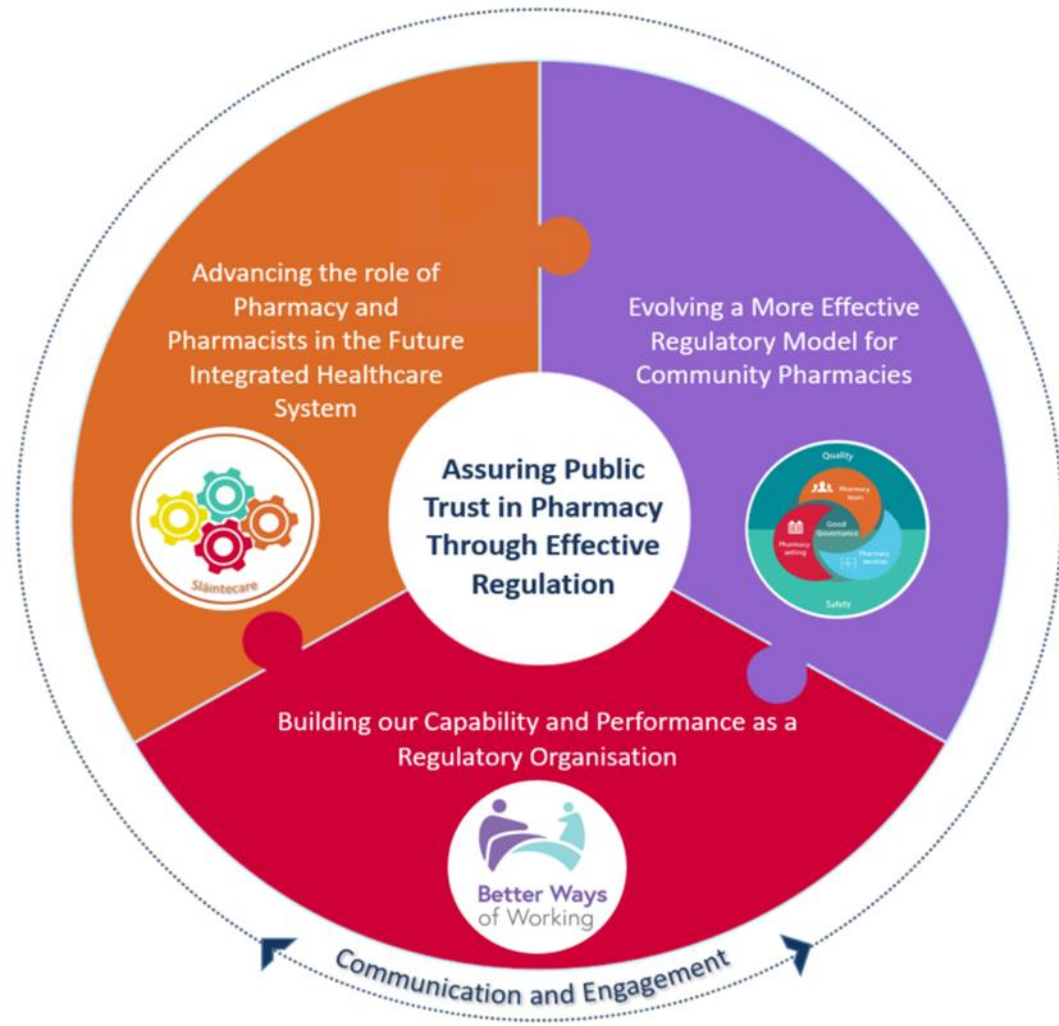


# Report of the Registrar Council Meeting 12.12.2024



## Highlights from the Registrar

### State of the Register survey

The State of the Register Survey 2024 aimed to gather up-to-date information on practising pharmacists in Ireland, following recommendations from the Expert Taskforce Report and Workforce Intelligence Report. The survey, conducted from 4 September to 30 September 2024, sought details on demographics, practice areas, typical counties of practice, registration in other jurisdictions, vaccination/emergency medicine training, and pharmacist staffing. The goal was to enhance data held on the PSI registers and support upcoming changes to practice. The response rate was positive, and the survey report is expected in early 2025. Analysis and modelling are currently ongoing.

### Supporting pharmacist involvement in the ongoing Autumn/Winter 2024/2025 vaccination campaign

On 3 December, the Registrar approved the National Immunisation Office (NIO) training in respect of Comirnaty KP.2 30mcg, as well as the updates to the training on Nuvaxovid XBB.1.5, as training for the purposes of Regulation 4F(b) of the Medicinal Products (Prescription and Control of Supply)(Amendment)(No.7) Regulations 2020 (S.I. No. 698 of 2020)(as amended), for the purposes of facilitating pharmacist vaccinators in supplying and administering these vaccines, as part of the COVID-19 national vaccination programme.

As of 24 November, c 128K COVID-19 booster vaccines and c 291K flu vaccines had been administered by community pharmacies as part of the Autumn/Winter 2024/2025 vaccination campaign. During this period, 1,109 pharmacies have administered a COVID-19 vaccine, and 1,397 pharmacies have administered a flu vaccine.

### Pharmacist Panel

The first year of engagement with the PSI's Pharmacist Panel (103 members) has concluded, and we are grateful for the Panel's contribution to our work. The Panel was initially formed at the end of 2023 following a call for expressions of interest for pharmacists to collaborate with us on the implementation of the Expert Taskforce recommendations in relation to pharmacy practice changes. Since then, members have engaged with us also on the development of guidance and have had the opportunity to participate in the development of the Corporate Strategy this year. Most recently, as part of the review of our communications approach for the drafting of our next Communications Strategy, we held a successful and engaging online workshop with Panel members. The Panel provides us with an additional means of hearing from a range of pharmacists from a variety of roles and backgrounds. We will continue to engage with the Panel across 2025 on a range of topics to inform our work.

### APPEL 4<sup>th</sup> Year MPharm Students

In September, we welcomed two 4<sup>th</sup> year MPharm students who selected PSI to complete their mandatory four-month experiential learning placement. Both students completed work across all

functions of PSI and on various strategic projects. This included experience in inspection, risk-based policy, research, and ethics policy review projects. They also assisted at presentations across the Schools of Pharmacy, delivering insights on their placement experience. Their contribution is very much appreciated, and we have really enjoyed the enthusiasm they have brought to their work in PSI.

## Ongoing Regulatory Work Programmes in 2024

Activity	Outputs	Update
<p>Take steps to ensure PSI is meeting our Public Sector Equality and Human Rights Duty.</p>	<p>Assessment of human rights and equality issues relevant to the functions and purpose of PSI.</p> <p>Action plan to address issues raised in the equality and human rights assessment.</p> <p>Information on developments and achievements regarding equality and human rights issues and actions is included in the Annual Report.</p>	<p>The process of assessing human rights and equality issues related to the functions and purpose of the PSI is now complete.</p> <p>An implementation plan for the duty has been drafted.</p> <p>The final step for PSI is to develop an action plan for 2025.</p>
<p>Development of PSI’s next Corporate Strategy and underpinning Service Plans over the period of the strategy.</p>	<p>Strategy approved by Council by year end with a clear focus on the PSI’s development and future direction.</p>	<p>Since the last Council meeting in October, the draft Corporate Strategy was issued to the Minister for Health for feedback.</p> <p>The final draft Corporate Strategy is tabled for Council’s consideration at their meeting on 12 December.</p>
<p>Advance our actions to contribute to Ireland’s second National Action Plan on Antimicrobial Resistance 2021-2025 (known as iNAP2) to address antimicrobial resistance (AMR) and help advance Ireland’s response to AMR by improving awareness and knowledge of AMR amongst the pharmacy profession, including</p>	<p>Participation of pharmacists in continuing professional development (CPD) and education on AMR, infection prevention and control (IPC) and antimicrobial stewardship (AMS) is encouraged by the promotion of resources and increased awareness of the importance of these areas for practice.</p>	<p>The PSI has obligations to take a number of actions under iNAP2, which is the second national action plan to combat antimicrobial resistance across both human and animal health.</p> <p>In November, PSI highlighted European Antibiotics Awareness Day and World AMR Awareness Week on our social media channels.</p>

<p>pharmacy students, to ensure that it is an integral part of the delivery of pharmacy services.</p>		<p>In our October newsletter, we also highlighted how pharmacists could participate in highlighting antimicrobial resistance in their pharmacy during November, including signposting to resources available from the HSE, WHO, and ECDC.</p>
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## Communication & Stakeholder Engagement Updates

Overview of meetings attended by the Registrar and PSI staff	
27 September 2024	We attended “The Case for Reform in Fitness to Practise Matters” Conference, which was jointly hosted by PSI, the Nursing and Midwifery Board of Ireland, CORU, the Veterinary Council and the Medical Council of Ireland.
1 October 2024	Members of the Professional Standards Team delivered a presentation on the Review of the Continuing Professional Development (CPD) Model for Pharmacists at the Quality and Qualifications Ireland (QQI) online ‘Finding Common Ground’ Event.
October – November 2024	We attended a meeting of the Medicines Criticality Assessment Group (MCAG) to discuss critical medicines shortages.
10-11 October 2024	We attended the ACESA conference on Delivering for Ireland’s Future.
14 October 2024	We met with the Department of Health to discuss the validation of pharmacy software systems.
15 October 2024	We attended a bi-annual meeting with the Health Products Regulatory Authority (HPRA) to discuss topics of mutual interest and relevance.
17 October 2024	We held our fourth quarterly operations meeting of the year with the Irish Institute of Pharmacy (IIOP).
17 October & 28 November 2024	We attended meetings of the Pharmacy eHealth Group.
October & November 2024	We continued our engagement with pharmacy students by presenting to them on the role and functions of PSI across 1 <sup>st</sup> , 3 <sup>rd</sup> and 5 <sup>th</sup> year in the three Schools of Pharmacy. Further presentations are scheduled for Q1 of 2025.
September-December 2024	We continue to attend fortnightly meetings of the National COVID-19 Vaccination Programme Pharmacy Workstream Working Group.
21 October 2024	We attended a meeting with colleagues from the National ePrescribing Project to discuss progress and regulatory considerations arising from this initiative.
22 October & 7 November 2024	Members of the PSI EDI Working Group attended meetings with Values Lab to progress the assessment of the PSI’s obligations under the Irish Human Rights and Equality Commission’s Public Service Duty.

22 October 2024 & 3 December 2024	We attended meetings of the International Pharmaceutical Federation (FIP) Regulators Advisory Group, which the PSI was invited to join in September of this year.
23 October 2024	We met with the NCSC to discuss NIS2 and the obligations of competent authorities.
30 October 2024	Members of the Health, Safety and Sustainability Committee met with the SEAI Partnership Manager to discuss progress against the Climate Action Roadmap.
November 2024	We held a first-time accreditation visit at the University of Galway. This accreditation application was made following the successful response by the University of Galway to the call for increased capacity in training Pharmacists published by the Higher Education Authority (HEA) in November 2022.
5 November 2024	We attended the launch of CAREhub, the Medical Council's independent mental health support for those engaging with its regulatory processes.
7 November 2024	We met with the IOP as part of the development of the draft IOP Annual Work Plan 2025.
8 November 2024	We met with the Health Service Executive (HSE) National Cancer Control Programme (NCCP) as part of the development of the draft IOP Annual Work Plan 2025.
11 November 2024	We attended a meeting with the IMVO, DoH, and HPRA to discuss the FMD aspects of the Windsor Framework.
12 November 2024	We met with the Medicines, Controlled Drugs and Pharmacy Legislation Unit of the Department of Health as part of the development of the draft IOP Annual Work Plan 2025.
12 November 2024	We attended the Controlled Drugs National Group, led by the Care Quality Commission. This group is comprised of key regulators and agencies across Ireland and the UK with a remit for controlled drugs.
13 November 2024	Colleagues from the PSI attended a meeting of the Department of Health of the Regulator Forum, which comprises all the health and social care regulators in Ireland.
14 November 2024	Representatives from the PSI attended a meeting of the Pharmacy Expansion Implementation Oversight Group, tasked with the

	implementation of the recommendations contained within the final report of the Expert Taskforce.
14 November 2024	We met with the Health Service Executive (HSE) National Office for Suicide Prevention as part of the development of the draft IOP Annual Work Plan for 2025.
14 November 2024	We attended a meeting of the National Competent Authority (NCA) forum supported by the NCSC.
19 November 2024	We met with the Hospital Pharmacists Association of Ireland (HPAI) to discuss matters of mutual interest and relevance.
22 November 2024	We met with colleagues from the National Medicinal Product Catalogue project team to discuss progress and potential regulatory implications arising from this project.
22 November 2024	We attended an information briefing session on the new HSE Patient App.
26 & 27 November 2024	We attended the biannual meeting of EDQM's Committee of Experts on Quality and Safety Standards in Pharmaceutical Practices and Pharmaceutical Care (CD-P-PH/PC) to hear about the changes in pharmacy practices in countries throughout Europe.
28 November 2024	We attended the National Data Infrastructure Conference - <i>Towards Data as a National Resource</i> , which focused on the role of data standards, data skills and data services and their role as enablers in the development and evaluation of policy.
29 November 2024	We attended the first All-Island Medication Safety Conference at Dublin Castle.
3 December 2024	We attended the final Governance Meeting of 2024 with the Department of Health.

## Overview of External Communications (3 October - Present)

Date Issued	Communication Type	Target Audience	Subject	Channel
Friday, 20 September	Third-party podcast	Pharmacy, General audience	United Drug UD Talks podcast series: Registrar Joanne Kissane interviewed by host Dr. Denis O'Driscoll on topics including expansion of pharmacy scope, PSI role and current areas of priority.	Podcast on Spotify and Apple (not yet published)
Thursday, 17 October 2024	Newsletter	All registrants, General Audience	PSI Autumn Newsletter 2024: Open Disclosure   Pharmacy services expansion update   Options to engage.	Email, website
Thursday, 24 October 2024	Reminder/guidance	All registrants	Importance of Obtaining and Verifying Consent for Offsite Vaccination Services.	Email, website
Wednesday, 30 October 2024	Update	Pharmaceutical Assistants	Update on the Development of a Continuing Professional Development Model for Pharmaceutical Assistants.	Email
Friday, 1 November 2024	Invitation to online workshop	All Pharmacist Panel members	Invitation to November workshop about PSI communications.	Email
Thursday, 21 November 2024	Survey	All Pharmacist Panel members	Survey for pharmacist panel on PSI communications (to inform next Communications Strategy).	Email
Tuesday, 26 November	Workshop	Subset of Pharmacist Panel	Online workshop for feedback and insight on PSI communications approach.	Online meeting



## Public consultations and other submissions

### **HIQA Corporate Plan 2025–2027**

In September, PSI provided comments to a HIQA stakeholder survey that aimed to gather insights and perspectives from key stakeholders to inform the development of its strategic direction and priorities.

### **Consultation on the Revised Code of Professional Conduct and Ethics for Registered Nurses and Registered Midwives**

In October, the PSI submitted a response to NMBI's public consultation on their draft revised Code of Professional Conduct and Ethics. The revised Code aims to reflect the evolving nature of the nursing and midwifery professions and the significant challenges facing healthcare.

### **Public Consultation Survey on Draft Statement of Strategy 2024–2028**

In October, the PSI submitted a response to the Medical Council's public consultation on their draft Statement of Strategy. The consultation aimed to inform the development of the Medical Council's five-year strategic plan for 2024–2028.

### **IMVO Corporate Strategy 2024–2027**

In November, the PSI provided feedback on the Irish Medicines Verification Organisation's draft Corporate Strategy for 2024–2027. The strategy outlines the IMVO's plans to expand its services while maintaining its core mission of safeguarding patients in Ireland from falsified medicines through the operation of the Irish Medicines Verification System.



## Advancing the Role of Pharmacy and Pharmacists in the Future Integrated Healthcare System

### Key updates

#### Review of the CPD Model for Pharmacists

Work has continued on drafting proposed changes to the Pharmaceutical Society of Ireland (Continuing Professional Development) Rules 2015 (S.I. No. 553 of 2015) and the Pharmaceutical Society of Ireland (Registration) Rules (S.I. No. 494 of 2008)(as amended), to operationalise Council approved changes to the CPD model for pharmacists and for the development and implementation of a CPD model for pharmaceutical assistants.

During August, we shared earlier drafts of the rules with a number of key stakeholders, including the Irish Institute of Pharmacy (IIOP), the Irish Pharmacy Union (IPU), the Hospital Pharmacists Association of Ireland (HPAI), a practising pharmacist representative from the PSI CPD Review Working Group and the Pharmaceutical Assistants Association. We also held engagement meetings with these key stakeholders to discuss their feedback on the draft rules. The purpose of this exercise was to identify any substantive feedback that key stakeholders may have on the draft rules and to incorporate this into the draft rules, where appropriate, in advance of a wider public consultation.

The draft rules, together with the feedback received from key stakeholders, were discussed, and considered by the Regulatory and Professional Policy Committee at its meeting of 12 September. Following further engagement with our legal drafter and subsequent redrafting, the current drafts of the rules were approved by the Committee at its meeting of 28 November and are before Council for consideration and approval for public consultation at its meeting of 12 December.

#### State of the Register Survey 2024

With the recent recommendations in the Expert Taskforce Report and Workforce Intelligence Report, including an expanded scope of practice for pharmacy, it is more important than ever that up-to-date information is available for pharmacy in Ireland in support of changes that will ultimately benefit patients and the health system.

To facilitate this, we asked registered pharmacists to contribute to a survey to enhance understanding about the number of practising pharmacists on the register and their area(s) of practice to better assess the picture of pharmacy both in Ireland and for the pharmacist workforce as part of the wider EU health system.

This survey sought information to enhance the data we hold on the PSI registers, including additional information on:

- Demographics
- Practice area(s)
- Typical county(ies) of practice
- Registration in other jurisdictions
- Vaccination/Emergency Medicine training
- Pharmacist and pharmacy team staffing

The survey was emailed to all registered pharmacists on 4 September 2024 and closed on 30 September 2024. The response rate has been positive. Analysis and modelling are currently ongoing, and we hope to share the survey report in early 2025.

### **Pharmacy Workforce Working Group**

The Pharmacy Workforce Working Group will have its fourth and final meeting of the year on 19 December. A survey was sent to group members to review the group's actions and progress in its first year. A summary/progress report of the group's recommended actions will be available in early 2025.

### **Expert Taskforce to support the expansion of the role of pharmacy in Ireland**

As Council will be aware, the Minister for Health established the [Community Pharmacy Expansion Implementation Oversight Group](#) (IOG) to oversee the introduction of a common conditions service in community pharmacies, including contraceptive prescribing by pharmacists to extend or continue a prescription for contraception.

The Department of Health chairs the Implementation Oversight Group. Members include PSI, HSE, HPRA, IPU, practising pharmacists, and a patient and public advocate.

The IOG has identified six workstreams that it will oversee. The PSI contributes to several of these workstreams and is leading the second workstream, 'Education and training for pharmacists and regulatory matters,' which will see the delivery of necessary training and development. We are also considering additional regulatory matters that may be required to ensure a safe and effective service.

### **Empowering Pharmacists to Extend Prescriptions (Phase 1 update)**

In our October newsletter, we reminded pharmacists of legislative changes enacted on 1 March 2024 that enable prescribers to issue prescriptions with a legal validity of up to 12 months if deemed clinically appropriate and enable pharmacists to extend and dispense certain prescriptions from six months up to a maximum of twelve months where in their professional judgement it is safe and appropriate. In addition to several supports developed by PSI to assist pharmacists with this change, the IIOP developed training and resources, including a webinar and three online workshops.

## Evolving a More Effective Regulatory Model for Community Pharmacies



### Key updates

#### Stakeholder Engagement in patient safety and quality initiatives

Draft guidance and proposed amendments to the Regulation of Retail Pharmacy Business Regulations to facilitate a delineated pharmacy model were considered by PSI Council on 25 April. Council approved the submission of the proposed legislative amendments to the Department of Health for their consideration, and we await the Department's feedback and final approval.

PSI is now in the process of reviewing the required amendments to the Pharmaceutical Society of Ireland (Retail Pharmacy Businesses) (Registration) Rules 2008 (S.I. No. 495/2008) that are required to facilitate a delineated model. A principles-based guidance document that will provide support for practitioners implementing this model is also being considered.

We will be issuing our second 'Learning from Inspection' communication from the PSI Quality and Safety Team to registrants in the coming weeks, providing an overview of inspection findings from June to December 2024. Findings from inspections conducted from January to June 2024 are published on the [PSI website](#). This initiative aims to uphold the delivery of safe and quality services to patients and the public from pharmacies by highlighting areas of concern and opportunities for improvement identified by PSI Quality Assessors.

#### Falsified Medicines Directive (FMD) update

Steady progress is being made with scanning and decommissioning rates in Ireland. We have been engaging with the Irish Medicines Verification Organisation (IMVO), Department of Health, and Health Products Regulatory Authority (HPRA) to discuss the FMD aspects of the Windsor Framework. Guidance on how to manage UK packs from 1 January 2025 has been agreed upon. Our website now includes updated information about the Windsor Framework, and we have raised awareness on this topic during our FMD-themed inspections.

#### Advancing reform of the Pharmacy Act update

Since 2018, the PSI has been engaging with the Department of Health on advancing reform of the Pharmacy Act 2007. As part of this engagement, a position paper outlining the key challenges and weaknesses in the Act was developed and submitted to the Department in 2022.

In November of this year, following more recent discussions with the Department of Health, the PSI submitted an action plan to the Department that identifies a subset of high priority proposed legislative changes outlined in our position paper that are at a relatively low level of complexity, and we believe could be actioned within a short timeframe.

The proposed changes that are being sought in the short term relate to the Fitness to Practise process, including the role of the PSI Council in the process, along with a request to provide powers to the PSI to introduce outcomes-focussed regulatory standards.



## Building our Capability and Performance as a Regulatory Organisation

### Key updates

#### Business Transformation Project

Having successfully delivered Phase 2 of the Business Transformation Project in August 2024 (which introduced functionality for the public to submit Complaints, Concerns, and Queries), the focus has shifted to concluding detailed requirements for Phase 3. This phase relates to Pharmacy Compliance and Quality Assessment. Functionality will be developed to include:

- Scheduling and notification of pharmacy inspections and investigations
- Recording of inspections/investigations files and reports
- Downstream reporting.

We will progress through the relevant governance approval stages before finalising the scope, schedule, and budget for Phase 3. We intend to commence development with our technology partners in Q1 2025.

#### Strategic HR Update

##### Workforce Planning and Recruitment

We continue to focus on workforce planning and recruitment. We have recently completed recruitment for:

- People and Organisational Development Manager (Assistant Principal Officer Grade – Permanent)
- Acting Head of Practitioner Assurance (Chief I Pharmacist, Fixed Term Contract)

We are currently progressing with the recruitment of:

- Regulatory Executive (Executive Officer, Permanent)
- Finance and Support Services Executive (Executive Officer, Permanent)
- Acting Fitness-to-Practice and Legal Affairs Manager (Advisory Counsel Grade III, Fixed Term Contract)
- ICT Support Administrator (Executive Officer, Permanent)
- Inspector (Authorised Officer) (Engineer II, Fixed Term Contract)
- Investigations Officer (Engineer II, Permanent)

- Advanced Practice Manager (Assistant Principal Officer, Fixed Term Contract)

The following posts are sanctioned, and recruitment will commence shortly:

- HR Officer (HEO, Permanent)
- Advanced Practice Co-Ordinator (HEO, Fixed Term Contract)
- Business Support Services Assistant (Clerical Officer, Permanent)
- Authorised Officer (Engineer II, Permanent)

## Learning and Organisational Development

### Training and Development Programmes

The following training has been completed recently:

- **Pension-** Awareness training was provided to all staff by Lane, Clarke Peacock, the PSI's pension consultants. This training covered both public service pension schemes.
- **Procurement-** Awareness training was facilitated by Ross McCarthy of Keystone Procurement, the PSI's procurement consultants. The training covered the tender process from start to finish with advice on getting the best return on the process.
- **FOI and Data Protection Training:** AllOne Corporate Solutions Ltd. facilitated awareness training on Freedom of Information and Data Protection.
- **Menopause Training** – In line with the recently launched Menopause Policy, training was facilitated for all staff by Loretta Dignam of the Menopause Hub. Further training will be facilitated for line managers and the HR team in January 2025.

## ICT Update

### ICT Strategy

The procurement process has started to replace the existing Council iPads with a cloud-based document management solution. The new system, while maintaining high-security levels, will seek to streamline our meeting processes and improve overall efficiency. It will also allow Council members to use their own devices to access documents for Council meetings. This will then be expanded for use with all other groups that include non-PSI staff, which will give a consistent approach across all teams.

The ICT team also worked closely with the Finance team to add a module to the Finance System for invoice approvals. This will help enhance the efficiency and accuracy of the accounts payable system and have other key benefits such as improved control, enhanced vendor relationships, visibility, and transparency.

## Cybersecurity

We provided a cyber security update to the Performance and Resources Committee at its last meeting. This included an update on our latest vulnerability and penetration tests and showed the progress and completion of the mitigations for the findings. In addition to the existing security measures in place, we continue to work with our vendors to ensure we improve our security on an ongoing basis to keep up with the increasing threats. One such measure was the implementation of a Security Operations Centre service in September. It is processing 120 million logged events per month from our devices, network and applications. The system uses AI to look for any anomalies and flags them for investigation and escalation, which are performed by security analysts and incident responders.

## Climate Action Updates

### Implementation of the 2024 Climate Action Roadmap

Implementation of the 2024 Climate Action Roadmap, as approved by Council in June, is ongoing. Recent progress under each of the mandated categories is as follows:

#### Our People:

- PSI has registered for the public sector Reduce Your Use campaign 2024-2025, as committed to under the 2024 Roadmap. This campaign involves a review of energy management and a commitment to increase energy savings, and improved staff awareness of energy initiatives.
- Climate Action Leadership training is ongoing for members of the Wider Management Team and Executive Leadership Team, with the deadline extended to December 2024.

#### Our Targets:

- A monthly manual meter reading process has been introduced, and an SOP has been developed in collaboration with Apleona to ensure consistent readings and ongoing review of utility use.
- A solar panel suitability assessment was carried out.

#### Our Ways of Working:

- PSI completed its obligation to report to SEAI via the Monitoring and Reporting System (M&R2030) by the deadline of 15 November.
- A training session on procurement was delivered to all staff by Keystone Procurement at the anchor day in October. The session included a section on where green public procurement criteria should be included in procurement activities.

#### Our Buildings and Vehicles:

- A Display Energy Certificate assessment is being scheduled for PSI House.



- The closure of PSI House has been confirmed over the Christmas and New Year periods to reduce energy use during a period of low staff attendance on site. PSI staff will work remotely over the Christmas period.

We are ensuring continuous review of our approach to climate action within PSI and are incorporating any recommendations for process improvements resulting from the recent Environmental Impact Audit, carried out by the PSI's Internal Auditors, which examined our work on climate action and sustainability, which was considered by the Audit and Risk Committee at its last meeting.

We have also become a member organisation of the SEAI Energy Decarbonisation Partnership Programme. Four members of the Health, Safety and Sustainability Committee met with our new Partnership Support Manager, appointed under the Programme, to complete an assessment against critical success factors and identify opportunities for further support and action.

## Procurement activity update for contract values in excess of €25k:

Service/Goods to be Procured	Current Status
Establishment of a panel of Legal Assessors & Mediators	Evaluation of submissions completed under stage one and an invitation to submit proposals under the second stage scheduled to be issued in Dec 2024
TCQR route - provider of examination for new TCQR route (plus additional wash out of previous route to be scoped for equivalence exam)	<p>Following ongoing discussions with our external procurement experts, tender documents are being progressed to establish a Dynamic Purchasing System (DPS) for the examinations under the new TCQR route. A preliminary market consultation is also in progress with a view to identifying possible new providers and increasing market awareness.</p> <p>Until such time, in accordance with advice received, PSI awarded further services under the current Framework Agreement (FWA) with UCC to provide for the remaining requirement of Third Country Recognition (TCQR) Equivalence Examinations under the previous route.</p>
Registration-related printing and fulfilment services (e.g. registration certificates) and other non-standard print needs. Scope has expanded due to revenue printing no longer available and also Design requirements.	Tender evaluation complete with the assistance of OGP and contracting with winning tenderer ongoing with a view to completing in December 2024.
IIOP	The closing date for the submission of tenders was 10th September 2024. Tender evaluation and clarifications are ongoing.
Facilities management	Tender specification and documents in development with the assistance of procurement advisors.
Review of Target Operating Model and Organisation Structure & Strategic Workforce plan	Procurement complete and contract signed 22 November 2024.
Digital Skills Training	RFT developed and under review with the aim to be circulated Qtr. 4.
External Auditing	Tender docs published 19 November 2024 using self-serve option on OGP's FWA. Closing date 10 December 2024.
Council Document Management System	RFT developed and under review with aim to be circulated Qtr. 4.

## Appendix 1 – Statistical Summary

### Complaints and Fitness to Practise (as of 29 November 2024)

<b>Complaints for Screening Committee (Preliminary Proceedings Committee – PPC)</b>	<b>Total year-to-date</b>	<b>2023 year-to-date equivalent</b>
New complaints received year-to-date	67	65
New complaints received since last report date	17	10
Open, active complaints*	63	39
Complaints considered by PPC since last report date **	12	10

\* This figure may include complaints received prior to 2024 which are still being processed

\*\*These complaints were heard over 2 meetings. None met the KPI of the PPC decision within six months from the date of receipt of the complaint to the date of the final PPC decision.

### Fitness to Practise

<b>Inquiries</b>	<b>Total year-to-date</b>	<b>2023 year-to-date equivalent</b>
Heard or commenced year-to-date *	19	17
Heard or commenced since the last report	3	3
Complaints being investigated/prepared for hearing	39	38

\* 53% meet the KPI of the inquiry being heard within 18 months from the date of referral by the PPC to a Committee of Inquiry. 14 took place before the PCC & 5 took place before the HC.

<b>Mediation</b>	<b>Total year to date</b>	<b>2023 year to date equivalent</b>
Referrals to mediation since the last report	0	1
Referrals pending mediation	0	1
Held year-to-date	0	0

<b>Sanction Hearings/ Undertakings/Dismissals/Applications before Council*</b>	<b>Total year to date</b>	<b>2023 year to date equivalent</b>
Heard since the last report, *	7	6
Heard year to date*	24	15
Reports being prepared for Council	5	9

**\*per respondent**

<b>High Court Sanction Confirmation Hearings</b>	<b>Total year to date</b>	<b>2023 year to date equivalent</b>
Heard year-to-date	9	3
Cases being prepared for High Court confirmation	2	2

<b>Appeals</b>	<b>Total year to date</b>	<b>2023 year to date equivalent</b>
Heard year-to-date	0	0
Cases being prepared for High Court appeal	0	0
Judgment awaited	1	1

<b>Call-overs</b>	<b>Total year to date</b>	<b>2023 year to date equivalent</b>
Callovers heard year to date:		
1. Professional Conduct Committee	3	3
2. Health Committee	3	3
Held since last report date.		
1. Professional Conduct Committee	0	1
2. Health Committee	0	1

The next PCC and HC Callovers are scheduled for 5 December 2024

<b>Interim Suspension Applications</b>	<b>Total year to date</b>	<b>2023 year to date equivalent</b>
Applications heard by Council year to date	0	1

<b>Prosecutions</b>	<b>Total year to date</b>	<b>2023 year to date equivalent</b>
Cases being prepared for District Court Prosecution	0	1

## Professional Registration

<b>Route/Application Type - Qualification Recognition</b>	<b>Total year-to-date as at 29/11/2024</b>	<b>2023 year-to-date equivalent</b>
Third Country Qualification Recognition (TCQR) – excluding UK	146	141
<b>Route/Application Type - Registration</b>	<b>Total year to date (as at 29/11/2024)</b>	<b>2023 year-to-date equivalent</b>
National Route	166	181
EU Route	117	160
Non-National Route (Third Country) – UK only	70	103
Non-National Route (Third Country) (excl. UK)	43	25
European Professional Card – Establishment of Service (Qualification Recognition)	9	8
European Professional Card – Temporary & Occasional Provision of Service	0	0
Voluntary Cancellations from Register	141	103
Involuntary Cancellations from Register	29	24
Restorations to Register following Voluntary Cancellation	14	12
Restorations to Register following Involuntary Cancellation	4	4
Certificates of Current Professional Status issued	80	59
IMI Alerts (Internal Market Information) issued by PSI	5	3

## Retail Pharmacy Businesses

Registration of Retail Pharmacy Businesses		Total year-to-date (as at 29/11/2024)	2023 year-to-date equivalent
Number of Registered Retail Pharmacy Businesses		1986	1984
Retail Pharmacy Business Openings by Type	New Opening	16	31
	Permanent Relocation	7	4
	Change of Ownership	51	84
Retail Pharmacy Business Cancellations by Type	Voluntary Cancellation – Closure	14	25
	Voluntary Cancellation – Permanent Relocation	8	7
	Voluntary Cancellation – Change of Ownership	51	83
	Involuntary Cancellation	0	1
	Supervising pharmacist changes:	347	494
	Superintendent Pharmacist changes:	96	83

Internet Supply	Total year-to-date	2023 year-to-date equivalent
Number of Pharmacies on Part A	136	143
Number of Non-Pharmacies on Part B	209	144

## Regulation of Retail Pharmacy Businesses

Pharmacy Inspections	Total year to date (as of 03 December 2024)	PSI 2024 Service Plan Pharmacy Inspection Key Performance Indicator (KPI)	2023 year-to-date equivalent
Total number of on-site Pharmacy inspection visits to date*.	348	200	135
Total number of registration-related inspections to date.	18	25	31**
Number of pharmacy re-inspections – including re-inspections following Registrar’s decision under Section 71(1)(d) to date.	2	0	3

\*This figure does not include onsite registration-related inspections.

\*\*This figure includes 18 onsite inspections and 13 virtual inspections.

## Concerns (as of 29 November 2024)

	Total year to date	2023 year-to-date equivalent
New concerns received	94	134
New concerns received since last report date	28	21
Concerns reviewed since the last report date	27	25
Open concerns	4	15



### Investigation Activity (Inspection & Enforcement) year-to-date

No. of investigations open	No. of investigations initiated since the last Council meeting	No. of investigations closed since the last Council meeting
16	0	2
Investigation Activity 2024 (Section 67) – e.g., <i>Interviews / Statements / Pharmacy Visits / Professional Witness</i>		17

### Investigation Activity (Inspection & Enforcement) 2023 year-to-date equivalent

No. of investigations open	No. of investigations initiated since the last Council meeting	No. of investigations closed since the last Council meeting
17	2	1
Investigation Activity 2023 (Section 67) – e.g., <i>Interviews / Statements / Pharmacy Visits / Professional Witness</i>		15

## Information Governance

### Freedom of Information

No. of FOI requests received year to date	Granted/Part Granted	Handled outside of FOI*	Refused	Currently being processed
19	8	9	2	0

\*reasons including records publicly available/PSI did not hold records/FOIs did not progress/3<sup>rd</sup> party consultation

### Data Protection

No. of Subject Access Requests received year to date	Granted		Refused	
5	5		0	
No. of Data Breaches year to date	Reported to the Data Protection Commissioner (DPC)		Not meeting the threshold for reporting to DPC	
1	1		0	
Data Transfer Requests year to date	Category: Research Purposes	Category: Patient Safety Alert/Product Recall	Category: IIOB	Category: Compliance Check
31	14	2	13	2