

**The Ninety-Fifth Annual Meeting  
of the  
Pharmaceutical Society of Northern Ireland**

**Via Zoom**

**Thursday 15 October 2020 at 7.15pm**

**AGENDA**

1. Welcome
2. Minutes of 94<sup>th</sup> Annual General Meeting
3. President's Address
4. Chief Executive's Statement
5. Head of Business Operations Financial Report
6. Questions to Regulator
7. Chair of the Pharmacy Forum NI's Address
8. Questions to Pharmacy Forum NI

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**MINUTES**

The meeting commenced at 19:15 with a welcome to all attendees by Mark Neale, Head of Public Affairs.

1. The Minutes of 94<sup>th</sup> Annual General Meeting were presented to the Annual General Meeting.
2. No matters of accuracy were raised.
3. The Minutes were proposed by Jonathan Patton and seconded by Julie Greenfield.
4. President's Address

2019/20 has been an exceptional year. The Covid-19 pandemic has placed extreme pressures on the health and care sector and has impacted upon every aspect of society. The pharmacy sector has risen to the enormous challenges that Northern Ireland faced and has continued to provide safe and effective services in an everchanging environment. Whilst prioritising patient care, all other activities have continued in the background, from training and assessment of pre-registration trainees, through to maintaining professional skills, knowledge and ability. The PSNI Council acknowledges and congratulates the pharmacy profession, in all its many settings, for its resilience and ability to adapt to unique and challenging circumstances and maintaining high quality services to patients. During the Covid-19 pandemic, we have also needed to prioritise our ability to be a flexible and agile regulator that works in productive partnership with Government, regulatory colleagues and our stakeholders. From the outset of the pandemic, we recognised the crucial frontline role pharmacists would play and we made early decisions with the objective that our regulatory burden would be right-touch - facilitating the frontline response, where possible, whilst maintaining standards and public protection.

The Annual Report 2019/20 outlines the regulatory steps we have taken from early March 2020 in response to the pandemic particularly including the delay of CPD submission and the pre-registration examinations.

Prior to the outbreak of Covid-19, this was an extremely busy and productive year. We continue to work on achieving Council's vision and objectives as laid out in our Corporate Strategy 2017-2022. The Annual Report marks our progress in 2019/20 against the Corporate Strategy's objectives. Notable landmarks have included agreeing a joint registration assessment with the GPhC and finalising a

new Continuing Professional Development Framework for pharmacists in Northern Ireland. Progress has also continued on our review of Standards and Guidance and we maintained constructive engagement with Government in London and Belfast on much needed regulatory reforms.

The importance of healthcare professionals and the health and social care system has been underlined in the most tragic of circumstances this year. It has also reminded us, as a regulator, of the important role regulation plays in this broader system; providing a framework within which professionals can reach and maintain the standards to practise safely, thereby protecting the public and maintaining and sustaining the health and social care system. These reflections will remind us of our responsibilities as we seek to get the most appropriate regulatory reforms for the future and do the best job possible to deliver on our vision and objectives going forward.

In conclusion, on behalf of Council, I want to thank most sincerely all our registered pharmacists and congratulate them on continuing to deliver high quality care despite all the obstacles and indeed dangers. I also want to thank our Chief Executive and his extraordinary team, including the Pharmacy Forum staff, who all have also continued to provide high quality outputs despite many difficulties and hardships. As we look forward to next year, we do so with a determination and ambition to succeed whatever challenges may arise.

#### 5. Head of Business Operations' Financial Report

In 2019/20, the Pharmaceutical Society NI's total income increased by £105k over the previous financial year to £1,365k and our expenditure increased by £128k on the previous financial year to £1,280k, giving us an operational surplus of £84k. We are showing a loss on valuation and investments of £81k, taxation of £12k and our surplus for the year which adds to our reserves is £15k.

The variance in income is made up of an increase in retention fees of £60k. This was in line with budget expectations and we have seen a year-on-year increase in those remaining on the Register.

The Department of Health, working with the Pharmacy Forum, provided one-off funding of £49k for an "Attract, Recruit, Retain" project aimed at pharmacists in Northern Ireland. This project will be cost neutral to the Pharmaceutical Society NI.

Income also includes an additional £27k which relates to the recovery of costs from a Fitness to Practise case.

Although we have seen a rise in the number of pharmacists joining from another register, there has been a fall in the numbers of new registrants from the pre-registration programme, pre-registration applicants and reregistration applicants. There has also been a £19k decrease which is made up of the remaining income lines.

In terms of expenditure, we have seen an increase of £128k on the previous financial year to £1,281k. The variance relates to an increase in salary and related costs £35k, statutory committee £31k, governance costs £12k, computer £7k, legal, professional and other consultancy £28k, recruitment £14k, project costs £14k and £43k relating to one off project funding noted in income. This is offset by a reduction in facilities & office expenses £26k, CPD £13k and £17k relating to marginal variances over several headings listed below. Staff & related costs grew from £650k to £685k.

£2k interest offset by a reduction in registration £11k, miscellaneous income £14k and £8k relating to tutor course, examination and dividend income. Our main source of income is derived from the renewal fees of pharmacists and pharmacies. Registration fees comprise of pre-registration students, new registrants from the pre-registration programme, those joining from another register, reregistration and EEA applicants. These key sources of income make up 88% (92% 2019) of our total income.

There has been a significant increase of £60k in retention income compared to the previous year. This was in line with budget expectations and we have seen a year-on-year increase in those remaining on the Register. Registration fees decreased by £11k to £122k (2019: £133k). Although we have seen a rise in the number of pharmacists joining from another register, there has been a fall in the numbers of new registrants from the pre-registration programme, pre-registration applicants and reregistration applicants. The Department of Health, working with the Pharmacy Forum, provided one-off funding of £49k for an “Attract, Recruit, Retain” project aimed at pharmacists in Northern Ireland. This project will be cost neutral to the Pharmaceutical Society NI. Income also includes an additional £27k which relates to the recovery of costs from a Fitness to Practise case. In support of, and as a reaction to, changing healthcare requirements during the Covid-19 pandemic, 265 pharmacists were registered on our Covid-19 Temporary Register without fees being charged.

In 2019/20, our total expenditure increased by £128k on the previous financial year to £1,281k (£1,153k: 2018/19). The variance relates to an increase in salary and related costs £35k, statutory committee £31k, governance costs £12k, computer £7k, legal, professional and other consultancy £28k, recruitment £14k, project costs £14k and £43k relating to one off project funding noted in income. This is offset by a reduction in facilities & office expenses £26k, CPD £13k and £17k relating to marginal variances over several headings listed below. Staff & related costs grew from £650k to £685k. Whilst this represented an increase of £35k on the previous year, it was broadly in line with budget expectations. This increase in staff costs, is mainly due to costs incurred on temporary staff needed to cover maternity leave and to annual adjustments to core staff salaries. Statutory Committee expenses have increased by £31k, this increase relates to the closure of a single case which took over one year to be resolved. While the Pharmaceutical Society NI continues to focus on reducing costs and timelines associated with each case, based on our current predictions, caseload costs are expected to increase again in the coming year. There has been a reduction of £26k in costs relating to facilities and office expenses. This has been achieved partly through increased efficiencies and also due to the closure of the office as

a consequence of Covid-19. Whilst there is an increase of £12k in governance expenses when compared to the previous year, this was in line with our 2019/20 budget. IT and computing costs have increased by £7k to support the early migration of the Pharmaceutical Society NI's IT services to the 'Cloud' and the enablement of a viable home working solution for all staff during the current pandemic. Legal, professional, and other consultancy expenses increased by £28k mainly due to a one-off review of our Fitness to Practise processes which also included learnings and targeted training. Although CPD costs have decreased by £13k on the previous year, it remains broadly in-line with budget. CPD costs in the previous year included one-time costs relating to the creation of the new CPD Framework. There is also £43k of expenditure relating to Pharmacy Forum "Attract, Recruit, Retain" project mentioned in income above. There has been an £14k increase in recruitment related to the recruitment of the Registrar, and a further £14k increase in other "one off" project costs. As detailed in the Statement of Comprehensive Income report the remaining 56 reduction of £17k on the previous year's expenditure relates to smaller variances in the following expenditure lines: pension costs, travel, communications, subscriptions, depreciation, loss on disposal and Pharmacy Forum expenses. Historically, the largest expenditure elements are staff and related costs, statutory committee expenses, facilities expenditure, office expenses, computer expenses and governance expenses. Together, these represent 80% of the total operational expenditure at £1,028k in 2019/20; this compares to 84% in 2018/19. Due to the overall surplus in 2019/20, the reserves have risen by £17k. The decision to delay the issuing of retention notices for the year ending 31 May 2021 until August 2020 has led to significant decreases in Debtors, Cash and Creditors balances compared to the prior year, though with no overall effect on working capital or net reserves due to the implementation of our reserves policy to deal with the unexpected delays. Though Covid-19 has caused considerable upheaval for our registrants and indeed for our staff, after a review of budgets and forecasts, as well as the year end position, we do not foresee that it will have a negative impact on our income or expenditure for the foreseeable future. The major impact that Covid-19 has had is a reduction in value of the investment portfolio, offsetting some of the gains made in prior years. The valuation of the investment portfolio at year end exceeded the actual original cost of the portfolio. The prudent reserves policy over the last number of years has meant that the Pharmaceutical Society NI had the appropriate level of reserves and financial resources to cope with the Covid-19 disruption internally, this situation is being continually monitored.

## 6. Questions to Regulator

*Terry Maguire*

Mr Maguire thanks the President for his presentation and for his work over the years. He also thanked the Pharmacy Forum Chair for his presentation and for his commitment to the work of the Forum.

In response to Mr Maguire's question in relation to the recovery of £27k, Joan Duffy confirmed that this was as a result of an action taken by the Statutory Committee and that the other party has had to pay £27k to the Society.

Mr Maguire advised that he was a huge supporter of regulation and had worked closely with PSNI over the years. He noted the President's comments on how the profession responded to the pandemic. It had been an unprecedented year and the professional continues to work under immense pressure. He noted that the Society decided early on to try to have a light touch approach for NI pharmacy which is very heavily regulated and has great community support. The DoH changed legislation on controlled drugs which is unheard of and the HSCB also make very rapid changes.

Across the profession, particularly in community sector, there wasn't the feeling that the regulation, in terms of Continued Professional Development requirement and in the Pre-Registration examination and training commitment in terms of competency assessments, that there was perhaps the same recognition for a lighter touch in the regulatory mechanism. In fact, there was a number of approaches made to this Council at that time and there didn't seem to be much of an ear, so much so that there was a very strong response from the professional, especially in the community pharmacy sector, which is unprecedented in itself. Mr Maguire asked if the Council felt that it really has lost the respect of the community pharmacy sector because of its inaction to reduce the regulatory burden during a very stressful and difficult time for every pharmacist in Northern Ireland.

The President responded to Mr Maguire's question as follows. The President stated that he did not think that Council had lost the respect of pharmacists and he had not seen any evidence to suggest that was the case. He stressed that he had stated that Council's approach was intended to be Right Touch not light touch. There is a difference. One of Council's first actions was to push back the date of payment of retention fees. Many pharmacists personally thanked me for this. We received the same reaction from many pharmacists for pushing back the submission date for CPD. Council thought long and hard about the Pre-Registration examination and was unanimous that it was the right thing to do give students more time and to hold the examination in such a way that it was safe and accessible. We achieved that. The results of the examination showed that the examination was a success. Other regulators are envious of what we achieved in Northern Ireland in that respect. Council deliberated over three Council meetings about all these matters and was unanimous in its decisions and I have seen no evidence that it engendered a loss of respect in the pharmacy sector.

*Stephen Slaine*

My reason for coming to the AGM was to put across the same point as Terry and to make Council aware of the strength of feeling regarding CPD. Also, in relation to the Pre-Registration year, within the community pharmacy network I am well connected through Whatsapp groups. I was involved in Project Echo very early on. I always leave my CPD until the first Monday in May to write up. I already

have my CPD done for this year and know that the amount of CPD required has been reduced for this CPD year. However, I know that with the pressures we are facing, I will not be able to write up my CPD until next year. I want to make Council aware that pharmacists, particularly community pharmacists, have had a very difficult year. There was a surge in March, April and May and after a short respite the surge is starting again. The anxiety levels within community pharmacy are rising again. During the summer months, whenever we learned that our deadline was the end of August, we had to figure out when we could write up our CPD. That was the problem that everyone faced. So, it did colour how many community pharmacists perceived the Right Touch CPD. I personally would have preferred a deadline of the end of September as it might not have ruined my summer holidays as it did. I felt it was important to put this to Council.

The President thanked Stephen for his comments. He noted that Council flagged up the delay in CPD submission well before the summer. In early summer, we confirmed the date. As regards the pre-reg examination, I personally received 17 complaints. One notable thing about those 17 complaints was that the 17 letters were identical to the extent that some students were signing letters that they clearly had not written and that were entrapping them into telling untruths. I have not seen evidence that the postponement of the pre-reg examination engendered a loss of respect in community pharmacy. The pre-reg students, to their credit, took the extra time and performed extremely well in that examination. The Ulster University and Methodist College, where we convened the examination, were amazed at the lengths that we had gone to ensure that those students could have safe access and egress to the venues and be safe while they sat their examination. The whole thing went extremely well and I am very proud of our team in what they achieved. I am not aware of a groundswell of complaints amongst pre-reg students and we gave people more time and it worked.

The CEO thanked Terry and Stephen for their questions. He noted that he and staff absolutely endorse the President's comments and would wish to pay tribute to the professional for the way in which it kept things going at a time when normal was no longer normal. We are part of a much larger regulatory network. There are 13 regulatory bodies across the UK and we have been exchanging, on a monthly or more frequent basis, notes and activities about how we are collectively and individually responding to the Covid situation and how we are dealing, for example, with our registrants.

Turning to CPD, the norm amongst the regulators has been a postponement of different lengths. When Council was considering what to do in March, it recognised that the actual amount of CPD that needs to be done is 30 hours. Three-quarters of the year, by then, had elapsed meaning that on a pro rata basis there were still 7.5 hours of CPD still to do, part of which was 5 hours writing up time. They decided to extend the CPD year by 3 months. At the Council meeting, Council considered several options and then decided, after much deliberation, that a postponement was a proportionate response.

One of the regulator's functions is to ensure that the public have confidence in the profession and Council recognised that it was its duty to show, at a time when it was never more important to be learning, recording that learning and ensuring that the learning was transferrable, that sufficient time was allowed.

All three jurisdictions on these islands hold registration examinations and have not changed that at all. The GPhC are investing considerably in an online platform. I would like again to pay tribute to our staff who mobilised five venues at a time when most venues were closed. We did extensive risk assessments and went to extensive lengths to ensure that people were safe and we provided the time and the space for students to prepare for that exam. The fact that not all of the students passed the exam is disappointing although perhaps illustrative of the fact that the exam was needed. The fact that very many students passed the exam around the usual percentage is testament to the fact that, despite everything including gaps in training, students were able to continue to learn and demonstrate that they had done that learning.

We were without our Registrar for a while and I was fulfilling that role. I had a significant amount of contact with people who were involved with pre-reg students, tutors and others throughout the height of the pandemic and it was quite clear that students were going to need time and space. It was quite clear that training was being interrupted and I took a very pragmatic view as to how we would deal with that and how we would deal with the recognise training.

Thank you for your feedback. It is helpful to hear your thoughts and I hope we have gone some way tonight to explain why the decisions that were taken were taken.

Kate McClelland expressed her hope that pharmacy technicians would eventually be registered, hopefully before her retirement. She noted that the NICPLD website is advertising a pharmacy technician independent prescriber course starting in September. However, they will not be registered or regulated despite being prescribers.

The President noted his appreciation that she had always kept this item on the agenda and advised that, if PSNI could make the regulations the following day, it would. However, he advised that the organisation has met regularly with the CPO and that, at the July meeting, there was a positive stance being taken by the Department. He assured the meeting that the Society continues to work incessantly in an attempt to push this forward.

Kate McClelland also voiced support for Terry Maguire and Stephen from her involvement with the Forum. There is a very high level of stress amongst the younger pharmacists and anything that the Society does to increase that stress is unnecessary.

Mark Neale advised that at the recent NICON conference, Colin Adair made a presentation and he mentioned that the regulation of pharmacy technicians was now very firmly on the agenda.

## 7. Address by the Chair of Pharmacy Forum NI – Sheelin McKeagney

As Chair of the Pharmacy Forum NI Board, I am pleased to present the Annual Report of Pharmacy Forum NI.

This has been an unusual 12 months for all, not least pharmacy, with Coronavirus making 2020 like no other and becoming a double-edged sword for our profession.

Given the place of pharmacy within the healthcare system, the Covid-19 pandemic has placed an already stretched service under unprecedented pressure. Pharmacies across Northern Ireland stepped up and adapted at every turn throughout this journey to continually provide for and protect patient safety. This in turn has seen a more positive development, that being an increase in profile for the profession and a greater awareness for the role we play in healthcare.

Likewise, the Forum, has had to reprioritise and adjust activity...So I would like to thank my colleagues on the Board, the Committees and the Special Interest Groups for their continued commitment in the current environment, which is vital in ensuring that the leadership body continues to be robust and to provide an effective voice for pharmacists in Northern Ireland.

I would particularly like to congratulate Eamon O'Donnell who has become the new Vice-Chair of the Forum and is leading a new special interest group that is taking forward equality, inclusion and diversity in the profession, an agenda which was highlighted in the media this year.

In addition, I would like to pay tribute to Board member Raymond Anderson, who has been instrumental in ensuring we are keeping on top of the implications related to Brexit for NI pharmacy.

I also wish to thank the staff members of the Pharmacy Forum NI who have continued to work hard to implement and deliver the Forum's Corporate Objectives.

### **Corporate Plan 2017-2020**

The Forum has continued to implement its 3-year Corporate Plan (2017-2020), which prioritises activity under 5 key work strands: Leadership, Excellence, Development, Technology and Support.

The Corporate Plan is supported by a work plan which details activity under each of these work strands and their supporting strategies.

#### **Leadership**

- Following last year's Board member elections, governance training has been completed and a full governance review - including a modernisation of the Governance Handbook in line with current good practice - is nearing completion with implementation planned for autumn 2020.

- As a result of the pandemic, we have taken part in government consultations around emergency legislation and have worked with key stakeholders to futureproof the profession in the face of similar outbreaks. I am particularly proud of the Board's backing for a new health and wellbeing support service made available to all pharmacy frontline workers dealing with the new pressures caused by the pandemic, demonstrating the priority we place on the care of our colleagues. Alongside, the Pharmacist Advice and Support Service (PASS) remains a solid source of assistance for those in our network during times of need.
- The Forum, along with a range of pharmacy stakeholders, has been part of the pharmacy workforce review which aims to inform HSC workforce development needs for the period 2019-2029. An implementation plan is under development and will have far-reaching implications for the future of the profession, including most notably the reform of initial education and training and development of a foundation programme for pre-registration and early career pharmacists. The Forum is already participating in the UK-wide Education Group and Oversight Board (EGOB) and related working groups. This work will continue to be a priority area next year with Covid-19 highlighting the urgent need for prescribing ready pharmacists and the four CPOs requesting an acceleration in the pace of reform.
- Related to our work on the Pharmacy Workforce Review Board, one of the main areas of focus this year was the delivery of a substantial DoH-funded project, Pharmacy Futures NI, to help attract, recruit and retain pharmacists and pharmacy staff in all sectors in Northern Ireland. This campaign launch was scheduled for April 2020 but postponed due to Covid and is now rescheduled this autumn.
- In 2019/20, the Forum undertook a range of policy advocacy work and responded to consultations, presenting the views of pharmacists on key issues impacting the profession.
- With regard to Brexit, we are continuing to talk to the Department of Health and other stakeholders about how it might affect the pharmacy profession in Northern Ireland, in particular on safeguarding the continued supply of medicines to pharmacies and their patients when the UK exits the EU. With the UK leaving the European Medicines Verification System (EMVS) and coming out of the European Hub in 2021, the place of Northern Ireland is left in limbo. Representatives of our Board are engaging with the NI Chief Pharmaceutical Officer and the NPA to seek clarification on how we will operate under the Falsified Medicines Directive (FMD) rules and which hub we will be linked to. In a related vein, we are also keeping a watching brief on the Medicines and Medical Devices Bill.

## **Excellence**

Among the highlights in this strand are:

- The third edition Guide to Support Medication Review in Older People developed by the Northern Ireland Pharmacists working with Older People (NIPOP) Network completed in May 2020. It is aimed at supporting healthcare professionals when carrying out comprehensive reviews of the appropriateness of medicines prescribed for older people.

- In April 2020, the Forum joined an RPS UK-wide short-life working group supporting the development of guidance around new contingency legislation for the supply of controlled drugs during the pandemic to ensure NI differentials were included.

## **Development**

- The Forum continues to deliver online resources and a one-to-one support service where facilitators can support members with their portfolio submission. We delivered eight one-to-one sessions across the year and one group session in February 2020.
- Support for the 2019/20 pre-registration students was dynamically reformatted from the anticipated live calculations tutorial days in March 2020 to a virtual online platform with our expert facilitators. We had excellent uptake with over 70% of students purchasing and participating in the new 3-step calculations programme, consisting of pre-coursework, filmed webinars and zoom tutorials. Of those students who provided feedback, 93% said the course was 'good' or 'very good'.
- In June 2020, the Forum hosted an online information event for pre-registration students entitled 'Refocus & Recharge your Career amid Covid-19'. The event was organised in response to their particularly challenging year characterised by significant changes in the work environment, as well as the postponement and reinstatement of the PSNI registration exam. A panel of key stakeholders, including the Chief Pharmaceutical Officer, participated in a student-led Q&A session and provided reassurance on a range of issues. Over 90 participants joined and the follow-up newsletter to all pre-registration students in Northern Ireland resulted in a further 25 catching up on the event via webinar.
- In March 2020, our Education, Research and Training Committee hosted a workshop entitled 'Preparation for Change to the Common Registration Examination 2021'. Approximately 30 stakeholders including DoH, employers, pre-registration service providers and academia, met to discuss the implications of the forthcoming change to the UK-wide examination and assess current training against what is needed for next year. The collated information was used to successfully lobby key stakeholders for the correct resources to be in place to support the new student intake and tutors in 2021.
- Pharmacy was advanced through the Forum's Trust Funds:
  - The C.W. Young Charitable Trust this year awarded £4,700 to the research project 'Workforce Development in Community Pharmacy: an investigation into the development needs and experiences of Early Career Pharmacists (ECPs) in NI'
  - The Ronnie McMullen Charitable Trust funded travel to the 9th All Ireland Pharmacy Conference for the student with the highest score in the PSNI registration exam.

## Technology

- The Forum continued to make optimum use of new technologies to communicate and interact with our constituents and stakeholders. The Covid-19 pandemic also significantly impacted our way of working and prompted us to incorporate greater use of online meeting space.
- In September 2019, the Board approved a new Integrated Communications Strategy, which emphasises coordinating messages across our communications channels to increase the Forum's profile, influence, and engagement with our target audiences. Due to the impact of Covid-19, elements of this have been achieved through alternative communications platforms and some put on hold until pandemic restrictions are lifted.
- As a means to periodically communicate with and engage our network of nearly 3,000 contacts, we relaunched the Forum newsletter in May 2020. Publication has moved from bi-monthly to monthly in order to better maintain continuity and momentum. The newsletter is now receiving on average a 40% open rate which is well above the 27% industry average. During the peak of the pandemic, our e-newsletters proved a valuable source of information to pharmacists in NI as we were able to signpost key information and disseminate communication on behalf of DoH. These communications achieved an unprecedented 70% open-rate from all pharmacists at peak times.

## Support

Finally – I would like to highlight the work of PASS.

- During 2019/20, PASS continued its work across a range of functions including, providing grants in excess of £1,700 and the provision of 38 counselling sessions (face-to-face and online due to Covid-19), with seven new clients availing of Inspire counselling. Areas that are being dealt with include the relief of financial distress with provision of budgeting and debt advice in parallel and we are seeing the continued trend of younger pharmacists accessing the support service.
- In March 2020, a new online support service – Inspire Support Hub – was launched by our partner, Inspire, aimed at widening support options available as part of Pharmacy Forum NI's existing programme. The hub provides instant access to a range of information and tools tailored specifically to help care for individual wellbeing needs.
- As mentioned in my opening, given the extra pressures that Covid-19 put on the pharmacy sector, the Forum launched a new health and wellbeing support service for all pharmacy frontline workers, between April and September 2020. To raise awareness of the initiative, posters were sent to all pharmacists and pharmacies in Northern Ireland and electronic communications were also issued.
- We continued to promote PASS services among pre-registration students and newly qualified pharmacists. The highlight of this outreach activity was a project ECHO webinar held in February 2020 through the UCA network during which an Inspire counsellor delivered an information session on counselling services and benefits.

The Forum recognises how challenging 2020 has been for pharmacy but a year that should instil a sense of pride in each of us for the part we have played in handling the pandemic.

While undoubtedly much work is still to be done and there are important issues to be addressed, we must also recognise that there has been significant and demonstrable progress for our profession during the past 12 months.

The challenge for us now is to embrace these changes and to continue to strive to provide the highest standards of patient care.

8. Questions to Pharmacy Forum

None.

9. Close of Meeting

Mark Neale thanked all those present for their attendance and participation and again confirmed that, in line with GDPR, the recording of the meeting would be deleted within three months.