. Equally managers and employers must ensure that systems are in place to support pharmacy professionals who are the subject of a concern.



The Pharmaceutical Society NI encourages all employers to assure themselves that staff members are aware of both internal raising concerns procedures and the Pharmaceutical Society NI's Guidance on Raising Concerns and know how to raise a concern with us, the regulator.

This document can be found on our website: <http://www.psnri.org.uk/wp-content/uploads/2012/09/Guidance-on-Raising-Concernsrevised1Mar2016.pdf>

Deadline for Pre-registration performance standards is changing

As part of the pre-registration training programme the Pharmaceutical Society NI produces performance standards against which a pre-registration trainee's skills, knowledge and attitudes are assessed. The purpose of the performance standards is to ensure that a trainee pharmacist has consistently demonstrated their competency to practise as a pharmacist at the end of their year's training.

With a view to assisting trainees and tutors in the management of the performance standards component of the pre-registration training programme, we have revised the guidance for the submission deadline.

New Guidance

The new guidance is as follows:

All trainees should:

- **at 39 week appraisal:** have approximately 75 – 90 % of performance standards achieved and verified by their tutor.
- **at 50 week appraisal:** 100% of performance standards achieved and verified by your tutor (regardless of sitting June or October exam)

It is anticipated that the revised guidance will:

- promote earlier engagement by the trainee with performance standards programme
- set clearer expectations about submission deadline regardless of which exam the trainee will be undertaking
- ensure that trainees work on achieving the performance standards throughout the year and not leave it to the end
- allow more time for tutors to verify cycles appropriately
- enable better preparation time for the examination by trainee
- promote early intervention from the tutor if the trainee's progress is off track

Note

It is the trainee's responsibility to provide the tutor with evidence in order for them to make a decision on whether performance standards have been met.

Tutors are reminded that they have overall responsibility to verify that the trainee has completed the performance standards programme and has achieved a satisfactory level.

Top tips for tutors

If your trainee has not achieved any standards to date it is vital that you take urgent action and address this with your trainee straight away. It is important that you regularly log on to the e-portfolio site and verify your trainee's cycles; without verification a trainee's cycles will not be submitted to the Pharmaceutical Society NI.

Top tips for tutors:

- discuss the new guidance with your trainee and how you will support them
- access the e-portfolio and use the 'Trainee Progress' tool as a guide to how well your trainee is progressing. You can also use this tool to get a sense of the areas your trainee needs to target.
- check in with your trainee on a regular basis to ensure that they are on track for delivering the revised deadline for completion (75 – 90% completion by 39 wks and 100% by 50wks).
- during appraisal time – remember to review the extent of your trainee's standards completion and grade 'developing a sense of professional responsibility' appropriately verify your trainee's cycles regularly.

Top tips for trainees

If you have not achieved any standards to date it is vital that you take urgent action and address this straight away. Your tutor can support you with this.

Top tips for trainee:

- get started now. Create a cycle and keep it simple.
- access your e-portfolio and use the progress tool as a guide to how you are progressing and for identifying areas that you need to target. Discuss these areas with your tutor.
- at appraisal time be prepared – your tutor will ask you for evidence on how well you are completing your standards. i.e. at 26 week appraisal you should see close to 50% completed.
- Remember to keep an appropriate record of evidence in a separate folder.
- Keep your tutor updated as to when you have cycles that need to be verified.

CPD Update

99.7% of registrants completed their CPD requirements for 2015-16; testament to the ongoing commitment pharmacy professionals in Northern Ireland have to maintaining their skills and developing their pharmacy practice

Total number of registrants eligible to submit CPD portfolios	2310 (100%)
Total number of registrants administratively removed for CPD non-submission	6 (0.3%)
Number of registrant CPD reviews undertaken	231 (10%)
Number of registrants meeting requirements at first attempt (first assessment)	209 (91%)
Number of registrants entered into remediation*	22 (9%)

*Note: the remediation process is set to complete in Feb 2017

Compliance

Out of 2310 registrants eligible to submit a CPD portfolio by the 31 May deadline, 2304 registrants engaged with the CPD process while 6 did not; subsequently being removed from the Register for CPD non-compliance in August 2016.

Assessment

231 registrants had CPD portfolios randomly sampled randomly as part of our internal audit process. 209 portfolios (91%) met the standard after first assessment; with online feedback provided as appropriate. 22 portfolios did not meet standard after first assessment, and have now been entered into a process of reassessment. The reassessment process offers registrants a further opportunity to submit a new CPD portfolio to meet the required standard.

Observations

The CPD assessors reported the following issues:

- A number of portfolios contained at least one unscheduled CPD cycle, which suggests that some registrants believe this to be a mandatory requirement. A CPD portfolio can be made up entirely of scheduled learning cycles.
- Be careful not to record an application of learning as actual CPD activity. e.g. the hours taken to write a PowerPoint presentation or complete an assignment after reading/studying a topic/subject should not be counted as CPD activity.
- CPD activity must take place within the year from 1 June—31 May.