

Welcome to update



Welcome to the third edition of our regulatory update in 2018.

In this edition we provide a reminder that the consultation on Indicative Sanctions Guidance will be closing soon; we provide information on the publication of the Annual Report and Accounts 2017-18; reflect on a well attended consultation event on DHSC's proposals for changes to the governance arrangements for Superintendent and Responsible Pharmacists and legislation on Preparation and Dispensing Errors in Hospitals

We also provide an update on work being carried out in response to external reports, such as the public inquiry into Hyponatremia related deaths and provide you with a Pre-registration update which outlines a new approach to trainee feedback for tutors.

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Indicative Sanctions Guidance Public Consultation closes on 26 October 2018

The Council of the Pharmaceutical Society NI would like to remind you that its 8-week public consultation on new Indicative Sanctions Guidance for its Statutory Committee closes on Friday 26 October 2018.

Commenting on the public consultation, Mark Neale, Head of Public Affairs, said:

"This is an important consultation which should be of interest to members of the public and pharmacists in Northern Ireland. We are tasked with protecting the public and when a pharmacist's Fitness to Practise has been found to be impaired, it is crucial that an appropriate sanction, which protects the public, whilst being right and proportionate, is imposed."



"The Statutory Committee of the Pharmaceutical Society NI considers and adjudicates on serious Fitness to Practise allegations made against pharmacists in Northern Ireland. It is independent of Council and its decisions are based on the merits of the case in front of it."

"Indicative Sanctions Guidance is provided by Council to the Statutory Committee as a reference point when it is deciding on an appropriate sanction. The Indicative Sanctions Guidance seeks to support consistent, proportionate and fair decision making which reflects current case law and best regulatory practice. The Statutory Committee must pay proper regard to the Indicative Sanctions Guidance when deciding upon sanction and must provide sound reasons if it chooses to depart from the Guidance."

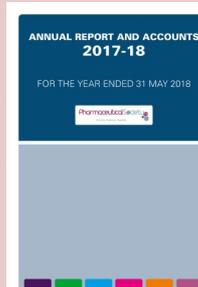
"We want to ensure that the draft Indicative Sanctions Guidance we have developed is appropriate and will ensure the public is protected, whilst being proportionate. When the consultation closes Council will consider all the responses, a full consultation report will be published and dependent on the feedback received new Indicative Sanctions Guidance will be published."

"We encourage all interested parties to participate in this Consultation and get a response to us on or before the 26 October 2018, to ensure that we get this important guidance document right".

More information on the consultation and how to respond can be found [here](#).

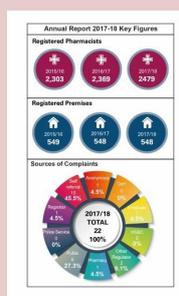
Annual Report and Accounts published and presented at 93rd Annual General Meeting

The Council of the Pharmaceutical Society NI approved the Annual Reports and Accounts for the year ending on 31 May 2018, at its meeting on Tuesday 18 September 2018.



The Annual Report and Accounts details our activities and performance over the last year and we encourage interested parties to read it.

This Report was laid, as required, in the Business Office of the Northern Ireland Assembly on Tuesday 25 September 2018 and is now available to read [here](#).



The Annual Report and Accounts 2017-18 was formally presented by the President of Council at the Annual General Meeting held on Thursday 11 October 2018, in Society House, 73 University Street, Belfast.

This meeting was open to all registrants and interested members of the public.

Well attended Rebalancing Medicines consultation event

The Pharmaceutical Society NI hosted a consultation event on 21 August 2018 in conjunction with the Department of Health and Social Care in London and the Department of Health Belfast, to explain and promote the Consultation on the Rebalancing Medicines Legislation and Pharmacy Regulation.



The consultation dealt with legislative proposals for changes to the governance arrangements relating to Pharmacy Superintendents, Responsible Pharmacists and the introduction of legislation in relation to Preparation and Dispensing Errors in Hospitals and other Pharmacy Services.

The event was addressed by Jeanette Howe, Head of Pharmacy in the Department of Health and Social Care, Dr Mark Timoney, Chief Pharmaceutical Officer in the Department of Health and Mr Trevor Patterson Chief Executive of the Pharmaceutical Society NI.

Speaking about the event, Mark Neale, Head of Public Affairs said:

“This event presented an opportunity for pharmacists and others in Northern Ireland to hear directly from those responsible for developing the legislative proposals in relation to Responsible Pharmacists and Superintendent Pharmacists and the preparation and dispensing errors in Hospitals and other pharmacy services.

“I am pleased to say that Pharmacists in Northern Ireland took this opportunity and we hosted what I believe was one of the best attended consultation events across the UK.

“The Consultation is now closed, but I am hopeful that those attending took the opportunity to use the information they received to make an informed response and have views from Northern Ireland clearly heard in this important UK wide consultation.

“We will be looking to work with the Department of Health and Social Care and the Department of Health locally to deliver on any new regulatory powers and responsibilities which come out of these proposals and we will keep the public and pharmacists informed of developments in this area”.

The consultation closed on 11 September 2018, responses will now be analysed by the Government. The Government will publish a response to the consultation within 12 weeks of the consultation or provide an explanation as to why this is not possible. The consultation response will set out the main findings resulting from the consultation.

The Pharmaceutical Society NI will provide an update on future developments proposed by the four UK Departments of Health.

What are the Proposals?

The first draft Order seeks to extend defences that already exist for pharmacy professionals working at or from registered pharmacies in the case of accidental preparation and dispensing errors. It aims to provide a defence for pharmacy professionals working in hospitals and other relevant pharmacy services.

The second draft Order seeks to clarify and strengthen the arrangements of registered pharmacies concerning how they are governed. Specifically, it makes proposals around the roles of responsible pharmacists and superintendent pharmacists in primary legislation

with the responsibility for relevant standards passing to the pharmacy regulators, rather than within ministerial Regulations.

More information on the consultation can be found [here](#).



External Reports emphasise the importance of candour and the right culture

Reports like that of the [Inquiry into Hyponatremia-related Deaths](#) here in Northern Ireland and the [Gosport Memorial Hospital](#) in England, both published this year, serve to remind us of what is at stake when things go wrong in healthcare. When professionals make the wrong choices, when systems to protect and enhance quality are flawed or even absent, patients suffer harm, or worse, as a consequence.

Whilst we recognise that the overwhelming majority of healthcare professionals do excellent work and themselves set public safety and wellbeing above all else, these reports demonstrate why we must continue to focus on patient safety and providing support to pharmacists to deliver high quality care.

We also recognise that we cannot solve the issues raised in these reports alone and that not all faults and remedies are the sole responsibility of regulators and regulations. Going forward we intend to play our part to support Government, other regulators, health service providers and pharmacists to protect the public.

In this regard we are carrying out a number of pieces of work and engagements to address issues raised in these reports, to support pharmacists in delivering upon their professional responsibilities in order to continue to provide high quality care.

Ongoing work:

We are engaging with the Department of Health on its response to the recommendations and suggestions emanating from the Inquiry into Hyponatremia related Deaths.

We have started a combined review with the Department of Health and the Pharmacy Forum NI into how to increase the sharing of learnings from dispensing errors, in light of the new defence for community pharmacists and the planned defence for hospital pharmacists and other services.

We are engaging with the Professional Standards Authority in its review of the progress of regulators have made in embedding candour in their work and how candour can be further encouraged amongst professionals.

We are carrying out a review of all regulatory standards and guidance related to the Code of Conduct, ethics and performance (2016), which will consider the issues raised in these reports and others.

We are currently consulting upon new Indicative Sanctions Guidance for our Statutory Committee, which addresses issues related to Candour, Raising Concerns and Dishonesty. (Consultation closes on 26 October 2018).

The Pharmaceutical Society NI recognises that there can be barriers to pharmacists demonstrating candour. That is why The Code requires employers, managers and lead staff to make sure that there is an effective procedure in place that allows staff to raise concerns openly and safely without the fear of reprisals. The culture that employers and managers develop is vitally important; all pharmacists registered in Northern Ireland have a duty to contribute and foster a culture of openness, honesty and learning.

The Pharmaceutical Society NI is tasked with protecting the public, but we are also tasked with upholding the reputation of the pharmacy profession in Northern Ireland. Whilst it is recognised that public satisfaction levels with pharmacists are high, the maintenance of that public trust is vital. Being open and honest with patients, service users, colleagues and employers when something goes wrong, is not only in the public's interest, but it will help maintain the reputation of the pharmacy profession in Northern Ireland and the public's trust going forward. We will continue to provide updates of ongoing work and future engagement with the profession on these crucial issues.

Resources:

- [The Code](#)
- [Joint Statement on the Duty of Candour from the Statutory Regulators of Healthcare Professionals](#)
- [Pharmaceutical Society NI Guidance on Raising Concerns](#)
- [Consultation on draft ISG](#)

Pre-registration update

As the current group of pre-registration trainees reaches the first quarter of their training, the following updates will be of interest and value to trainees and tutors alike.

Tutor update: Introducing a new approach to trainee feedback on tutors

This year, we are introducing a new approach to the annual trainee feedback that tutors receive. Tutors for 2017-18 will shortly receive trainee feedback to help them reflect on their performance as a tutor, to identify what has gone well and to enable tutors to identify potential areas for personal development to help in their tutor role. We hope this new approach will increase engagement in this important aspect of quality assurance and will benefit tutors and future trainees alike.



Why do we request trainee feedback?

We are tasked with maintaining patient safety, upholding the reputation of the pharmacy profession and maintaining professional standards. Within this framework, trainee feedback forms part of the quality assurance arrangements that we undertake to encourage best practise, identify important issues and improve the quality of training for pre-registration trainees. The Pharmaceutical Society NI is also required to ensure that tutors remain fit for purpose and can effectively undertake the important role of being a tutor.

Review of tutor feedback process

We recently carried out a review of the current trainee feedback process and identified several issues related to its effectiveness and the subsequent level of engagement from tutors. We have therefore developed a new feedback process with the aim of addressing these issues.

What is new?

The new feedback process asks trainees to reflect on what went well, what went less well and to provide their ideas about what tutors could aim to do differently with future trainees.

Trainees are also asked to rate tutor performance in the following four areas (range: Strongly agree to Strongly disagree):

- **Being a trainer and a coach**
- **Providing feedback**
- **Being an assessor**
- **Providing support**

It is intended that this new approach will provide tutors with an opportunity to clearly identify what went well and should be continued and to encourage reflection about what tutors could aim to do differently with future trainees.

What do tutors need to do?

We are asking you to review the trainee feedback. Tutors are also asked to reflect on what they feel went well, what went less well, what could be done differently with future trainees and to reflect on any areas for personal development.



All tutors will be provided with a Tutor Development Plan to help with this.

Further information about the trainee feedback process will be sent to tutors.

E-portfolio

The purpose of the e-portfolio and the performance standards is to ensure that trainee pharmacists are consistently demonstrating their increasing compe-

TRAINEES are asked to achieve 25% completion of performance standards by the first 13-week appraisal and work towards 50% completion by their 26-week appraisal.

TUTORS are required to verify enough learning cycles so that their trainee can meet the expected levels of completion. This is because the % completion score is based entirely on cycles are verified by the tutor.

tency throughout the year.

Appraisal

The appraisal process is aimed at providing motivation and encouragement to trainees alongside identifying areas that require improvement and many trainees will have had their 13-week appraisal already. Currently, appraisals are being reviewed by the Pharmaceutical Society NI and, to date, appraisals submitted show good engagement between tutors and trainees.

Protected development time 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.

Protected development time

The standards for pre-registration training state that:

“A tutor must ensure that the pre-registration trainee will have onsite Personal Protected Professional Development time, agreed through discussion between trainee and his tutor. Training needs should be reviewed regularly. A minimum of the equivalent of four hours per working week must be dedicated

to Personal Protected Professional Development Time.”

As part of the annual review of pre-registration training, trainees are asked if they have received four hours per week protected time for study and development.

Pre-reg Business Management Training day



Trainees must attend a business management training day as part of the compulsory requirements for pre-registration training. The course is aimed at exploring the essential business management skills required for professional pharmacy practice regardless of the sector they may eventually work in. The course is also about signposting trainees to areas of future personal development and to give them some ‘think time’ away from training about their future careers.

Courses are available on the following dates

- **Tuesday 30 October 2018**
- **Monday 12 November 2018**
- **Tuesday 27 November 2018**

Trainees are reminded that they are required to book a place on the course via the event section on the Pharmaceutical Society NI’s events page: <http://www.psni.org.uk/events/?ee=120>