



PSI Code of Practice for Authorised Officers

This voluntary code of practice was developed by the Inspection and Enforcement Unit of the Pharmaceutical Society of Ireland (PSI). Authorised Officers are appointed by the Council of the PSI to conduct inspections and investigations of Retail Pharmacy Businesses and Pharmacists in accordance with Section 67 of the Pharmacy Act 2007.

The purpose of this Code of Practice is to set out the conduct and performance that is required of Authorised Officers in carrying out their statutory functions and to assist them in the professional discharge of their obligations to the PSI and to the public. Each Authorised Officer must carry out their duties professionally, honestly, responsibly and in accordance with the law and in a manner, which will not undermine public confidence nor bring the integrity of the PSI into disrepute.

Authorised Officers who are also registered Pharmacists are bound by the Code of Conduct for Pharmacists developed in accordance with the Pharmacy Act 2007.

This Code of Practice also informs Pharmacists and Pharmacy owners of the standards of practice they can expect of Authorised Officers.

This code of practice requires that Authorised Officers will -

- Act in accordance with this Code of Practice and with the policies and procedures of the PSI.
- Carry out statutory responsibilities with the minimum level of disruption to the Retail Pharmacy Business necessary to complete their task.
- Ensure that patient safety and the provision of pharmaceutical care by the Retail Pharmacy Business remains the priority of the pharmacist on duty during the inspection or investigation. Patients must not be put at risk.
- Conduct themselves with integrity and impartiality and avoid situations which could lead to a conflict of interest. Where conflicts of interest arise, these should be managed in accordance with the PSI's Guide for Authorised Officers on Managing Conflicts of Interest.
- Treat all pharmacy staff, pharmacy owners, patients and their carers fairly, regardless of race, ethnic origin, age, religion, gender, marital status, disability or sexual orientation.

- Carry appropriate identification and Warrants of Appointment at all times during the discharge of professional duties.
- Work within the legislative and regulatory framework.
- Report findings in an objective and transparent manner and ensure they are clear and in plain language.
- Maintain clear and accurate records in an accessible manner and store all records in a secure format.
- Be accountable for the quality of work undertaken and take responsibility for developing required knowledge and skills.
- Look for ways to continually improve and develop the inspection process.
- Not offer or accept gifts or inducements directly or indirectly. All gifts or inducements must be notified to the Inspection and Enforcement Manager by the Authorised Officer.