



AN RIALTÓIR CÓGAISÍOCHTA  
THE PHARMACY REGULATOR

# PSI Inspection Policy Project

## Report on Focus Group Meetings: Self-Audit for Pharmacies

August 2015

## 1. Background: Focus Group Meetings

To assist the PSI and the Project Team in the design and development of a self-audit tool for pharmacies, pharmacists and pharmacy owners were invited to participate in focus group meetings.

On 23<sup>rd</sup> June 2015, a call for expressions of interest was sent by email for participants in these focus group meetings on the development and design of a self-audit tool for pharmacies.

Expressions of interest were received, and on the basis of the locations of the respondents, 5 locations were selected for the focus group meetings. The dates / locations for all meetings were circulated to all registered pharmacists and pharmacy owners, and registration for these meetings invited.

Participants in the focus group meetings had the opportunity to input into the design and development of the self-audit tool for pharmacies, by providing opinions on the self-audit and providing feedback of their experience of self-audits within their practice, while the Project Team had the opportunity to engage with pharmacists.

## 2. Focus Group Meetings

Five focus group meetings were conducted over a 10 day period, at five locations around the country:

	<b>Date</b>	<b>Location</b>	<b>Number of Participants</b>
<b>1</b>	Monday, 27 July 2015	PSI House, Fenian St, <b>Dublin 2</b>	15
<b>2</b>	Tuesday, 28 July 2015	Clayton Hotel (formerly Silver Springs), <b>Cork</b>	15
<b>3</b>	Wednesday, 29 July 2015	Castletroy Park Hotel, <b>Limerick</b>	7
<b>4</b>	Thursday, 30 July 2015	Clarion Hotel, <b>Sligo</b>	6
<b>5</b>	Wednesday, 5 August 2015	Hodson Bay Hotel, <b>Athlone</b>	6

### 3. Participants

A total of 49 participants attended the five focus group meetings around the country.

All participants were pharmacists, and the group included superintendent pharmacists, supervising pharmacists and pharmacy owners.

- Total: 49 (0.9% of all registered pharmacists<sup>1</sup>)
- Superintendent Pharmacists: 22 (45%)
- Supervising Pharmacists: 25 (51%)
- Pharmacy Owners: 16 (33%)
  
- Pharmacists 0 – 10 years registered: 20 (41%)
- Pharmacists more than 10 years registered: 29 (59%)

### 4. Focus Group Meeting Format

Each focus group meeting lasted approx. 1.5 – 2 hours and consisted of the following:

- Introduction
- Background Presentation on Inspection Policy Project [Slides available at **Appendix 1**]
- Discussion
- Close

The discussion section focussed on the following areas:

- I. Experience of using self-audit / self-assessment tools
- II. Benefits of using self-audit tools
- III. Limitations of using self-audit tools
- IV. Motivations / encouragements for using self-audit tools
- V. Supports to help in completing self-audit tools
- VI. Areas for inclusion in self-audit tools

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<sup>1</sup> 5445 pharmacists were registered with the PSI on 4<sup>th</sup> August 2015

## 5. Discussion Topics

During the discussion section of the meeting, participants were encouraged to discuss their experiences and thoughts on the use of a self-audit tool within their pharmacy practice.

A record of each discussion was taken by the focus group facilitators to capture the views expressed during the discussion. The following table presents a summary of most frequent categories under which participants made comments:

<b>High Level Discussion Points</b>
Self-Audit should be easy to use / not time consuming
The focus of the self-audit should be on areas effecting patient safety
Emphasis within self-audit should be on: <ul style="list-style-type: none"> <li>(i) improvements made</li> <li>(ii) measures to minimise risk</li> <li>(iii) self-improvement</li> </ul>
It would be helpful to have guidance and/or additional information on the self-audit
Self-audit should be practical and relevant to practice within the pharmacy
Within self-audit, highlight the areas of most importance e.g. traffic light system
Importance and value of peer reviews when completing self-audit
To promote honesty in completing self-audit, pharmacists need to know that there's no consequences to filling out self-audit
Self-audit is useful to prepare for PSI inspections
Suggested use of another format other than 'tick box' format
Self-audit is useful as a management tool for supervising pharmacist / superintendent pharmacist / pharmacy owner
Suggest use of an on-line self-audit
Self-Audit should include a scoring / grading system
PSI needs to provide clarity on standards expected

*Please note that this is not a record of all points raised during the discussion.*

## 6. Feedback

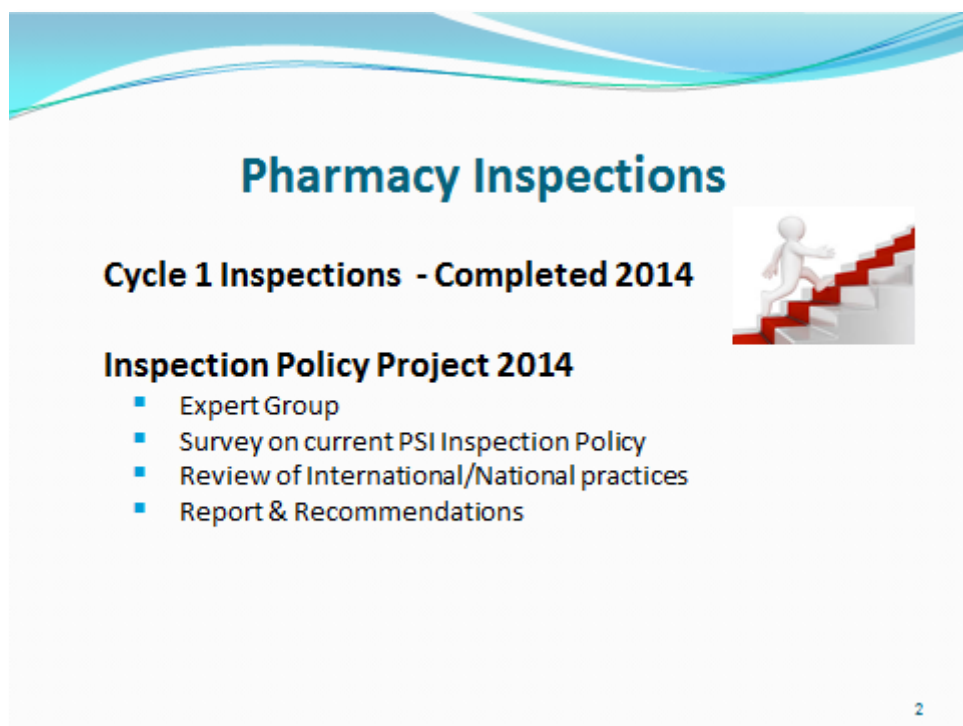
Feedback forms were provided to all participants at the end of each focus group meeting. Three questions were asked:

- i. Do you consider that the format of the focus group meeting was successful and provided an opportunity for interaction?
  - **47/47** respondents (100%) made a positive response

- ii. Do you have any additional comments or feedback on the development of the Self-Audit Tool for pharmacies?
  - **36** additional comments or feedback were received
  
- iii. Are you interested in being involved in other elements of the project as discussed this evening?
  - **41** respondents expressed an interest in being involved in other elements of the project

# **Appendix 1:**

# **Background Presentation**



## Updated Inspection Policy

- **What's New?**
  - ✓ Self Audit for pharmacies
  - ✓ Risk Assessment to determine notice for inspections

## Inspection Policy Project Plan

- **Phase 1: Design and Development**
  - ✓ Self-Audit Tool
  - Risk Profiling / Assessment system
  - Inspection Methodologies and Processes
- **Phase 2: Pilot**
  - Conduct pilot inspections
  - Report on pilot phase
- **Phase 3: Roll Out and Implementation**
  - Finalise processes
  - Communication





The image shows a content slide from the presentation. It has a white background with a light blue wavy graphic at the top. The title 'Self-Audit for Pharmacies' is written in a large, dark blue, bold, sans-serif font. Below the title, there is a bulleted list of points, each starting with a small blue square bullet. The list includes: 'What do we mean by Self-Audit?' with a sub-bullet 'Document to review practises at the pharmacy and manage risks'; 'Purpose' with sub-bullets 'Review and assess current practices', 'Identify potential risks and areas for improvement', 'Action plan to address any deficiencies identified', and 'Continuous record of improvements made'.

## Self-Audit for Pharmacies

- What do we mean by Self-Audit?
  - Document to review practises at the pharmacy and manage risks
- Purpose
  - Review and assess current practices
  - Identify potential risks and areas for improvement
  - Action plan to address any deficiencies identified
  - Continuous record of improvements made

## Self-Audit for Pharmacies

- How will this benefit pharmacies?
  - Improvements in pharmacy standards and patient safety
  - Allows pharmacies to demonstrate compliance and the good practices in place at the pharmacy
  - Supports Supervising Pharmacists and Superintendent Pharmacists in demonstrating their control and oversight of the pharmacy practise
  - Preparation for inspection
  - Document showing on-going improvements

## Summary of Responsibilities / Activities for Self-Audit

### Supervising Pharmacist

- Complete PSI Self-Audit
- Identify non-compliances or areas for improvement and corrective actions
- Involve other pharmacists and members of staff in the completion of the Self-Audit
- Communicate and implement all observations within the identified timelines
- Retain completed Self-Audits
- Review previously completed Self-Audits

### Superintendent Pharmacist & Pharmacy Owner

- Provide the Supervising Pharmacist with the necessary support and resources to complete the PSI Self Audit
- Review and sign off on completed self-audits
- Ensure the necessary support and resources are provided to implement the corrective actions identified

### PSI: Inspection & Enforcement Unit

- Development of Self-Audit Template
- Engagement with profession during design and development
- Communication of requirements / changes to pharmacists and pharmacies
- Guidance to help pharmacies complete Self-Audit
- Review of Self-Audits at inspection
- Review of corrective actions implemented

