



PSI Council Public Meeting Minutes

Minutes of meeting No.168 of the Council of the Pharmaceutical Society of Ireland (PSI), as established under the Pharmacy Act 2007, PSI House, Fenian Street, Dublin, at 08:30 am on Thursday, 25 June 2026.

Agenda Item 1 - Attendees & Apologies

Name	Role	Present (Yes/No)
Dr Denis O'Driscoll	President	Yes
Ms. Emily Kelly	Vice President	Yes
Dr Paula Barry Walsh	Council Member	Yes
Ms. Geraldine Campbell	Council Member	Yes
Ms. Geraldine Crowley	Council Member	Yes - Online
Mr. Peter Dennehy	Council Member	Yes
Ms. Margaret Donnelly	Council Member	Yes
Adj. Prof John Given	Council Member	Yes
Mr. Richard Hammond S.C.	Council Member	Yes
Mr. Martin Higgins	Council Member	No
Mr. Mark Jordan	Council Member	Yes - Online
Dr Ann McGarry	Council Member	Yes
Ms. Áine Mac Grory	Council Member	Yes
Mr. Nigel Moloney	Council Member	Yes
Mr. Leon O'Hagan	Council Member	Yes
Ms. Gráinne Power	Council Member	Yes
Ms. Joan Peppard	Council Member	Yes
Prof Laura Sahm	Council Member	Yes - Online
Mr. Martin Sisk	Council Member	Yes
Dr Cyril Sullivan	Council Member	Yes - Online

<i>Members of PSI staff in attendance included:</i>
Ms. Joanne Kissane, Registrar and Chief Officer
Dr Cora Nestor, Head of Pharmacy Practice, Policy, and Engagement
Dr Cheryl Stokes, Head of Corporate Services
Ms. Aoife Mellett, Head of Legal, Governance and Programme Delivery
Mr. Dan Burns, Head of Registration and Education
Ms. Damhnait Gaughan, Head of Community Pharmacy Assurance
Ms. Louise Canavan, Communication and Engagement Officer
Ms. Laura Irwin, Quality and Safety Manager
Ms. Elizabeth O'Halloran, Pharmacy Practice Research Officer
Ms. Louise Hamra, Education and Professional Standards Officer
Mr. Pádraig Corbett, Pharmacy Practice and Policy Manager
Ms. Ashlene Reyburn, Corporate Governance Manager
Dr Theresa Terstegen, Pharmacy Practice Coordinator
Ms. Ursula Feeney, Pharmacy Practice Officer
Mr. Brian Boyle, Registration and Customer Relations Lead
Ms. Ruth Baily, Governance Executive

Agenda Item 2 – Declaration of Conflicts of Interest

Issue

Declaration of interests by members of Council.

Information

No conflicts of interest were declared.

Decision Approved and/or Action Requested

There was no decision or action from this agenda item.

Agenda Item 3 – Draft Minutes of Public Council Meeting No. 167

Issue

Council was asked to approve the Draft Minutes of Public Council Meeting No. 167

Information

The President informed the Council that the draft minutes of the Public Council meeting held on 30 April 2026 had been circulated. No comments or amendments had been

Issue

received. There was no further discussion or amendments to the minutes.

Decision Approved and/or Action Requested

Decision of Council: Council approved, by consensus, the minutes of the Public Meeting held on 30 April 2026.

Agenda Item 4 – Agreement on the Meeting Agenda

Issue

Agreement on the Meeting Agenda

Information

The meeting agenda was agreed upon.

Decision Approved and/or Action Requested

Decision Approved: The Council approved the agenda for the meeting by consensus.

Agenda Item 5 – Updates and Items from the Registrar

Agenda Item 5.1 – Registrar's Report

Agenda Item 5.2 – Q2 update on implementation of Service Plan 2026

Issue

Registrar's Report

Information

The Registrar congratulated the President and Vice-President on their appointments and thanked Professor Laura Sahm for her service as Vice-President during the previous term. The Registrar also acknowledged the reappointment of three public interest Council members for a further term and thanked them for their continued commitment to the work of the Council.

The Registrar provided Council with an update on a range of ongoing strategic, operational and organisational initiatives.

Electronic Record Keeping

Council was advised that a strategic and operational update on the implementation of Electronic Record Keeping would be provided as part of the Regulatory and Professional Policy Committee update, including a presentation from Dr Cora Nestor.

Business Transformation Programme(BTP)

Council received an update on the Business Transformation Programme (BTP). Council was advised of a proposal to transfer oversight of the programme from the Business Transformation Programme Board to the Performance and Resources Committee. Consequential amendments to the Committee's Terms of Reference were presented for Council's consideration under a separate agenda item.

Council was provided with an overview of the programme's progress to date. Phase 1 delivered enhanced registration systems for pharmacies, pharmacists and pharmaceutical assistants. Phase 1.1 delivered the internet supply list, publication of fitness to practise outcomes and a number of quality improvement initiatives. Phase 2 introduced complaints, concerns and query management functionality to support information management, reporting and trend analysis.

Council was advised that Phase 3 is at the procurement stage and will focus on inspections and investigations, including the integration of registration, complaints, concerns, query and inspection data to support inspection planning, risk assessment and consistency in inspection activity.

Council also noted the development of a national pharmacy inspection heat map, designed to support the prioritisation of inspection activity and provide enhanced oversight of inspection status across registered pharmacies.

Patient and Public Involvement Partner Project

Council received an update on the Patient and Public Involvement Partner Project, which aims to identify effective approaches for engaging patients and the public in regulation. Council was advised that Professor Michelle Flood of RCSI was appointed as the academic partner for the project and that funding was secured in autumn 2025. Significant progress has been made since then, including the establishment of the project team and engagement with the wider research collaborator group.

The research aims to develop evidence-based strategies to meaningfully incorporate patient and public perspectives into regulation of Pharmacy and health professionals. Council noted that PSI presented to the project's Patient and Public Involvement Advisory Committee at its inaugural meeting on 23 June 2026 and has contributed to the development of the project scoping review and interview protocol. Engagement has also taken place with other health and social care regulators and the Professional Regulation Unit in the Department of Health, both of which have expressed interest in the research.

Staff Engagement Survey

Council was advised of the results of a recent Staff Engagement Survey, which achieved an 80% response rate. The overall engagement score for PSI was 17.87 out of 20, exceeding

the sector benchmark of 16.62. Benchmarking was undertaken against other Irish community, voluntary and statutory organisations using the same engagement survey tool.

The Registrar noted that the results reflected high levels of staff engagement, including positive findings in relation to motivation, trust, managerial support, communication, collaboration, recognition and development opportunities.

Areas identified for further development included fostering greater innovation and creativity in the workplace and providing additional opportunities for reflection and learning.

Council was advised that pulse surveys will be conducted throughout the year, with a further full Staff Engagement Survey planned for 2027.

Better Public Services Awards.

Council was advised that PSI, in collaboration with the Department of Health and the HSE, has been shortlisted for a Better Public Services Award in the Human-Centred Policy and Service Design category for the Common Conditions Service initiative.

Council noted that the awards ceremony would take place on the evening of the Council meeting and congratulated those involved in the project. Council acknowledged that the nomination represents significant recognition of the collaborative work undertaken in the development and implementation of the Common Conditions Service.

Decision Approved and/or Action Requested

Decision Approved: There was no decision or action arising from this agenda item.

Agenda Item 5.2 – Q2 update on implementation of Service Plan 2026

Issue

Q2 update on implementation of Service Plan 2026

Information

Council was updated on the progress of the projects set out in the 2026 Service Plan. The Registrar advised that, as at the end of the second quarter, all projects are progressing as planned.

Decision Approved and/or Action Requested

Decision Approved: There was no decision or action arising from this agenda item.

Agenda Item 5.3 – Request for Approval by Council of Delegation to the Registrar for Authority in relation to “Procedural provisions relating to failure to comply with CPD requirements” as provided for under Rule 12A of the Pharmaceutical Society of Ireland (Registration) (Amendment) Rules 2025

Issue

Request for Approval by Council of Delegation to the Registrar for Authority in relation to “Procedural provisions relating to failure to comply with CPD requirements” as provided for under Rule 12A of the Pharmaceutical Society of Ireland (Registration) (Amendment) Rules 2025

Information

Council considered a proposal to delegate to the Registrar certain functions under Rule 12A of the *Pharmaceutical Society of Ireland (Registration) (Amendment) Rules 2025* relating to procedural provisions for non-engagement with CPD requirements. Council was advised that under the new process, as provided for in the Rules, a "proposal to refuse" stage has been introduced in respect of applications for continued registration where a registrant has failed to engage with CPD requirements. The delegation before Council was intended to facilitate the timely administration of these cases. Council noted that the proposed delegation would permit the Registrar to issue a notice of a proposed refusal, receive and consider representations from applicants, and subsequently determine whether to approve the application for continued registration without a complaint, or to approve and to make a complaint for non-engagement with CPD. Council discussed the proposal and sought clarification on a number of aspects of the process, including the treatment of extenuating circumstances, the engagement measures that will be undertaken before a matter reaches the proposal to refuse stage, and the application of the process to registrants who remain on the Register but are not actively practising.

Council expressed concern regarding the proposal to delegate both the initial proposal to refuse decision and the final decision on the application for continued registration to the Registrar. Council considered that the supporting memorandum required further development to more clearly set out the rationale for the proposed delegation and the associated safeguards.

Following discussion, Council agreed that the proposal and supporting documentation should be revised and returned to Council for further consideration at a future meeting.

Decision Approved and/or Action Requested

Decision Approved: Following discussion, it was agreed that the delegation would be further reviewed and would come back to Council for consideration at their next meeting.

Agenda Item 5.4 – Request for Approval by Council of Delegation of Functions in relation to the Third Country Qualification Recognition (TCQR) Route.

Issue

Request for Approval by Council of Delegation of Functions in relation to the Third Country Qualification Recognition (TCQR) Route.

Information

Council considered the Request for Approval by Council of Delegation of Functions in relation to the Third Country Qualification Recognition (TCQR) Route.

Council was advised that the delegation proposed that decisions relating to applicants who may proceed through Path B, where an examination is required, would sit with the Registration and Customer Relations Manager. Decisions relating to Path A, where no deficiencies or no significant deficiencies remain following assessment, and the applicant may be considered for a certificate of qualification appropriate for practice, would sit with the Registrar.

Council was advised that the delegation was intended to support timely and efficient processing of TCQR applications while maintaining Council's overall responsibility for oversight. Council members discussed the form of the motion and the importance of ensuring that governance, accountability and reporting arrangements are clear. Council noted that the memo set out the rationale and operational context for the delegation, while the motion gives effect to the specific delegation required under the legislation.

Following discussion, Council agreed to approve the delegation of functions in relation to the TCQR route.

Council requested that the consolidated list of delegations be uploaded to iBabs, and that future consideration should be given to consistency in the structure and presentation of delegation motions and supporting papers.

Decision Approved and/or Action Requested

Decision Approved: The Delegation of Functions in relation to the Third Country Qualification Recognition (TCQR) Route was approved on the Proposal of Mr Martin Sisk and seconded by Mr Peter Dennehy.

Agenda Item 5.5 – Motion on bank signatories

Issue

Motion on bank signatories

Information

Council was advised that a Motion was required to approve signatories for online banking with AIB. Council approved the Motion.

Decision Approved and/or Action Requested

Decision Approved: The Motion on Bank Signatories was approved on the proposal of Ms Áine Mac Grory and seconded by Ms Geraldine Campbell.

Agenda Item 6 – Audit and Risk Committee

Agenda Item 6.1 – Report to Council from the Audit and Risk Committee.

Issue

Report to Council from the Audit and Risk Committee

Information

Council received an update on the Audit and Risk Committee report from the Committee Chair.

The Chair noted that the Audit and Risk Committee meeting opened with cyber risk resilience training delivered by DFK Crowley, which included a review of relevant case studies such as the HSE cyberattack and other major cyber incidents. The Committee considered the training valuable and recommended that similar cyber resilience training be included as part of the Council training day in October.

The Committee's agenda included consideration of the quarterly management accounts, updates on internal audit recommendations, cyber security, the corporate risk register, and a deep dive into the Legal Affairs and Governance risk registers. Council was also updated on correspondence issued to the Department of Health regarding pension matters, including the pre-existing superannuation scheme and the Single Public Service Pension Scheme.

The Chair noted positive engagement and progress on the pension issues. In relation to the Single Public Service Pension Scheme, the issue is expected to be addressed through the estimates process, with confirmation awaited. The pre-existing scheme remains under consideration. Council noted recent engagement with the Department of Health and the potential for further engagement with the Department of Public Expenditure,

Infrastructure, Public Service Reform and Digitalisation in relation to this matter.

The Chair thanked Paula Barry Walsh for her service on the Audit and Risk Committee as her four-year term had concluded, acknowledging her dedication, commitment and valued contribution to the Committee.

Decision Approved and/or Action Requested

Decision Approved: There was no decision or action arising from this agenda item.

Agenda Item 7. Regulatory & Professional Policy Committee

Agenda Item 7.1 – Report to Council from the Regulatory & Professional Policy Committee.

Issue

[Report to Council from the Regulatory & Professional Policy Committee.](#)

Information

Council noted the report from the Regulatory & Professional Policy Committee.

Decision Approved and/or Action Requested

Decision Approved: There was no decision or action arising from this agenda item.

Agenda Item 7.2 –Electronic Record Keeping in Pharmacies- Public Consultation Report

Issue

[Electronic Record Keeping in Pharmacies- Public Consultation Report](#)

Information

Council took Agenda Item 7.2 and 7.3 together

Council was updated on the Public Consultation Report on Electronic Record Keeping in Pharmacies and PSI Guidelines on Record Keeping in a Retail Pharmacy Business. Council was advised that the Minister for Health signed enabling legislation in April 2026 to allow pharmacies to move from paper-based record keeping to electronic records, including electronic controlled drugs registers, electronic daily audit and prescription reports, and electronic duty registers.

Council had previously approved the draft guidelines for the public consultation, which took place from 21 April to 19 May 2026. Engagement included direct emails to pharmacists and stakeholder organisations, along with a pharmacist panel session. The consultation generated 106 survey responses, nine email responses, and input from 28 pharmacists who attended the panel session.

Feedback on the guidelines was largely positive, with strong support for moving to electronic record keeping as a practical and modernising measure. Respondents generally considered that the guidelines set out the regulatory expectations clearly. Some areas attracted further comment, particularly the requirement for individual pharmacists to record their PSI registration number, the requirements for pharmaceutical assistants, IT system and technology requirements, verification of pharmacy software, staff training, and the practical implications for pharmacy workflows. Council was advised that the requirement to record individual professional registration numbers for pharmacists reflects the direction of travel in digital health, including requirements emerging from the European Health Data Space Regulations, draft national standards for eprescribing being developed by HIQA, and engagements with the HSE Individual Health Identifier service. While the professional responsibilities of pharmacists in supervising the supply of medicines remain unchanged, the move from recording a pharmacy name and number to recording the individual pharmacist's number was acknowledged as focusing further attention on accountability and pharmacy practices.

It was clarified that under the legislation the pharmacy owner remains responsible for verifying that their software system meets the requirements in the legislation. Council was advised that the IPU is coordinating the verification of pharmacy software systems on behalf of pharmacy owners and has outlined the IT requirements in the legislation to the pharmacy software vendors. PSI is not required to approve software systems but will assess through inspection whether systems support compliance with legislative and inspection requirements. PSI are also contributing to the implementation as part of the Electronic Record Keeping Implementation Group convened by the DoH. This multistakeholder group has been meeting since Nov 2025 to ensure the enablers and supports required for electronic record keeping in pharmacies are in place.

A number of editorial changes were noted during the discussions, and these were agreed.

Subject to changes agreed at the meeting, Council approved the Electronic Record Keeping in Pharmacies Public Consultation Report and the draft PSI Guidelines on Record Keeping in Retail Pharmacy Businesses. The public consultation report is to be published on the PSI website, and the guidelines are to be submitted to the Minister for approval.

Decision Approved and/or Action Requested

Decision Approved: Council approved the Electronic Record Keeping in Pharmacies Public Consultation Report and the draft PSI Guidelines on Record Keeping in Retail Pharmacy Businesses by Consensus.

Agenda Item 7.3 – Revised Draft PSI Guidelines on Record Keeping in a Retail Pharmacy Business

Issue

Revised Draft PSI Guidelines on Record Keeping in a Retail Pharmacy Business

Information

Agenda items 7.2 and 7.3 were taken together.

Decision Approved and/or Action Requested

Decision Approved: This item was dealt with under agenda item 7.2

Agenda Item 7.4 – Consideration of proposed Policy on the application of TCQR Stage 3 exam fees

Issue

Consideration of proposed Policy on the application of TCQR Stage 3 exam fees

Information

Council considered the proposed Policy on the application of TCQR Stage 3 exam fees. Council was advised that the TCQR process is designed to operate on a cost recovery basis. The policy was intended to support the continued operation of the revised TCQR examination process, while recognising that the Stage 3 process is designed such that applicants who are required to sit an examination may be required to sit one component (MCQ or OSCE) or both components (MCQ and OSCE). It is therefore proposed to break down the applicable fee depending on which elements of the examination an applicant is required to undertake. The policy aims to ensure that applicants are only charged appropriately for the relevant part of the process, rather than being charged for examination elements that do not apply to them.

The combined fee for the OSCE and MCQ is €3,000. The proposed fee for the OSCE only is €2,750, and the MCQ only is €2,250.

In response to a question on the cost recovery principle, it was noted that PSI remains subject to ministerial approval in relation to fees. The discussion acknowledged that the cost recovery principle continues to apply, but that the Minister had previously approved a lower fee than PSI had initially proposed. The proposed policy therefore operates within the fee level approved by the Minister while seeking to apply the fees fairly across the different examination pathways.

Following discussion, Council approved the proposed policy on the application of TCQR Stage 3 examination fees by consensus.

Decision Approved and/or Action Requested

Decision Approved: Council approved the Policy on the application of TCQR Stage 3 exam fees by consensus.

Agenda Item 7.5 – Consideration of conditions related to the accredited MPharm programmes provided by University of Galway, Atlantic Technological University (ATU) and South East Technological University (SETU)

Issue

Consideration of conditions related to the accredited MPharm programmes provided by University of Galway, Atlantic Technological University (ATU) and South East Technological University (SETU)

Information

Council considered the conditions attached to the accredited MPharm degree programmes provided by the University of Galway, Atlantic Technological University (ATU) and South East Technological University (SETU). Council was advised that the Chair of the Accreditation Teams had reviewed the evidence submitted by the institutions and was satisfied that the relevant conditions had been met, or that satisfactory progress had been made in relation to those conditions that remained subject to final confirmation.

Council was also informed that the PSI had undertaken engagement visits to the two providers that commenced delivery of their programmes in autumn 2025 (University of Galway and ATU). These visits form part of the PSI's ongoing engagement with existing and newly established programmes and included meetings with university staff and a presentation to students on the role of the PSI. Council noted that formal compliance visits are scheduled for Q4 2026 and Q1 2027, during which programme delivery and ongoing compliance with accreditation requirements will be considered by the accreditation team.

Council noted that applications for membership of the Affiliation for Pharmacy Practice Experiential Learning (APPEL) had been submitted by the relevant institutions and that assurances had been received regarding the progress of those applications. Council also noted that membership of APPEL is not a mandatory requirement under the PSI Accreditation Standards, provided that appropriate arrangements are in place to deliver and quality assure experiential learning placements.

Following discussion, Council approved confirmation that the relevant accreditation conditions had been met, noting the progress made in relation to APPEL membership applications and the assurances received regarding their advancement.

Decision Approved and/or Action Requested

Decision Approved: Council approved confirmation that the relevant accreditation conditions relating to the MPharm programmes provided by the University of Galway, Atlantic Technological University (ATU) and South East Technological University (SETU) had been met, noting that applications for APPEL membership had been submitted and that assurances had been received regarding their progression, on the proposal of Dr Ann McGarry and seconded by Ms Geraldine Campbell.

Agenda Item 7.6 – Reform of the Pharmacy Act – Commencing Research on Regulation of Pharmacies

Issue

[Reform of the Pharmacy Act – Commencing Research on Regulation of Pharmacies](#)

Information

Council received an update on phase two of the Reform of the Act project; Research on Regulation of Pharmacies. Council was advised that following the update at the Committee, a number of small additions were made to the scope of the research. The research has commenced, and Council will be updated on the progress.

Decision Approved and/or Action Requested

Decision Approved:

Council noted the update on Reform of the Pharmacy Act – Commencing Research on Regulation of Pharmacies

Agenda Item 8. Performance and Resources Committee

Agenda Item 8.1 – Report to Council from the Performance and Resources Committee.

Issue

[Report to Council from the Performance and Resources Committee.](#)

Information

Council received an update from the Performance and Resources Committee. Council was advised that the Committee had received a presentation on TCQR and had requested a comprehensive briefing note for its next meeting, to include the implications for the organisation, including budgetary, operational, income and expenditure considerations. The Chair noted that updates on TCQR had been provided across all Committees and

suggested that a consolidated update for all Committees may be beneficial at future meetings. Council noted the level of TCQR activity and agreed that a comprehensive briefing note would be valuable.

Decision Approved and/or Action Requested

Decision Approved: There was no decision or action arising from this agenda item.

Agenda Item 8.2 – Approval of Management Accounts to 31 March 2026

Issue

Approval of Management Accounts to 31 March 2026

Information

Council reviewed the Management Accounts to 31 March 2026. Council was advised that the notes accompanying the Management Accounts were comprehensive and very useful. Council was advised that there would be an outturn for the following six months along with the Q2 Management Accounts at the October meeting. Following discussion, Council approved the Management Accounts to 31 March 2026.

Decision Approved and/or Action Requested

Decision Approved: The Council approved the Management Accounts to 31 March 2026 by consensus.

Agenda Item 8.3 – Approval of the Terms of Reference of the Performance and Resources Committee

Issue

Approval of the Terms of Reference of the Performance and Resources Committee

Information

Council was advised that the Performance and Resources Committee had received a comprehensive update on progress under the Business Transformation Programme. Council noted the proposal that oversight of the programme would transfer to the Performance and Resources Committee and that the Business Transformation Programme Board would be disbanded. Council was further advised that the Chair of the Business Transformation Programme Board is a member of the Performance and Resources Committee and that the external members of the Board would remain available to provide advice and support as required. Following discussion, Council approved the revised Terms of Reference of the Performance and Resources Committee.

Decision Approved and/or Action Requested

Decision Approved: Council approved the updated Terms of Reference of the Performance and Resources Committee by consensus

Agenda Item 9 – AOB

Issue

AOB

Information

Council congratulated Dr Denis O’Driscoll and Ms Áine Mac Grory on their recent success at the Irish Pharmacy News Awards.

Council was advised that the process to appoint a new Council member is underway following the completion of Ms Dorothy Donovan’s term of office. The recruitment process, managed by the Public Appointments Service, closed on 16 June 2026, and it is anticipated that a new Public Interest Council member will be appointed by the Minister later this year.

In response to a question regarding engagement with the Alberta pharmacy regulator, as referenced in the Registrar’s Report, Council was advised that the Department of Health intends to commence research in Q3 on pharmacy technicians, including their role, education standards, and the tasks that may appropriately be delegated to them.

Decision Approved and/or Action Requested

Decision Approved: There was no decision or action from this agenda item.

The meeting concluded at 11.40.

Signed by

Chair

Date