

Appointment of Pharmacy Owners to the PSI Disciplinary Committees

Information Booklet



May 2025

About PSI – The Pharmacy Regulator

The Pharmaceutical Society of Ireland (PSI) is a public body established in law to protect the health, safety, and wellbeing of patients and the public by regulating pharmacists and pharmacies.

As the pharmacy regulator we set the standard for pharmacists' education and training in Ireland and create the standards and supports to promote good professional practice in pharmacy. We register pharmacists, pharmaceutical assistants, and pharmacies, carry out inspections of pharmacies, and take action when we receive a complaint about a pharmacist, or pharmacy. Our statutory functions are set out in the Pharmacy Act 2007.

It is estimated that two million visits are made to pharmacies in Ireland, each month. Most service users have high levels of trust and confidence in their pharmacist and pharmacy, but errors do occur. Medication is complex, and concerns can arise about the care or treatment that is received from a pharmacist or pharmacy. The PSI is responsible for receiving and handling fitness to practise complaints about a registered pharmacist, or pharmacy and managing those complaints pursuant to the statutory process as set out in Part 6 of the Pharmacy Act. Complaints are heard before statutory Disciplinary Committees, comprising of a lay majority of non-pharmacists, as well as pharmacists.

Expression of Interest

We are inviting expressions of interest from **registered pharmacists who are pharmacy owners** to sit on one of the three PSI Disciplinary Committees. Any current vacancies will be filled immediately from the expression of interest process. If there are a greater number of applicants than there are vacancies, then shortlisted candidates will be placed on a reserve panel from which future vacancies will be filled.

Eligibility Criteria

In order to be eligible to submit an application you must be able to satisfy the criteria below:

- a) You are a registered pharmacist

And

- b) You are a director of a corporate body which carries on a registered retail pharmacy business;
- c) **or**
- d) You are a shareholder in a corporate body which carries on a registered retail pharmacy business;
- or**
- e) You are a sole trader of a registered retail pharmacy business

And

- f) You can demonstrate the competencies required as set out below.
- g) Be available to attend meetings onsite at PSI House, Dublin 2, when required.

All applicants must have satisfactory IT skills, have access to and communicate via email and be able to use file sharing software e.g., iPads or similar devices.

Term of Appointment

The appointment of a registered pharmacist who is a pharmacy owner will be for an initial term of four years, up to a maximum term of eight years (two consecutive terms), subject to the approval of the PSI Council.

Please note: If you have previously served as a member of any of the PSI's Disciplinary Committees, you must not have exceeded the maximum permitted term of eight years on a PSI Disciplinary Committee in order to be eligible to apply.

Disciplinary Committees

Three Disciplinary Committees form part of the PSI's complaints process under Part 6 of the Pharmacy Act 2007:

1. Preliminary Proceedings Committee

This Committee reviews complaints at a screening stage. It advises the Council of the PSI on whether:

- the complaint should be referred to hearing before a Committee of Inquiry,
- the complaint should be referred to mediation,
- no further action should be taken in relation to the complaint.

Meetings of the Preliminary Proceedings Committee are held in private.

2. Committees of Inquiry

There are two Committees of Inquiry which can hear a complaint.

(a) The Professional Conduct Committee (PCC): This Committee hears complaints which have been referred to it, primarily on grounds of professional misconduct and poor professional performance. A selection of Committee members (normally three) sit when an inquiry is due to be heard. The hearings normally take place in public.

(b) Health Committee: This Committee hears complaints which have been referred to it, usually on the grounds of the inability of a pharmacist to practise due to health impairment. A selection of Committee members (normally three) sit when an inquiry is due to be heard. It is usually held in private.

Hearings before both the Professional Conduct Committee or the Health Committee are similar to hearings before a court or tribunal.

The Committee hears evidence from the parties to a complaint. When the Committee has considered the evidence, it decides whether there are findings to be made against the pharmacist or pharmacy.

Where the Committee makes findings against a pharmacist or pharmacy, it recommends to the PSI Council the sanction which it thinks should be applied to the pharmacist or pharmacy.

Who sits on the Disciplinary Committees?

The PSI's Disciplinary Committees must include:

- Lay members (non-pharmacists);
- Registered pharmacists; and
- Registered pharmacists who are pharmacy owners (either a sole trader or a director of, or a shareholder in a corporate body which carries on a retail pharmacy business)

Main Duties and Responsibilities of Committee Members

Depending on the Disciplinary Committee, Committee members are required to:

- work together to consider information and evidence presented to them;
- reach fair and well-reasoned decisions about pharmacists and pharmacies when considering complaints;
- consider allegations against pharmacists and pharmacies at fitness to practise hearings;
- participate in collaborative decision-making regarding fitness to practise hearings;
- consider information and evidence and arrive at clear and consistent decisions;
- attend training that is provided by the PSI so that members are competent to participate in the work of the Committee.

Time Commitment

It is important that sufficient time be devoted by Disciplinary Committee members to Committee business to facilitate its effective and efficient operation, which includes reading a substantial number of documents in advance of Committee meetings.

Consequently, it is expected that a member may need to set aside significant reading time (approximately 2-3 days) for reviewing meeting papers in advance of each meeting of the Disciplinary Committee of which they are a member.

Committee meetings and fitness to practise hearings held by the Committees of Inquiry are normally held in PSI House on Fenian Street, Dublin 2. The Executive, in consultation with the Chair (or in their absence the Acting Chair), and subject to legal advice, may permit the convening of an online or hybrid meeting, provided that such meetings are not contrary to the interests of justice. Under such circumstances, on-line attendance may be permitted.

The frequency of meetings is set out below.

- **The Preliminary Proceedings Committee (PPC)** meets approximately every six weeks to consider complaints. This Committee operates on a fixed schedule and the meeting dates are normally agreed at the beginning of each year. The quorum for this Committee is five members and the Committee must consist of a lay majority. Meetings can last from a half-day to a full day, depending on the number of complaints under consideration.
- **The Professional Conduct Committee (PCC) and the Health Committee (HC)** meet, as required, when a matter is ready for inquiry hearing, or to deal with callovers, (case management meetings), or preliminary applications prior to inquiry hearings. Both Committees must consist of a lay majority, and when sitting to consider complaints, consist of three Committee members one of which is a pharmacist. An independent Legal Assessor who is a qualified lawyer, sits with each Committee when it is considering complaints, and in the event that it requires legal advice. An independent Medical Assessor also sits in addition to the Legal Assessor with the Health Committee to provide advice to the Committee as required on any medical matters. Many inquiries last for one or two days; however, some inquiries can run for more than two days. Callovers and preliminary applications typically take half a day. The PSI contacts all Committee members in advance of a hearing to ascertain availability to sit for a particular date or dates. Members of the Professional Conduct Committee, and the Health Committee are not required to participate in every meeting which considers complaints; however, they are expected to make themselves available where possible and an attendance rate of at least one inquiry per year is expected. The PSI is under no obligation to provide a Committee member with any guaranteed minimum number of days participating in hearings per annum.
- All three Committees have training days and at least one meeting per annum at which the administration of Committee business is reviewed. Committee members are expected to use their best endeavours to attend all such meetings, and to attend at least one training session per annum.
- The Executive will convene Committee meetings as and when required, in consultation with the Chair of each Committee.
- Committee members will be required to devote as much time to the duties of the Committee as necessary for the proper and efficient discharge of their duties. This will include time to read material relating to complaints in advance of Committee meetings or fitness to practise hearings; to assist with the drafting of minutes and reports where necessary; and to attend other activities such as training and other ad hoc meetings, as

required. By applying for the position, it is assumed that the applicant will be able to meet this time commitment.

Fees and Expenses

Disciplinary Committee members are remunerated for their work at a rate of €322 per day. Committee members are not paid for days preparing for meetings, including reading time, or preparing reports and minutes. Committee members who are public or civil servants do not qualify for remuneration.

The day rate is only applicable for attendance at meetings or inquiries, and in the case of Committees of Inquiry, extends to sitting with the Legal Assessor when the Committee is convened separately to deliberate on a complaint and/or prepare its report for the Council of the PSI.

Committee members will be required to attend training days which are remunerated at a rate of €300 per day, and €150 per half day. All reasonable vouched expenses are discharged in line with the PSI's travel and subsistence policy.

Equality Diversity and Inclusion

The PSI is committed to promoting equality, diversity and inclusion at every level of the organisation.

The PSI believes that diverse and inclusive Disciplinary Committees impact positively on the work of the PSI, and the service it provides its stakeholders. To this end we would encourage applicants from all backgrounds, to consider putting themselves forward for appointment.

Conflict of Interests

Please give careful consideration to the possibility of any potential conflict of interest that may exist, should you be appointed to a Committee.

A conflict of interest occurs when an individual's personal interests – family, friendships, financial, or social factors – could compromise, or appear to compromise, their judgment, decisions, or actions.

All Committee members appointed will be required to submit details relating to their employment and all other business interests including shareholdings, professional relationships etc. which could involve or be perceived to involve, a conflict of interest that could materially influence their work as a Disciplinary Committee member.

Competencies

Core Competencies Required of all Members of the PSI Disciplinary Committees

- A clear understanding of, and commitment to public interest and public protection.
- A proven ability to work collaboratively and constructively with others.
- Understanding of, or interest in, regulatory/legislative environments or frameworks.
- Ability to absorb and analyse information critically and use effective judgement to make fair and reasoned decisions.
- Ability to communicate effectively, and good interpersonal skills.
- Understands and values equality, diversity and inclusion.

Further information in relation to the competencies required are set out in Appendix A.

Assessment Process

All expressions of interest received will be reviewed by a panel which will consist of two external members, approved by the PSI Registrar, one of whom will be appointed Panel Chair, and the two remaining Panel members will comprise of two members of the PSI's Special Purposes Committee, which oversees appointments to all of the PSI's Committees.

The review and selection process will be as follows:

1. The Panel will assess each application and curriculum vitae (CV) received against the core competencies required for the role.
2. The Panel will create a shortlist of applicants who meet the required core competencies.
3. The Panel will submit the shortlist and a report to the PSI Special Purposes Committee, incorporating their recommendations for appointment
4. Representatives of the Special Purposes Committee may meet with applicants, either in person or by phone, prior to making a recommendation to Council.
5. The Special Purposes Committee will make recommendations to Council for the appointment of members of the Disciplinary Committees to fill the immediate vacancies arising. Successful candidates will be informed that they have been recommended for appointment. Once the Council of the PSI has approved the appointment, successful applicants will be informed and required to attend induction training.
6. The Special Purposes Committee will also make recommendations to Council in relation to the appointment of shortlisted candidates to a reserve panel for a term not exceeding four years, from which future vacancies will be filled as they arise. Candidates will be informed in relation to their appointments to the panel.
7. Any applicant who is not successful in being shortlisted will be advised of this outcome in writing.

Submitting Your Expression of Interest

If you are interested in applying to become a member of one of the PSI's Disciplinary Committees, please complete the application form provided.

Please return your completed application form and a copy of your CV (max 3 pages) to eo@psi.ie no later than 22 May 2025.

Confidentiality

The PSI will process any personal data in relation to your application in accordance with the Data Protection legislation. The data will be kept for no longer than is necessary for its purpose, and it shall be kept in a manner that ensures appropriate security of the data, including preventing against the unauthorised or unlawful processing of data.

More information is available in our [Data Protection Statement](#).

Useful Links

- Find out more about the [PSI's Disciplinary Committees](#)

Competencies required (skill, knowledge & abilities) for PSI

Disciplinary Committees

You do not need to have participated in committees or public bodies like this previously. However, committee members must bring appropriate experience, knowledge, and ability to the role. Consider how your experiences meet the competencies set out below.

No.	Core Competencies	Examples
1.	A clear understanding of and commitment to public protection	You will have an appreciation of, and commitment to protecting, promoting, and maintaining the health, safety and well-being of patients and the public.
2.	A proven ability to work collaboratively and constructively with others	<p>Accepting challenge from others whilst remaining focused on the task.</p> <p>Seeing beyond your own personal experience or specialism and considering other information and perspectives.</p> <p>Showing respect for committee members and all participants in the disciplinary process.</p> <p>Giving and receiving constructive feedback.</p>
3.	Understanding of or interest in regulatory/legislative environments or frameworks	<p>Working within a framework of legislation, rules, guidance, and standards and understanding legal and procedural issues to achieve consistent determinations.</p> <p>Appreciating the PSI's obligation to protect the public and maintain public confidence in the profession and in the system of regulation.</p> <p>Respecting respondents' rights to an objective hearing and fair procedures.</p> <p>Ability to learn and develop professionally and maintain up to date knowledge of issues relevant to the role.</p> <p>Ability to act independently and in good faith and to behave in a fair, balanced and non-discriminatory fashion.</p>

No.	Core Competencies	Examples
4.	Ability to absorb and analyse information critically and use effective judgement to make fair and reasoned decisions	Ability to reach objective, proportionate and reasoned decisions and accept responsibility for decisions.
		Identifying the relevant implications from what is being discussed and assessing the impact of a decision on all parties involved.
		Clearly explain how conclusions have been reached.
		Recognising when information is limited and where more information might be needed.
		Bringing independent and objective scrutiny.
		Ability to balance the need for proper and objective consideration of issues with the obligation to deal with matters in a prompt manner.
5.	Ability to communicate effectively with good interpersonal skills	Ability to communicate clearly and concisely – spoken and in writing.
		Being focused and succinct in your communication with good/active listening skills.
		Confident in expressing views and opinions in a group setting.
		Ability to communicate courteously with all participants in the disciplinary process.
		Ability to adapt your style appropriately for different situations.
		Good IT skills, able to access and communicate through email and use file sharing software e.g. iPads or other similar devices.
6.	Understands and values equality, diversity and inclusion.	Shows awareness of the diversity of the communities which pharmacy professionals serve and an understanding of different needs.
		Commitment to equality, diversity and inclusion, impartiality and fair treatment.
		Aware of own biases and manages these appropriately.
		Listens with patience and courtesy.