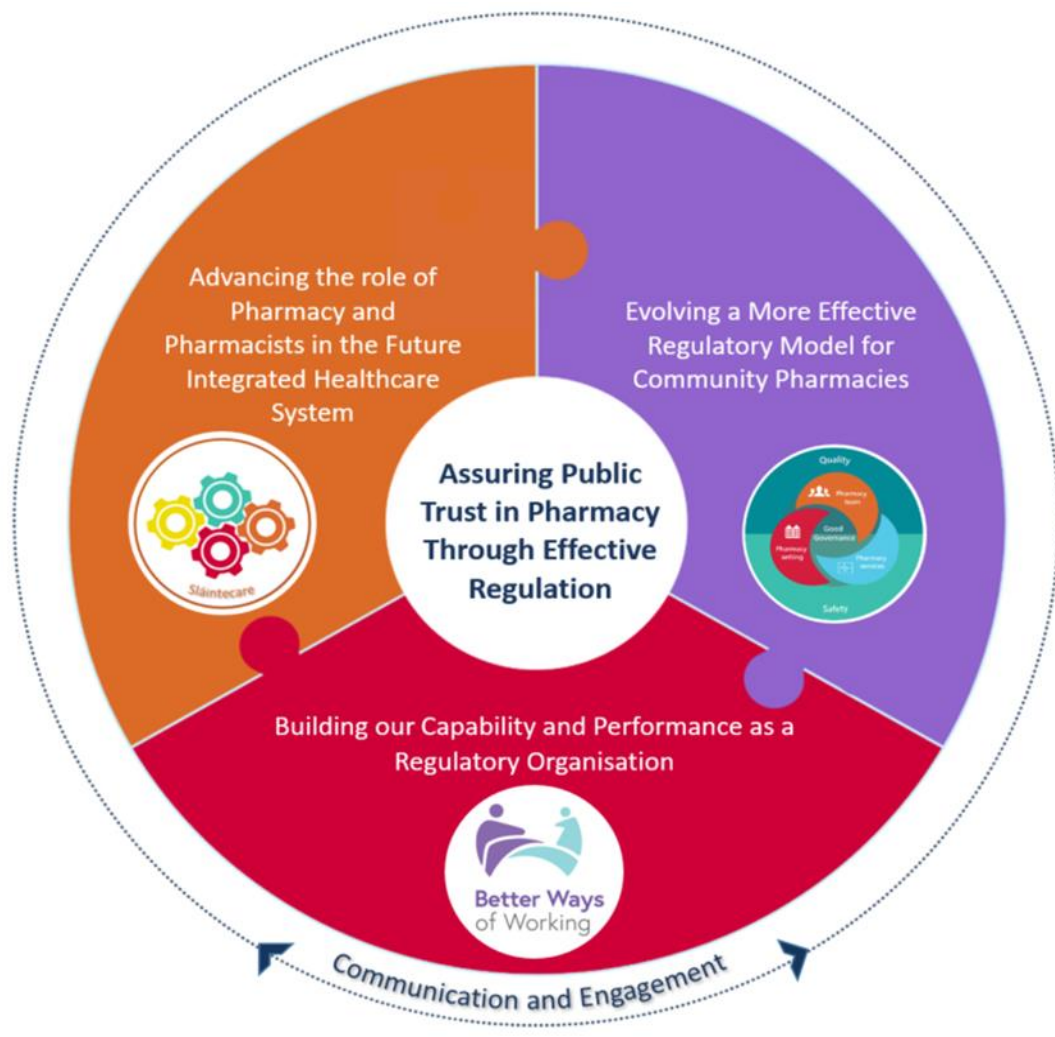


Report of the Registrar Council Meeting 7th March 2024



Highlights from the Registrar

Ongoing Regulatory Work Programmes in 2024

Activity	Outputs	Update
Development of PSI's next Corporate Strategy and underpinning Service Plans over the period of the strategy.	Strategy approved by Council by yearend with a clear focus on the PSI's development and future direction.	<p>As part of the strategic planning process, a number of facilitated meetings have taken place since the beginning of the year, including;</p> <ul style="list-style-type: none">• The Council Strategy Subgroup• All Council• The Executive Leadership Team• The Wider Management Team• All colleagues in PSI <p>We are in the process of procuring a provider to support PSI in the strategic planning and development process.</p>
Operationalise the revised Third Country Qualification Recognition (TCQR) route process leading to registration as a pharmacist.	The current TCQR route closed by Q4 of 2024, and the revised TCQR route commenced.	<p>In July 2023, PSI conducted a market-sounding exercise on the provision of an adaptation placement service for the revised TCQR route, and this exercise has now concluded. Following consultation, no suitable providers were identified from the market-sounding activity, and as such, the outsourcing of the adaptation period is currently not a viable option. At present, we are reviewing the TCQR policy approved by Council in 2022 and seeking legal advice regarding other ways in which the revised TCQR route can be operationalised.</p>
Supporting higher education providers interested in delivering new MPharm programmes in the State.	Accreditation of additional MPharm programmes to support the relevant HEIs to commence receiving applications in 2025.	<p>Exploratory meetings were facilitated with interested potential providers, and a summary outline of the current accreditation process was provided, including the applicable timelines.</p>

Activity	Outputs	Update
Implementation of the PSI's Climate Action Plan/ Sustainability programmes of work.	<ul style="list-style-type: none"> • Training of staff. • Recommendations implemented with clear targets and a roadmap to ensure the PSI remains engaged on climate issues. 	An implementation plan has been developed, which will be considered by the Health, Safety and Sustainability Committee at their next meeting.
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 pharmacy students, to ensure that it is an integral part of the delivery of pharmacy services.	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.	A new landing page for the PSI website was created to act as a resource for the public and pharmacists on the topics of AMR and AMS.
Take steps to ensure PSI is meeting our Public Sector Equality and Human Rights Duty.	<ul style="list-style-type: none"> • Assessment of human rights and equality issues relevant to the functions and purpose of PSI. • Action plan to address issues raised in the equality and human rights assessment. • Information on developments and achievements regarding equality and human rights issues and actions is included in the Annual Report. 	Specification is being developed for an external expert who will provide assistance with the assessment of human rights and equality issues relevant to the functions and purpose of PSI.

Activity	Outputs	Update
Review of the regulation of retail pharmacy businesses within a hospital setting.	Report on the Review of the Regulation of retail pharmacy businesses in hospital settings to be submitted to the Department of Health by the end of Q2	Work is continuing on the review of the regulation of retail pharmacy businesses in a hospital setting and is on track to be submitted to the DoH by the end of Q2 2024.

Communication & Stakeholder Engagement Updates

Overview of meetings attended by the Registrar and PSI staff	
January – February 2024	We continue to contribute to the National COVID-19 Vaccination Programme – Pharmacy Workstream Working Group.
January – February 2024	We continue to attend fortnightly meetings of the Expert Taskforce to Support the Expansion of the Role of Pharmacy. PSI also chairs and attends fortnightly meetings of the Taskforce Implementation subgroup that supports the implementation of the first Taskforce recommendation on prescription extension by pharmacists.
January – February 2024	We participated in regular meetings of the Medicines Criticality Assessment Group, a multi-agency group convened by the HSE/HPRA/DoH to discuss and respond to medicine shortages.
January 11th 2024	We met with the National Cancer Control Programme (NCCP) to discuss the National Cancer Care Champion project identified as a priority area in the Irish Institute of Pharmacy (IIOF) Work Plan for 2024.
January 16th 2024	We attended a meeting of the Pharmaceutical Strategy Working Group. The purpose of the group is to support and inform Ireland's contribution to the development and implementation of the EU Pharmaceutical Strategy and to the formulation of EU Pharmaceutical Regulations.
January 18th 2024	We attended the Health and Social Care Strategic Workforce Planning Conference organised by the DoH.
January 19th 2024	We held our quarterly operations meeting with the Irish Institute of Pharmacy (IIOF).
January 25th 2024	We participated in a scheduled meeting of the Safety Features Oversight Group.
January 25th 2024	We attended the Symposium on Frontline Pharmacy Informatics, jointly organised by the Health Informatics Society of Ireland and the University of Galway.
January 29th 2024	We met with the General Pharmaceutical Council in Great Britain as part of benchmarking research currently being conducted to support the development of an evidence-based proposal to inform the Council's consideration of the revised scope of the CPD Model for Pharmacists.
January 30th 2024	We met with the Australian Pharmacy Council to discuss our respective registration pathways for overseas-trained pharmacists.
February 1st 2024	We met with the Australian Pharmacy Council as part of benchmarking research currently being conducted to support the development of an evidence-based proposal to inform the Council's consideration of the revised

	scope of the CPD Model for Pharmacists and the future approach to accreditation of CPD programmes and courses for pharmacists.
February 1st 2024	We met with the Pharmaceutical Society of Northern Ireland as part of benchmarking research currently being conducted to support the development of an evidence-based proposal to inform the Council's consideration of the revised scope of the CPD Model for Pharmacists.
February 9th 2024	We met with the Saskatchewan College of Pharmacy Professionals in Canada as part of benchmarking research currently being conducted to support the development of an evidence-based proposal to inform the Council's consideration of the revised scope of the CPD Model for Pharmacists.
February 12th 2024	As part of our ongoing engagement with Master of Pharmacy (MPharm) students, members of our Practitioner Assurance and Legal Affairs Teams delivered an online presentation to 3 rd -year MPharm students across the three Schools of Pharmacy.
14 & 27 February 2024	We attended the first two meetings of the Taskforce Research Sub-Committee. The sub-committee has been established by the Expert Taskforce to Support the Expansion of the Role of Pharmacy to provide additional research expertise to support Taskforce Phase 2 recommendations.
February 16th 2024	We met with the Irish Institute of Pharmacy (IIOP) to discuss potential support for pharmacists in the context of upcoming changes to legislation that will empower pharmacists to extend prescriptions.
February 20th 2024	We held an initial exploratory workshop with the Irish Institute of Pharmacy to gather their insight and expertise as part of the development of an evidence-based proposal to inform the Council's consideration of the revised scope of the CPD Model for Pharmacists.
February 28th 2024	The Registrar and Professional Standards Officer presented at the Boots Supervising Pharmacist Training and Development Day.
February 29th 2024	PSI staff attended a meeting of the 'Preventing Paracetamol-Related Intentional Drug Overdose' Working Group. The overall aim of the Group is to collaborate on actions to prevent paracetamol-related intentional drug overdose by optimising adherence to existing legislation that limits access to paracetamol.
February 29th 2024	We attended the Fifth National Medicines Forum, "Opportunities and Challenges in Health Technology Management", at the Royal College of Physicians.

Recent communication/collaboration with other regulatory and public authorities

National Open Disclosure Framework

A member of the PSI Professional Standards team attended the NPSO Regulators Forum on the National Open Disclosure Framework, held at the Medical Council Offices on February 8th. The session provided an opportunity for healthcare regulators to discuss the various recommendations and obligations introduced through the Open Disclosure Framework and included requirements around policy development, complaints reporting, and undergraduate and postgraduate training. From April 2025, each healthcare regulator will be obliged to provide an annual report to the Minister on the progress of the Framework's implementation.

APPEL Experiential Learning Placements

Following the recent APPEL 4th year pharmacy student placement matching event, we are delighted that two pharmacy students from Trinity College Dublin and The Royal College of Surgeons in Ireland (RCSI) will be joining us in September 2024 for their four-month, 4th year experiential learning placement.

Public consultations and other submissions

PSI provided feedback on a draft framework developed by the National Clinical Programme for Paediatrics and Neonatology and National Transition of Care to Adult Services Working Group entitled *Transition of Care from Paediatric to Adult Services: A National Framework*, which is intended to guide health professionals involved in the care of young people with existing health conditions who are preparing to move from paediatric services to adult services and to improve patient and family experience and outcomes.

In January, we were invited by the Minister for Health to join the Pharmaceutical Strategy Working Group (PSWG). In February, we submitted feedback on the policy area of incentives to assist the Department of Health with the development of Ireland's position on this aspect of the EU Commission's revision of the general pharmaceutical legislation.

Other external communication

A PSI communication was sent to all registrants on February 16th to provide an update on the legislative changes to facilitate the extension of prescriptions by pharmacists, as set out in the first recommendation of the Expert Taskforce. A series of emails were also sent to all registrants advising of an Expression of Interest seeking applications from experienced pharmacists interested in being appointed to a panel of Expert Witnesses to support the work of Committees of Inquiry in Fitness to

Practise matters. The closing date for applications is March 4th, and PSI expects to make appointments by the beginning of April.



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

Key updates

Developing a CPD Model for Pharmaceutical Assistants

A workshop was held with 10 Pharmaceutical Assistants on February 15th at PSI House. The workshop sought to consult with Pharmaceutical Assistants on the development of guidelines or ‘themes’ to support the introduction of the new CPD Model for Pharmaceutical Assistants, as set out in the “Report to support the Development of a Continuing Professional Development (CPD) Model for Pharmaceutical Assistants” ([Mazars Report](#)). Notwithstanding the recommendations of this report, which has been accepted by the Council of the PSI, disparate views were expressed in the course of the workshop. Further consultation is planned with the wider group of Pharmaceutical Assistants in the development of themes to underpin the CPD Model.

Review of the CPD Model for Pharmacists

Work continues on this multi-annual project. The Council accepted the report on the [Review of the CPD Model for Pharmacists in Ireland \(2023\)](#) (‘The Mazars Report’) at its meeting on December 14th 2023, and approved the recommendations therein. Focus now has turned to implementing the recommendations contained within the report and developing an evidence-based proposal which will form the basis of Council’s consideration of the scope of the revised CPD model for pharmacists. A presentation on progress and proposed next steps was delivered to the Regulatory and Professional Policy Committee at its meeting on February 21st. It is expected that the evidence-based proposal will be brought to Council for consideration in Q2 2024.

Expert Taskforce to support the expansion of the role of pharmacists in Ireland

PSI continues to contribute to the work of the [Expert Taskforce to support the expansion of the role of pharmacists](#). As Council will be aware, the first phase of the Taskforce focused on empowering pharmacists to extend prescriptions. An implementation subgroup of the Taskforce has been established to coordinate the implementation of the first recommendation of the Taskforce that includes representatives from the Department of Health, HSE, PSI, Medical Council, the Dental Council and NMBI.

The legislation to give effect to the first recommendation of the Expert Taskforce comes into effect on March 1st. Prescriptions written on or after this date will be eligible for extension by pharmacists. In practice, the earliest pharmacists will make decisions to extend and dispense prescriptions under this new legislative change will be six months following the commencement date (i.e., September 1st

2024). The legislation will also enable prescribers to write prescriptions for up to 12 months from March 1st, where appropriate.

A PSI communication was sent to all registrants on February 16th to provide an update on upcoming changes to facilitate the first recommendation of the Expert Taskforce.

PSI also delivered a webinar on February 21st in partnership with the IIOP that included contributions from Dr Pat O'Mahony (Chair of the Expert Taskforce) and from PSI and the IIOP. We are also developing information for the public and the profession on our website, along with FAQs and draft guidelines to support pharmacists with the safe implementation of the first recommendation.

Expert Taskforce Phase 2 – Empowering Pharmacists to Prescribe within their Scope of Practice.

The Expert Taskforce is currently progressing through the scope of the second phase of its work as per its Terms of Reference. The Taskforce will continue to meet for a further six months (to the end of June 2024) and is considering the approaches to be taken on how to empower pharmacists to prescribe within their scope of practice.

PSI also attended the first meeting of the Taskforce Research Sub-Committee, which has been established by the Taskforce to provide additional research expertise to support its Phase 2 recommendations. Members of the group include academic and research experts in pharmacy and general practice from RCSI, Trinity College and UCC, a practising pharmacist, as well as representatives from the Department of Health (Research Services and Policy and Medicines Unit), HSE National Medication Safety Programme, National Cancer Control Programme (NCCP), Irish Medication Safety Network (IMSN), Irish Medicines Verification Organisation (IMVO), PSI and IIOP.

Future Pharmacy Workforce.

Following on from the Emerging Risks to the Future Pharmacy Workforce project undertaken in 2023 the annual workforce survey for 2023/2024 issued in late November with a first draft report on the survey findings expected at the end of Q1 2024. Invitations are currently being issued to convene an implementation group under the stewardship of the PSI and DoH to oversee the implementation of recommendations of the first report, with draft Terms of Reference to be presented at its first meeting.

Additionally, in the context of workforce, preliminary engagement has occurred with a number of HEIs interested in exploring the provision of additional pharmacy training subsequent to the HEA process undertaken."

Review of PSI Guidance to support the provision of controlled drugs on an emergency basis.

A number of PSI guidance documents are currently being updated following the amendment of the Medicinal Products (Prescription and Control of Supply) Regulations to facilitate the emergency supply of Schedule 2, 3 & 4 Controlled Drugs. We are finalising the guidance documents and any required updates to our website and will publish and circulate these to registrants in the coming weeks.

Stakeholder Engagement in patient safety and quality initiatives

We have developed draft guidance on Pharmacy Governance Roles, which provides a principle-based outline of the governance responsibilities of the pharmacy owner, superintendent pharmacists, supervising pharmacists, and all pharmacists involved in the operation of a retail pharmacy business. Four overarching governance principles have been developed to provide clarity on the differing responsibilities in relation to each governance role, with each principle being supported by concise, outcomes-focused indicators. The guidance also provides clarity to registrants on the legislative interpretation of 'whole time charge' with respect to the role of supervising pharmacists. The draft guidance was approved by the Regulatory and Professional Policy Committee at its meeting on February 21st 2024.

Work continues on the development of guidance for the delineation of retail pharmacy businesses. We are currently seeking legal advice on the required amendments to the Regulation of Retail Pharmacy Business Regulations needed to facilitate pharmacy delineation.

PSI Membership on the Pharmaceutical Strategy Working Group

In January, the Minister for Health invited the PSI to join the Pharmaceutical Strategy Working Group. This group was established in May 2022 on foot of the EU Commission's launch in November 2020 of a [Pharmaceutical Strategy for Europe](#).

The purpose of the PSWG is to support and inform Ireland's contribution to the development and implementation of the EU Pharmaceutical Strategy and to the formulation of EU Pharmaceutical Regulations. It does this by:

- Leveraging the knowledge and expertise of all participants
- Accessing their advice
- Ensuring a holistic and coherent national approach to implementation actions under the Pharmaceutical Strategy for Europe
- Formulating and validating a national position as appropriate in respect of any of the actions derived from the implementation of the strategy

We provide input to the group through attending meetings and submitting feedback on the proposed legislative package.



Evolving a More Effective Regulatory Model for Community Pharmacies

Key updates

Falsified Medicines Directive

In accordance with the Falsified Medicines Directive (FMD), decommissioning rates for Ireland have been reported consistently by the European Medicines Verification Organisation as above 60%, with a peak of 77.9% in December 2023, which was the highest rate of decommissioning reported in 2023. Compliance with FMD is consistently busier in the first and last weeks of each month; for the week commencing January 22nd, 67% of medicines packs in the market were successfully decommissioned.

We continue to conduct FMD focus visits to assess compliance in pharmacies, and FMD compliance is also assessed during full systems inspections. In 2024, we will continue to work with the Irish Medicines Verification Organisation (IMVO) in supporting pharmacies to decommission medicines successfully.



Building our Capability and Performance as a Regulatory Organisation

Key updates

Strategic HR Matters

Significant progress has been made in aligning human resource management and organisational development with PSI's "Building our Capability and Performance as a Regulatory Organisation" objective. Since the last report, several key initiatives have been implemented, encompassing recent workshops, training programs, and a focus on health and safety matters.

Strategic Workforce Planning

Completed competitions since the last report, two competitions have been successfully completed:

- Regulatory Solicitor – Permanent-Engineer II Grade
- Strategic Policy and Research Coordinator – Permanent Higher Executive Officer Grade

We currently have the following campaigns in train for open recruitment:

- Head of Governance and Programme Delivery - (Grade VIII-6 Month FTC) - Advertised
- Head of Community Pharmacy Assurance - (Principal Officer- Permanent) - Advertised
- Strategic Policy Officer - (Senior Pharmacist - 6 Month FTC) - Onboarding Stage
- Pharmacy Practice Officer - (Engineer II -Permanent-re-advertised) - Onboarding stage
- Finance and Support Services Executive (Executive Officer Grade-Permanent) – To be re-advertised with an updated role profile.
- Associate Inspector (Authorised Officer) – Engineer III-Permanent-To be advertised
- Investigations Manager (Assistant Principal Officer Grade-Permanent) - Interview Stage
- Business Support Services Assistant (Clerical Officer Grade-Permanent)- To be advertised with an updated role profile.

Workshops and Training

Following the previous report, we implemented two impactful training programs designed to enhance teamwork and foster a more inclusive and culturally aware work environment.

- **Belbin Team Session for the Executive Leadership Team:**

This session, facilitated by a Belbin team expert, equipped our leadership team with the framework and tools to leverage Belbin's Team Roles theory.

- **Intercultural Competency and Anti-racism Workshop for all PSI staff:**

Delivered by the Immigrant Council of Ireland, the workshop was designed to provide staff with the knowledge and skills necessary to navigate diverse cultural backgrounds with sensitivity and respect.

Participants discussed topics such as cultural awareness, unconscious bias, microaggressions, and navigating cultural differences in communication with the aim of ensuring all staff have a greater awareness of these key topics to ensure we continue to be an equitable workplace where everyone feels valued and respected.

Other HR Activities

During Q1 of 2024, we carried out a survey of all staff as part of a review of the Blended Working Policy to gather valuable staff feedback on how the policy is operating and to identify any changes required to the policy. Once all responses are analysed, we will share the findings with staff and Council, update the policy and roll out any changes identified to make the policy and its implementation more effective.

Furthermore, to gain deeper insights into overall employee engagement, we are currently running an Employee Engagement Survey facilitated by SHRC Limited. This additional data will inform us of any gaps in employee engagement in PSI and help develop a plan to address our employee needs and concerns effectively.

Development of PSI's ICT Strategy 2024-2027

The Performance and Resources Committee considered the ICT Strategy 2024-2027 and has recommended its approval to Council at the meeting on March 7th. Further information is included as part of the relevant agenda item.

Other ICT Activity

The network infrastructure in PSI house was replaced and upgraded in January. In line with our Climate Action Roadmap and our commitment to sustainability, we reduced the number of devices by 40% as fewer switches are required due to infrastructure upgrade work carried out over the last number of years, including the Wi-Fi upgrade, resulting in lower demand for network connections.

Business Transformation Project (BTP Update)

As referenced in the December 14th Registrar report, PSI intends to deliver Phase 2 of the Business Transformation Project in 2024. On December 14th 2023, the Council approved the continuation of the PSI/Codec commercial relationship in 2024. A statement of work for Phase 2 was agreed upon in late December 2023, and the Phase 2 project commenced on January 17th, 2024. Phase 2 will deliver functionality to allow members of the public to submit Complaints, Concerns, and Queries. Phase 2 aims to improve the experience for members of the public interacting with the regulator whilst maintaining fair and equitable engagement with the profession.

PSI Website Development Project

This project commenced in January, following the appointment in 2023 of an external provider via a procurement exercise. Work is underway to inform the redesign of the new website, with numerous workshops held with the project team and PSI staff. A team of 'website leads' has also been established who will coordinate content development for each Business Area.

Finance and Support Services

Work has commenced on fire-stopping works in PSI House. The work is to ensure compliance following an audit carried out by Goldsmith Engineering (now BB7) in 2018. The report was issued in 2019 and outlined the remedial works required to bring the building to the fire safety standards set by the Building Regulations and Safety, Health and Welfare at Work Act 2005. Some of the remedial works required were progressed pre-pandemic and in early 2022.

Work on upgrading both the general and emergency lighting in PSI House will commence in late March. The emergency lighting system has reached its end of life. In particular, the availability of parts for fluorescent-based emergency fittings has been discontinued by most manufacturers. Due to the emergency lighting upgrade, we were advised that it would be prudent to carry out upgrade work to the general lighting system at the same time as inadequate/insufficient lighting had been identified in some areas, and this project would improve energy efficiency within the building and a slight reduction in energy costs is also anticipated. These upgrades will also help us deliver on our Climate Action Roadmap.

Detailed planning has been undertaken to ensure minimal disruption to colleagues in PSI. Funding for both of these upgrade projects was approved in the 2024 budget.

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	Specifications have been developed by the project team, and documents drafted. Tender document is being progressed with assistance from our external procurement partners.
TCQR new route - adaptation period support	Discussions are ongoing with external procurement experts on procurement planning, approach, etc. A preliminary market consultation was published in July 2023. Due to the lack of a suitable response to the market consultation exercise, legal advice is being sought regarding the inclusion of an adaptation period in the revised route.
TCQR new route - provider of new examination for revised TCQR route (plus additional wash out of the current route to be scoped for equivalence exam)	Discussions on-going with external procurement experts on procurement planning, approach, etc.
Registration-related printing and fulfilment services (e.g., registration certificates) and other print needs. *Scope has expanded due to revenue-free printing no longer being available	Specification for registration-related requirements and all other PSI print requirements, including future design requirements, have been scoped, and SRFT will be issued shortly to OGP for review and publication in order to utilise the OGP's Dynamic Purchasing System (DPS) for the provision of Print and Design.
Corporate Strategy	SRFT published January 11th, 2024. Evaluation was completed, and a successful tenderer was identified. Letters of outcome sent.
IIOP	Engagement with PSI procurement advisors has commenced to procurement approach.

Appendix 1 – Statistical Summary

Complaints and Fitness to Practise (figures as of 22nd February 2024)

Complaints for Screening Committee (Preliminary Proceedings Committee – PPC)

Total new complaints received year to date	11
New complaints received since last report date	17
Total open, active complaints*	41
Complaints considered by PPC since last report date **	18

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

**These complaints were heard over 2 meetings. 78% 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 (figures as of February 29th 2024)

Inquiries

Total heard or commenced year-to-date	5
Heard or commenced since last report *	6
Complaints being investigated/prepared for hearing	46
Adjourned	2

67 % meet the KPI of the inquiry being heard within 18 months from the date of referral by the PPC to a Committee of Inquiry.

*4 took place before the PCC & 2 took place before the HC

Mediation

Total referrals to mediation since last report	0
Total referrals pending mediation	1
Held year-to-date	0

Sanction Hearings/ Undertakings/Dismissals/Applications before Council

Heard since last report*	8
Heard year to date*	4
Sanction hearings/undertakings being prepared for Council *	6

*Per registrant

High Court Sanction Confirmation Hearings

Heard year-to-date	2
Cases being prepared for High Court confirmation	1

Appeals

Heard year-to-date	0
Cases being prepared for High Court appeal	0
Judgment awaited	1

Call-overs and Other Applications Before Committees of Inquiry

Callovers heard year to date: (1) Professional Conduct Committee (2) Health Committee	0
Held since last report date. (1) Professional Conduct Committee (2) Health Committee	0

The next PCC and HC Callovers are scheduled for March 14th 2024.

Interim Suspension Applications

Applications heard by Council year to date	0
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Prosecutions

Cases being prepared for District Court Prosecution	0
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Professional Registration (figures as of 23/2/2024)

Route/Application Type	Applications Received 2024 to date.	Applications in Process (including applications received in previous years)
Third Country Qualification Recognition (TCQR) – excluding UK.	26	364
Route/Application Type		Registrations/ Actions Completed 2024 (to 23/2/2024)
National Route		3
EU Route		26
Non-National Route (Third Country) – UK only		9
Non-National Route (Third Country) (excl. UK)		0
European Professional Card – Establishment of Service (Qualification Recognition)		1
European Professional Card – Temporary & Occasional Provision of Service		0
Voluntary Cancellations from Register		24 (P), 7 (PA)
Involuntary Cancellations from Register		6
Restorations to Register following Voluntary Cancellation		3
Restorations to Register following Involuntary Cancellation		0
Certificates of Current Professional Status issued		17
IMI Alerts (Internal Market Information) issued by PSI		2

Retail Pharmacy Businesses

Registration of Retail Pharmacy Businesses 2024 (as of February 20th, 2024)	
Number of Registered Retail Pharmacy Businesses - 1983	
Retail Pharmacy Business Openings by Type	New Opening: 2 Permanent Relocation: 2 Change of Ownership: 5
Retail Pharmacy Business Cancellations by Type	Voluntary Cancellations (Closure): 4 Voluntary Cancellations (Permanent Relocations): 2 Voluntary Cancellations (Changes of Ownership): 5 Involuntary Cancellations: 0
Number of Changes in Supervising and Superintendent Pharmacists. (Numbers as of February 23rd 2024)	Supervising pharmacist changes: 72 Superintendent Pharmacist changes: 13

Internet Supply Figures as of February 23rd 2024	
Number of Pharmacies on Part A	139
Number of Non-Pharmacies on Part B	181

Regulation of Retail Pharmacy Businesses (figures as of February 26th 2024)

Pharmacy Inspections 2024		PSI 2024 Service Plan Pharmacy Inspection Key Performance Indicator (KPI)
Total number of on-site Pharmacy inspection visits to date.	26	200
Total number of registration-related inspections to date.	1	25
Number of pharmacy re-inspections – including re-inspections following Registrar’s decision under Section 71(1)(d) to date.	0	0

Concerns (figures as of February 22nd 2024)

Total new concerns received year to date	11
New concerns received since last report date	12
Concerns reviewed since last report date	18
Open concerns	5

Investigation Activity 2024 (Part 7 of the Pharmacy Act / Inspection & Enforcement)		
No. of investigations open	No. of investigations initiated since the last Council meeting	No. of investigations closed since the last Council meeting
15	0	2
Investigation Activity 2024 (Section 67) – e.g., <i>Interviews / Statements / Pharmacy Visits / Professional Witness</i>		1

Information Governance

Freedom of Information (as of February 27th 2024)

No. of FOI requests received	Granted	Handled outside of FOI	Refused	Currently being processed
5	1	3	0	1

Data Protection

No. of Subject Access Requests Received	Granted	Refused
1	1	0
No. of Data Breaches	Reported to the Data Protection Commissioner (DPC)	Not meeting the threshold for reporting to DPC
0	0	0
Data Transfer Requests	Category: For Research Purposes	Category: IIOP
4	1	3