

Report of the Registrar Council Meeting 1 October 2026



Highlights from the Registrar

Expansion of Pharmacy Practice

Common Conditions Service

The Common Conditions Service marks a significant expansion of pharmacy practice and a major step forward in improving public access to healthcare. Led by the Department of Health following the recommendations of the Expert Taskforce, its successful delivery reflects strong collaborative efforts from across a wide group of people and organisations to bring this impactful service for the public to fruition in community pharmacies. The highlights below demonstrate national and international awareness-raising and recognition of this important service.

- **Better Public Services Awards 2026**

On 26 June 2026, the PSI, together with the Department of Health and the HSE, won the award for **Category 07: Human-centred policy and service design** at the Better Public Services Awards 2026 for its work in the delivery of the Common Conditions Service. The annual awards recognise excellence in innovation, collaboration and delivery across the civil and public service, in line with the Public Service Transformation Strategy 2030.

This award recognises the **Common Conditions Service** as a significant and impactful initiative that demonstrates the best of human-centred policy development and implementation.

Photos of representatives of the PSI, HSE and Department of Health, including presentation of the award by Minister of State Frank Feighan.



- **84th FIP World Congress of Pharmacy and Pharmaceutical Sciences**

In March 2026, PSI submitted an abstract for the FIP Congress 2026 in Montreal, Canada, titled *Advancing Pharmaceutical Practice through Community Pharmacy: The Role of the Pharmacy Regulator in Supporting Ireland's National Common Conditions Service*. The abstract was accepted for poster presentation, and two PSI colleagues travelled to Canada in August to attend the conference and present the work.



The 84th FIP World Congress brought together 3,250 delegates from 112 countries and territories under the theme *One Health, One Pharmacy – Bridging science, practice and education*. The event provided an international platform to exchange knowledge, share experiences and highlight developments in pharmacy practice.

Photo of Pharmacy Practice and Policy team members presenting at FIP Congress.

New Contraception Prescribing Service

A new pharmacy service, the Contraception Prescribing Service, is being developed. This service will expand access to contraception by enabling pharmacists to issue repeat prescriptions for specified contraceptives to women aged 17 and over, following an initial GP prescription.

On 21 July 2026, the enabling legislation, the [Health \(Provision of Contraception Prescribing Service in Retail Pharmacy Businesses\) Act 2026](#) was signed into law. The service will mirror the regulatory framework in place for the Common Conditions Service.

The PSI is contributing to the work of the Community Pharmacy Expansion Implementation Oversight Group (IOG) by ensuring pharmacists have the education, training and regulatory guidance needed to deliver the service safely and effectively.

Pharmacists intending to deliver the service will be required to successfully complete online training through the IIOP, aligned with the Common Conditions Service training model. The standards for pharmacist training are set out in the draft PSI (Education and Training Required to Prescribe Medicinal Products in Accordance with the Contraception Prescribing Service) Rules 2026.

The PSI has updated the [Guidelines to Support the Provision of the Common Conditions Service](#) to include the new service requirements.

On 10 August 2026, PSI Council approved the draft Guidelines and draft Rules for public consultation. Further consultation information is available under *Strategic Objective 1* below.

Recent engagement opportunities

Keynote presentation to inaugural QPEC All-island Pharmacy Education Conference

An inaugural All-island Pharmacy Education Conference was held at the School of Pharmacy at Queen's University Belfast on 7 September and the PSI Registrar and Chief Officer was invited to provide a keynote address to attendees. The event's themes and presentations covered innovation and evolution in education, experiential learning placements, stakeholder engagement, universal design, technology and AI. Reflecting on these themes as they relate to the regulator, a pharmacist's career journey, and the many changes taking shape in practice, she returned focus to the role of educators in equipping pharmacists with the knowledge and competence for their fundamental role as medicines experts, the foundation on which current transformation and role expansion is built.



World Pharmacists Day Podcast

The Registrar and Chief Officer has recorded a podcast with Dr. Denis O'Driscoll, President of the PSI Council and Superintendent Pharmacist with McCabes Pharmacy, which will be available from 25 September to mark World Pharmacists Day. The discussion reflected on the evolution of pharmacy practice, the growing contribution pharmacists can make to patient care and the importance of ensuring that expanded roles are supported by appropriate education, workforce capacity, digital infrastructure, governance and proportionate regulation. The discussion also emphasised the continuing importance of pharmacists' expertise in medicines and the role of the PSI in enabling innovation while maintaining patient safety and public trust.

Presentation to Life Pharmacy Members

This month the Registrar and Chief Officer has also presented to Life Pharmacy members meeting on the PSI's approach to pharmacy inspections, investigations and enforcement. The presentation outlined the purpose and different types of inspections undertaken by the PSI, the principal areas considered during an inspection and common findings emerging from recent inspection activity. It also highlighted the standards expected of pharmacies, the importance of effective governance and quality systems, and the steps pharmacies can take to support compliance, continuous improvement and the safe provision of pharmacy services.

IPU World Pharmacists Day Event

On 25 September, the Registrar and Chief Officer contributed to the Irish Pharmacy Union's World Pharmacists Day event, held under the theme Empowering Pharmacists for Healthier Futures. Her presentation, Enabling Safe Pharmacist Practice, focused on the role of regulation, professional standards and continuing competence in enabling pharmacy practice to evolve while maintaining patient safety, quality and public trust. Dr Cora Nestor, Head of Pharmacy Practice, Policy and Engagement, represented the PSI on a moderated panel discussion with representatives of the

Department of Health, the HSE and the IPU, exploring the importance of partnership and structured collaboration in supporting the continued development of pharmacy services.

Ongoing Regulatory Work Programmes in 2026

Activity	Outputs	Update
Implement year two of our Communications Strategy 2025-2028, aligned to the Corporate Strategy, our mission, vision and values. Underpin projects and developments with planned communication to relevant audiences. Expand use of audiovisual media, evolve website functionality and assess any changes to how and where we engage with key audiences.	Year two plan is in place and initiatives, including enhanced PPI engagement, expanded use of audiovisual media, improved website functionality and updates to the Pharmacy Practice Guidance section, are delivered by Q4 2026.	- Communications action plan focused on external engagement is in place for 2026. - Recent external communications have included the public consultation related to the Contraception Prescribing Service, CPD changes for pharmacists with a new exemption policy, and publication of the Safe Staffing Guidance, along with the PSI's summer newsletter. - Engagement on the joint PPI research project with RCSI continues and is documented under Objective 2. - The PSI communications team also coordinated a meeting of the HPRA Patient Forum at PSI House on the 22 Sept where the PSI patient Charter, PSI inspection process and the common conditions service were discussed - The Communications team is supporting recent and upcoming external speaker engagements by PSI staff - Work is continuing to further increase the digital accessibility score of the PSI website. The PSI is currently subject to Simplified Review of the website by the National Disability Authority per their responsibilities under the EU Web Accessibility Directive.
Continue to implement and embed revised TCQR route.	The revised Third Country Qualification Recognition (TCQR) route is fully operationalised and embedded, including the procurement and delivery of required examinations. Continuous refinement of processes and stakeholder engagement	Following the appointment of RCSI as examination provider via a competitive procurement process, the first two examination sittings were delivered in July and September 2026. Application volumes remain high, and the PSI continues to monitor and make

	ensures the route remains responsive, transparent, and aligned with regulatory standards.	adjustments to strengthen capacity across the end-to-end operation of the route.
Prepare for potential designation of PSI as a Competent Authority under the NIS2 Directive.	Ensure the required legislative, supervisory and compliance frameworks are scoped, and an internal capacity and resource needs assessment is conducted.	Preparatory work for the potential implementation of the NIS2 framework is progressing, including external advisory support to inform a proportionate, risk-based approach. Further developments remain subject to final legislation, formal designation by the Department of Health, and the PSI's governance processes.
Revise and update pharmacy practice guidance, including recent changes to requirements.	Revised guidance on record keeping and premises, and equipment in place by Q4 2026.	PSI is reviewing its approach to guidance and guideline development to ensure it remains fit for purpose and aligned with the recent move towards principles-based, outcomes-focused guidance. Informed by stakeholder engagement, this work will help ensure future guidance is practical, proportionate, user-focused and aligned with PSI's public protection role. Key learning from the engagement and review process will be shared with PSI Council at the next Council training day.
Advance our actions to contribute to Ireland's Third National Action Plan on Antimicrobial Resistance 2026-2030 (known as iNAP3) 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.	In our summer newsletter, we highlighted the 'One Health and Antimicrobial Resistance: Connecting Human, Animal and Environmental Health through Pharmacy' webinar hosted by the Irish Institute of Pharmacy. The webinar explored the principles of One Health, human and animal health sector perspectives, and practical initiatives that support antimicrobial stewardship in pharmacy practice.

		We also shared links to key resources, including the PSI Antimicrobial Resistance webpage, Ireland's third One Health Action plan on Antimicrobial Resistance 2026-2030 (iNAP3), and the Pharmacist Antimicrobial Stewardship Network (PAMS net) forum, available through the Irish Institute of Pharmacy.
Continue implementation of the revised Continuing Professional Development (CPD) system for pharmacists.	Progression of activities to operationalise the new model in line with agreed implementation plan.	The PSI and IOP teams are meeting regularly to progress the implementation of the revised model and to agree on and align our communication activities. The new contract for the management and delivery of the CPD Model on behalf of the PSI was signed with RCSI in July. A communication was sent to all pharmacists in mid-August with information on how to apply for an exemption from ePortfolio Review. Following the roll-out of new functionality, pharmacists can now make the application through the online Registration Portal.
Continue implementation of CPD system for Pharmaceutical Assistants.	Progression of activities to operationalise the new model in line with agreed implementation plan.	Implementation of the CPD model for pharmaceutical assistants is progressing. An Advisory Group is supporting its development, while a wider Advisory Panel will contribute to activities including standard setting, peer review and testing. ePortfolio Review submissions will begin in 2028, supported by guidance and webinars.
In conjunction with CORU, host the fourth annual educational Fitness to Practise Conference for professional health regulators.	Collaborate, plan, arrange and host a conference in Q4 2026.	A structured programme of planning meetings is now underway, including regular conference planning sessions and broader stakeholder engagement. Early preparatory work has progressed, including agreement of timelines, initial discussion of themes and

		speakers, and coordination with partner organisations. The conference is scheduled to take place on 10 November 2026
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Key updates under each of our three Strategic Objectives as we implement our Corporate Strategy 2025-2028.



Objective 1

Regulate Pharmacists and Pharmacies to Deliver Essential and Expanded Pharmacy Services in the Healthcare System

Recommendations of the Expert Taskforce to Support the Expansion of the Role of Pharmacy

As outlined in the Highlights from the Registrar, the PSI Council approved the draft revised Guidelines and draft Education and Training Rules for the new Contraception Prescribing Service for public consultation, on 10 August 2026.

Consultation report on draft Education and Training Rules and draft Guidelines to Support the Contraception Prescribing Service in Pharmacies

The PSI held a public consultation on the draft Guidelines and draft Rules from 10 August to 2 September 2026. As part of the public consultation, we sought feedback from a wide range of stakeholders who could respond through an online survey or by email.

The consultation received **101 online survey responses** and **four additional email submissions**. The majority of respondents were pharmacists, with most responding as individuals rather than on behalf of organisations. Overall, the findings indicate broad support for both the revised draft PSI Guidelines and the draft Education and Training Rules for the Contraception Prescribing Service.

The full draft public consultation report provides a detailed analysis and discussion of the responses received.

Draft Guidelines to Support Pharmacists providing the Common Conditions and Contraception Prescribing Services

The PSI updated the [Guidelines to Support the Provision of the Common Conditions Service](#) in pharmacies to incorporate the requirements for the new Contraception Prescribing Service, as both services follow the same regulatory framework. For ease of review, all changes made to the [guideline](#) to include the Contraception Prescribing Service were clearly visible during the public consultation using blue tracked changes.

In response to the feedback received through the consultation, particularly from the National Women's Council, the PSI made further amendments to strengthen the Guidelines in relation to person-centred care, accessibility, inclusive communication and patients' individual and cultural needs, preferences and circumstances.

Draft PSI (Education and Training required to Prescribe Medicinal Products in Accordance with the Contraception Prescribing Service) Rules 2026

No changes were proposed to the draft PSI Education and Training Rules following the public consultation. The IOP, via subject matter experts from RCSI, is developing updates to the core regulatory module and a new Contraception Prescribing Service module, which pharmacists will be required to complete before delivering the service.

The draft consultation report, draft revised Guidelines, and draft PSI Education and Training Rules were considered by the Regulatory and Professional Policy Committee at its meeting of 16 September and are being recommended to PSI Council for approval at its meeting of 1 October, subject to finalised versions of the legislation and clinical protocols.

Implement a Delineated Pharmacy Model

The updated Pharmaceutical Society of Ireland (Retail Pharmacy Businesses) (Registration) Rules have been submitted to the Minister for Health for consent. The proposed Rules give effect to the changes required to implement the delineated model of pharmacy operation and consolidate, update, and replace the provisions of the existing Pharmaceutical Society of Ireland (Retail Pharmacy Businesses) (Registration) Rules 2008 (S.I. No. 495 of 2008). The proposed Rules are currently awaiting Ministerial consideration and decision.

Digital Health

This project aims to deliver regulatory frameworks, tools and supports required by pharmacists and pharmacies to implement the expected outputs associated with advances in digital health as outlined in the Health Information Bill and Digital for Care: A Digital Health Framework for Ireland 2024-2030.

The PSI continues its involvement and contribution to a range of national digital health initiatives as set out in Digital for Care: A Digital Health Framework for Ireland 2024 – 2030. The PSI is represented on the National ePrescribing Project Board, and the Head of Pharmacy Practice, Policy and Engagement has attended 7 board meetings and 3 meetings of the HSE Digital for Care Implementation Advisory Group so far in 2026. The Head of Pharmacy Practice, Policy and Engagement also attended three meetings of the Department of Health Pharmacy eHealth Group and presented to the group recently on the work of PSI to support the implementation of electronic record keeping in community pharmacies.

The national ePrescribing programme has also had 5 update meetings with PSI colleagues. PSI also met with the HSE Health Identifiers Service (HIDS) to discuss using PSI registers for identifying registered Pharmacists and Pharmacies and HIDS provided an update on the upcoming roll out of patient Individual Health Identifiers (IHIs) to community pharmacies.

The National Medicinal Products Catalogue (NMPC) also met with PSI to provide an update as the NMPC is preparing to start roll-out. A member of the Pharmacy Practice and Policy team has been involved in the User testing for the web browser for the NMPC.

In July 2026, the Health Information and Quality Authority (HIQA) published its *National Guidance for the Responsible and Safe Use of Artificial Intelligence in Health and Social Care Services*. The PSI contributed to the public consultation on the draft guidance and recommended the inclusion of pharmacies among the health and social care settings referenced in the final publication. As the guidance is relevant to pharmacists and pharmacy practice, the PSI will promote sharing of information about HIQA's Guidance on AI, through its newsletter and website.

Collaborate with the Department of Health on Implementation of Pharmacy Policy Changes

PSI Guidelines on Record-Keeping in a Retail Pharmacy Business and Implementation of Electronic Record-Keeping in Community Pharmacies

The revised draft PSI Guidelines on Record-Keeping in a Retail Pharmacy Business were approved by Council at its meeting of 25 June and submitted to the Minister for Health for approval on 26 June. The Guidelines have now been approved by the Minister for Health and are being prepared for publication. A communication will shortly be issued to all registrants highlighting the publication of the revised Guidelines and the availability of comprehensive Frequently Asked Questions to support implementation of electronic record-keeping in pharmacies.

PSI continues to attend regular meetings of the Department of Health Electronic Record-Keeping Implementation Group. The development of updated pharmacy software systems is being progressed by pharmacy software vendors. The Irish Pharmacy Union has developed a verification programme to support pharmacy owners verifying that the software systems meet the legislative requirements. Planning is ongoing for an Irish Institute of Pharmacy webinar in the autumn to be delivered by stakeholders on the Department of Health Group to support implementation of electronic record-keeping in pharmacies.

Launch of the new MediBack Unused Medicines Disposal Service in Community Pharmacies

On 28 August, the Department of Health and the HSE launched a new nationwide MediBack Unused Medicines Disposal Service in all community pharmacies. The implementation of this nationwide service for the safe disposal of unused and expired medicines through community pharmacies is a very welcome development from both a patient and medicines safety and environmental perspective. PSI frequently receives queries from patients and the public about how to safely dispose of medicines. PSI issued a communication to all registrants on 28 August to coincide with the launch of the service and to highlight the PSI Guidelines on the Disposal of Medicinal Products. PSI also published updated Frequently Asked Questions for the public on the PSI website to provide information on the safe disposal of medicines through community pharmacies.

Supporting pharmacist involvement in the Autumn/Winter 2026/2027 vaccination campaign

The PSI has now approved the NIO training in respect of Comirnaty® XFG (30mcg & 10mcg), specifically for the purposes of Regulation 4F (b) of the Medicinal Products (Prescription and Control

of Supply) (Amendment)(No.7) Regulations 2020 (S.I. No. 698 of 2020) (as amended). This approval enables vaccinating pharmacists to supply and administer this vaccine as part of the national COVID-19 vaccination programme.

Additionally, the PSI vaccination guidance documents have been reviewed and updated for the 2026/2027 vaccination season and will be published shortly on the PSI website. The PSI vaccination services webpage and frequently asked questions have also been reviewed ahead of the launch of the 2026/2027 vaccination campaign.

Updated influenza training materials have also been made available through the IIOP website. These materials have been revised to reflect the National Immunisation Advisory Committee's (NIAC) recommendation that the adjuvanted inactivated influenza vaccine (aIIV) (fluad) be used for adults aged 65 years and older during the 2026/2027 influenza season.

A communication will shortly be issued to all registrants highlighting the publication of the updated vaccination guidance documents, the availability of the NIO vaccination training for the new Comirnaty® XFG (30mcg & 10mcg) COVID-19 vaccine and the updated influenza vaccination training available through the IIOP.

MPharm Accreditation and APPEL

The Annual Reporting process is in progress. All accredited MPharm Programme Providers are required, on an annual basis, to provide the Registrar with a report providing an update on the programme and/or any material changes that may have been made to the programme. The Chair of the most recent accreditation reviews the annual report and provides a commentary to the PSI. All six MPharm Programme Providers have submitted their annual reports.

The PSI welcomed a 4th Year APPEL student on placement at the end of August. The student will be on placement with the PSI for a four-month period.

Implementation of Recommendations from the Workforce Intelligence Report

The third meeting of the Workforce Working Group for 2026 was hosted in the Department of Health on 10 September. The group reflected on its ways of working and the status of the recommended actions to date, noting particularly significant progress on many of the agreed recommendation and actions committed to in the Workforce Intelligence Report.

As part of the actions under strategic workforce planning, preparations are underway for the annual Survey of the Register (2026). This survey will be shared with all pharmacists and pharmaceutical assistants, with a survey analysis report published in Q1 2027.



Objective 2

Evolve our Regulatory Approach to Drive Safe Patient Outcomes in the Delivery of Pharmacy Care

Reform of the Pharmacy Act

Workstream 1 - Reform of PSI's Fitness to Practise Process

PSI submitted draft policy proposals for the reform of our Fitness to Practise process to the Department of Health on 15 April. The proposals, which were approved by PSI Council at its March meeting and considered by the Regulatory and Professional Policy Committee on 11 March, are intended to support a more effective, proportionate and efficient fitness to practise framework, and to enhance alignment with the legislative frameworks applying to other healthcare professional regulators. The draft proposals were submitted subject to further legal review and advice from Senior Counsel. After detailed discussions on the policy proposals, the opinion of Senior Counsel has now been provided and the finalised policy proposals document updated accordingly. The RPP Committee considered the updated policy proposals at its September meeting and recommended the paper to Council for approval at its October meeting.

Workstream 2 - Reform of the regulation of pharmacies

The second workstream of the project is underway and examines the reform of the regulation of pharmacies, beginning with an evidence brief to inform and support the development of evidence-based policy proposals for the regulation of pharmacies. The evidence brief will describe how pharmacy services are regulated in several international jurisdictions and how licensed/registered healthcare services are regulated in Ireland to inform a revised framework for community pharmacy regulation. The research for the evidence brief commenced in June and a number of National and International comparators have been reviewed. Jurisdictions currently researched are Great Britain, Ontario, Victoria, New Zealand and nationally the draft Patient Safety (Licensing) Bill. An internal working group established last December to oversee the development of the policy proposals continues to meet regularly to progress both workstreams of the project.

Red Tape challenge

At the request of the Department of Health, PSI responded to the Government's *Red Tape Challenge* which seeks to identify practical actions across Government Departments and the agencies operating under their remit that can reduce unnecessary regulatory and administrative burdens on businesses, particularly SMEs. The Government's Red Tape Challenge is an initiative of the whole-of-Government *Action Plan for Competitiveness and Productivity*. As part of our response, PSI highlighted our significant work with the Department in advancing a programme of regulatory reform, and the expected resulting benefits of legislative reform including greater efficiencies, effectiveness, proportionality and a reduction in regulatory burden.

Patient and Stakeholder Involvement in our Work

The current research on the PSI-RCSI public and patient involvement (PPI) 'PARTNER' project is continuing on track for this year. Work has progressed on the first workstream of the project, the scoping review, and on the interview stage with an agreed interview protocol. The PSI has supported introductions for interviews with national and international regulators. Interest in the project is high. Interview participants include patients/public, healthcare professionals, and a range of national healthcare and health professional regulators including GPhC, Professional Standards Authority (PSA) UK, European Medicines Agency (EMA), New Zealand and Canadian Pharmacy regulatory bodies. Interviews will continue over the coming weeks, with ongoing recruitment for members of the public and health professional participants. The PSI has continued to have regular meetings with the project team and has attended the first two meetings of the PPI Advisory Committee. The first meeting of the International Steering Committee is scheduled for November.

For the second time, the PSI was pleased to host the HPRA Patient Forum at PSI House on 22 September. The PSI has been fortunate to have the opportunity to meet the Forum members for one of their four yearly meetings in 2025 and 2026. Topics of discussion and great engagement this year included the PSI's plan to review the PSI Patient Charter as a public information resource and our inspection activities and approach. The conversation was very beneficial and will inform how these projects will be progressed. The meeting also covered patient representatives feedback and experience of the Common Conditions Service.



Stakeholder Engagement in Patient Safety and Quality Initiatives

Inspections

Year-to-date, the Quality and Safety team has carried out a total of 271 inspections. The team conduct pharmacy registration inspections where there are registration applications for new pharmacy openings and relocations of pharmacy premises. To date, 18 registration-related inspections have been conducted to assess compliance with the Regulation of Retail Pharmacy Business Regulations 2008 and PSI Guidelines.

A total of 253 risk-based pharmacy inspections have been conducted during 2026, including two re-inspections following the Registrar's decision under Section 71(1)(d) of the Act. Risk-based inspections are undertaken following a review of information available to the PSI. These inspections focus on a particular area or the general operation of the pharmacy, including inspection/compliance history, or where a member of the public or an external body has raised a concern.

Since the implementation of the Pricing Transparency Guidance on 01 December 2025, PSI Authorised Officers have been reviewing compliance in pharmacies with the requirement to display information on costs of professional services, including dispensing fees, at each inspection visit.

Since 01 December 2025, this review of compliance with the display of the pricing transparency notice has noted that 71% of pharmacies displayed a notice, and 29% did not. Non-compliant pharmacies are required to confirm, post-inspection, that the identified deficiencies have been rectified.

We have also published inspection findings on the PSI website to inform pharmacists and pharmacies regarding recurrent areas of non-compliance identified in the first half of 2026.

Internet Supply List (ISL) Audits

The Quality and Safety team continues to monitor compliance with legislative requirements relating to the internet supply of non-prescription medicines through a programme of Internet Supply List (ISL) audits. Audits are conducted against websites registered on the PSI Internet Supply List and assess compliance with requirements relating to website information, use of the EU common logo, retention of transaction records, and promotional practices. Year-to-date, 72 audits have been completed, and where non-compliance is identified, pharmacies are issued with compliance correspondence and asked to provide confirmation and evidence of corrective actions.



Objective 3

Enhance and Align our Organisation and People to Successfully Achieve our Strategic Priorities and Core Responsibilities

Business Transformation Project

The procurement process for Phase 3 of the Business Transformation Programme (Pharmacy Compliance and Quality Assessment) has now been completed, with a preferred supplier identified following Invitation to Tender evaluation. The procurement outcome and associated funding requirements are being considered through PSI's governance process, with Council asked to approve progression to contract award and mobilisation. Phase 3 will further enhance PSI's inspection, investigation and regulatory capabilities through continued development of its Microsoft Dynamics platform, including mobile inspection functionality and improved digital services.

Strategic HR Update

Executive and Management Coaching Programme

The Executive and Management Coaching Programme has now commenced, with the Executive Leadership Team (ELT) completing their 360-degree leadership feedback assessments and commencing the initial feedback phase of the programme. These insights will inform individual development planning and coaching interventions designed to strengthen leadership effectiveness and support organisational performance. Preparatory work is also underway for the rollout of the programme to the Wider Management Team (WMT). This initiative continues to support the recommendations arising from the Culture Audit and the objectives of the HR Strategy by embedding leadership capability, fostering a culture of continuous development, and strengthening leadership effectiveness across the organisation. Through this investment, the organisation aims to build a strong and aligned leadership cohort equipped to drive organisational performance, employee engagement, and long-term sustainability.

Policy, Compliance and Employee Handbook Updates

During the period, a number of HR policies were reviewed and updated to ensure continued alignment with legislative requirements, governance standards, and organisational needs. Updates were incorporated into the Employee Handbook to improve clarity, consistency, and accessibility for employees. The ongoing Internal Audit of Human Resources is progressing, with the review examining the effectiveness of key HR controls, policies, processes, and governance arrangements. The audit is expected to provide further assurance and identify opportunities for continuous improvement within the HR function.

Workforce Planning and Recruitment

We continue to focus on workforce planning and recruitment. Since the last report, the following vacancies have been filled.

Role	Grade	Contract Type
Education and Professional Standards Officer	Eng II	Fixed Term linked to carers' leave
Head of Registration and Education	Chief I Pharmacist	Fixed Term linked to career break

We are currently progressing with the following recruitment:

Role	Grade	Contract Type
Quality and Safety Manager	AP	Fixed Term – linked to career break
Inspector x 2	Eng III	Permanent
Regulatory Executive	EO	Permanent
Communications and Engagement Manager	AP	Permanent
Finance and Support Services Executive	EO	Permanent
Finance Executive	EO	Permanent
ICT Officer	HEO	Permanent
Community Pharmacy Assurance Clerical Officer	Clerical Officer	Permanent
HR and People Development Clerical Officer	Clerical Officer	Permanent
Education and Professional Standards Clerical Officer	Clerical Officer	Permanent
Pharmacy Practice and Policy Clerical Officer	Clerical Officer	Permanent

The Organisation Development Project highlighted the need for an additional 10 staff; we are awaiting sanction for the final two roles.

ICT Strategy

Delivery of the Digital Skills Training Programme is progressing as part of the PSI's ICT Strategy. The programme is designed to strengthen digital capability across the organisation, supporting staff to make effective use of digital tools, systems and data in their day-to-day work. By enhancing core digital skills, the initiative will support greater efficiency, collaboration, adoption of new

technologies, and the successful delivery of broader digital transformation objectives. Training during the year has focussed on Excel, CoPilot, Outlook and MS Teams with a focus on developing practical, job-ready skills to improve efficiency and capability in the use of core digital tools. Further modules covering applications such as Word, PowerPoint and SharePoint are planned for delivery by the end of the year as part of the wider ICT Skills Programme.

Work has progressed on the development of the PSI's Data Strategy, informed by the findings of the recent Data Maturity Assessment. The assessment highlighted opportunities to strengthen data governance, ownership, quality, and organisational capability, while recognising the strong foundations already in place in areas such as data security. The Data Strategy will establish a roadmap to improve the management, use, and sharing of data across the organisation, supporting evidence-based decision-making, regulatory effectiveness, and the delivery of PSI's Corporate Strategy and ICT Strategy. Workshops and stakeholder engagement are ongoing to inform the final strategy and implementation plan.

Cybersecurity remains a core focus for ICT as we continue to work with our vendors to respond to the evolving threat landscape. In September, new functionality was introduced to increase the frequency of vulnerability testing and strengthen ongoing monitoring of the PSI's security posture.

Core Funding Review

The Strategic Financing Review model was updated to reflect the 2025 actual outturn, the approved 2026 budget, and updated forecasts based on the assumptions set out in the Core Funding Review. The income projections have also been revised to reflect the phased implementation of the fee increase from 1 May 2026. At a high level, the updated model remains broadly consistent with the conclusions of the Core Funding Review, with no material variances identified. The updated model was reviewed by both the Audit and Risk Committee and the Performance and Resources Committee at their recent meetings. The next update to the model will incorporate the 2026 year-end outturn, the approved 2027 budget, and any revised planning assumptions.

Implementation of the 2025 Climate Action Roadmap

Following on from the approval by Council of PSI's Environmental Policy and the 2025 Climate Action Roadmap, work continues under each of the roadmap's mandate categories. Progress during the period is outlined below.

Our People

- Climate action was the focus of the June 2026 Anchor Day. The day included an all-staff overview of the Climate Action Plan, the Public Sector Climate Action Mandate and PSI's Climate Action Roadmap. Staff were briefed on the activities under four pillars of the roadmap, namely Our People, Our Targets, Our Ways of Working and Our Buildings and Vehicles. An interactive workshop facilitated by Global Action Plan Ireland was also delivered,

with a particular focus on food waste and the practical actions staff can take at work and at home to support climate action.

- Training and awareness activities are also ongoing. The Finance and Support Services Manager, in her role as Energy Performance Officer, attended SEAI training on the energy management action plan. Members of the Health, Safety and Sustainability Committee attended the launch of the Reduce Your Use campaign, which PSI intends to participate in from October. These activities support continued staff awareness and engagement with the practical delivery of the Climate Action Roadmap.

Our Targets:

- PSI completed its annual Monitoring and Reporting climate action mandate return through SEAI's M&R system in August 2026. This included reporting on PSI's compliance with the 2025 Public Sector Climate Action Mandate and its progress across the relevant mandate requirements.
- The monthly meter reading process continues in collaboration with our facilities provider, Apleona, which supports ongoing monitoring of energy performance at PSI House. Consumption remains under regular review, and from our quarter two 2026 billing, the data indicates a reduction of 10% in our gas consumption and 14% in our electricity compared to the same period in 2025.

Our Ways of Working:

- PSI continues to support the transition to more digitally enabled ways of working across pharmacy practice. Legislative amendments signed into law in April 2026 and effective from 30 June 2026 now enable certain pharmacy records to be maintained electronically, subject to specified minimum software. These amendments support electronic duty registers, prescription registers/daily audit records, controlled drugs registers and certain prescriptions transferred through Healthmail and the High-Tech Hub, reducing reliance on paper-based processes and supporting the wider digitalisation of pharmacy practice.

Our Buildings and Vehicles:

- Following completion of the energy audit of PSI House, PSI met with our SEAI partner, Noel Burns through the SEAI Partnership Support Programme to review the findings and update the Gap to Target modelling tool. The Gap to Target modelling tool helps PSI assess its current position against the 2030 public sector energy efficiency and emissions targets. It allows different energy reduction and decarbonisation measures to be modelled, supporting evidence-based decisions on the projects most likely to close the gap to target over time. This work has provided a clearer view of PSI's current position against its 2030 energy efficiency and emissions targets and will support more informed scenario planning for future energy reduction and decarbonisation measures.
- The Energy Audit and review of our gap to target identified several priority areas for further consideration, including heating optimisation, improved building controls, further lighting

and daylight controls, and longer-term options for renewable heat. These measures will be considered as part of our future capital planning and asset replacement decisions, with a focus on actions that will support progress towards PSI's climate action targets.

- Progress has continued on PSI's application for the Smarter Travel Mark, an accreditation awarded by the National Transport Authority to organisations that actively promote sustainable commuting and reduce reliance on single-occupancy car travel. The initiative supports PSI's wider workplace sustainability and climate action objectives.
- The Government's next Climate Action Plan has been delayed and is now expected to be published later in 2026. In the meantime, PSI continues to deliver the actions set out in its 2025 Climate Action Roadmap and the existing Public Sector Climate Action Mandate. Once the updated national plan is published, PSI will review any new or revised requirements and update its roadmap as necessary.

Environmental Policy Annual review

The annual review of the PSI's Environmental Policy has been completed. While no substantive changes to the organisation's environmental commitments or strategic direction were required, a number of updates were made to reflect developments in Government policy and PSI's environmental governance framework. The updated policy was approved by the Performance and Resources Committee and is now presented to Council for approval.

Procurement Update

Service/goods to be procured	Current status
Third Country Qualification Route (TCQR)	Direct negotiation concluded in Q2 and successful provider identified. Contract signed 27/05/26 and two sets of examinations held to date in July and Sept 26.
Irish Institute of Pharmacy (IIOP)	The procurement process (negotiated procedure) with the current provider was concluded in June. A new contract is now in place, effective 1 July 2026. This new contract reflects the revised CPD model as set out in the new rules (S.I No. 508/2025 & S.I No. 509/2025).
Facilities management	Competitive procedure with negotiation (2 stage process) is ongoing with stage one complete and stage two published in June 2026. Current contract extended until the 31 Dec 2026 to ensure continuity of services and to enable the procurement process with negotiation to complete. Stage two submissions evaluation ongoing with clarifications been sought.
BTP Phase 3	Stage 1 (PQQ) was published 20/04/26 and evaluation of submissions completed. Stage 2 ITT published 04/06/26. Evaluation of stage 2 complete. Preferred tenderer identified. Outcome letters issued and standstill period being observed.
Internal Audit Services	Procurement documentation finalised and sent to OGP to utilise OGP FWA.
Legal Services	SRFT published 24.06.26 utilising OGP FWA, evaluation of submission on-going and short extension in place until 30 Sept to ensure continuity of service.
Public Affairs and Communication Advisors	RFT Published on etenders 11 Sept 2026.
Review of Effectiveness of Council and its Committees	RFQ pack issued 4 Sept.
FTP Compassionate Project assistance	RFQ finalised and circulated w/e 18 Sept.

Appendix 1 – Statistical Summary

Complaints and Fitness to Practise (figures as of 16 September 2026)

Complaints for Screening Committee (Preliminary Proceedings Committee – PPC)	Total Year to Date	2025 year-to-date equivalent
Total new complaints received year to date	47	27
New complaints received since last report date	11	10
Total open, active complaints*	45	40
Complaints considered by PPC since last report date **	18	26

* This includes 20 complaints ready for Council (14 before Council on 01/10/2026, with a further 6 ready for the next Council meeting)

** These complaints were heard at over the course of two 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 2026)

Inquiries/Hearings	Total Year to Date	2025 year-to-date equivalent
Total heard or commenced year-to-date	14	18
Heard or commenced since the last report	4	8
Complaints being investigated/prepared for hearing	48	50

* 43% meet the KPI of the inquiry being heard within 18 months from the date of referral by the PPC to a Committee of Inquiry. All 14 took place before the PCC.

Mediation

Mediation	Total Year to Date	2025 year-to-date equivalent
Total referrals to mediation since the last report	0	2
Total referrals pending mediation	2	0
Held year-to-date	0	0

Sanction hearings/ undertakings/dismissals/applications before Council

Sanction Hearings/ Undertakings/Dismissals/Applications before Council*	Total Year to Date	2025 year-to-date equivalent
Heard since last report*	10	9
Heard year to date*	18	17
Sanction hearings/undertakings being prepared for Council	18	15

*Per respondent

High Court Sanction Confirmation Hearings	Total Year to Date	2025 year-to-date equivalent
Held year-to-date	6	3
Cases being prepared for High Court confirmation	0	3

Appeals	Total Year to Date	2025 year-to-date equivalent
Held year-to-date	0	0
Cases being prepared for High Court appeal	0	1
Judgment awaited	1	1

Callovers	Total Year to Date	2025 year-to-date equivalent
Callovers heard year to date:		
1. Professional Conduct Committee	3	3
2. Health Committee	3	3
Callovers heard since last report date:		
1. Professional Conduct Committee	1	1
2. Health Committee	1	1

The next PCC and HC Callovers are scheduled for 3 December 2026.

Interim Suspension Applications	Total Year to Date	2025 year-to-date equivalent
Applications heard by Council year to date	3	0
Prosecutions		
Cases being prepared for District Court Prosecution	0	0

Professional Registration (year-to-date figures as at 11/9/2026)

Route/application type	Registrations/ actions completed ytd	2025 year-to- date equivalent
National route	10	10
EU route	38	45
Non-national route (Third Country) – UK only	33	36
Non-national route (Third Country) – excluding UK (Registrations)	26	36
TCQR Applications Received	276	223 (revised route opened 22/5/2025)
European Professional Card – establishment of service (qualification recognition)	8	8
European Professional Card – temporary and occasional provision of service	0	0
Voluntary cancellations from the Register	Pharmacists - 82 P. Assistants - 7	Pharmacists - 84 P. Assistants - 1
Involuntary cancellations from the Register	Pharmacists - 35 P. Assistants - 8	Pharmacists - 45 P. Assistants - 8
Restorations to Register following voluntary cancellation	13	22
Restorations to Register following involuntary cancellation	1	1
Certificates of Current Professional Status issued.	86	64
IMI Alerts (internal market information) issued by PSI	8	2

Retail pharmacy businesses (year-to-date figures as at 11/9/2026)

Registration of Retail Pharmacy Businesses 2026 (as at 11 September)	Registrations/ actions completed as of	2025 year-to-date equivalent
Number of Registered Retail Pharmacy Businesses	1999	1989
Retail Pharmacy Business openings by type	New opening: 12	8
	Permanent relocation: 4	5
	Change of ownership: 67	39
Retail Pharmacy Business cancellations by type	Voluntary cancellations (closure): 0	9
	Voluntary cancellations (permanent relocations): 4	5
	Voluntary cancellations (changes of ownership): 67	39
	Involuntary cancellations: 1	0
Number of changes in supervising and superintendent pharmacists	Supervising pharmacist changes: 230	200
	Superintendent pharmacist changes: 33	203

Internet supply	Registrations	2025 year-to-date equivalent
Number of pharmacies on Part A	120	125
Number of non-pharmacy retailers on Part B	197	203

Regulation of Retail Pharmacy Businesses (figures as of 17 September 2026)

Pharmacy Inspections 2026		PSI 2026 Service Plan Pharmacy Inspection Key Performance Indicator (KPI)	2025 year-to-date equivalent
Total number of onsite Pharmacy inspection visits to date*.	253	200	210
Total number of registration-related inspections to date.	18	15	16
Number of pharmacy re-inspections following Registrar's decision under Section 71(1)(d) to date.	2	0	0

*The Number of pharmacy re-inspections following Registrar's decision under Section 71(1)(d) is also included in the total number of inspection visits.

Concerns (figures as of 11 September 2026)	Total Year to Date	2025 year-to-date equivalent
Total new concerns received year to date.	94	138
New concerns received since the last report date.	36	53
Concerns reviewed since the last report date.	37	44
Open concerns.	2	14

Investigation activity 2026 - Part 7 of the Pharmacy Act / Inspection & Enforcement)		
Number of investigations open.	Number of investigations initiated since the last Council meeting	Number of investigations closed since the last Council meeting.
20	4	2
Investigation Activity 2026 (Section 67) – e.g. Interviews / Statements / Pharmacy Visits / Professional Witness.		14

Investigation activity 2025 – year to date equivalent - Part 7 of the Pharmacy Act / Inspection & Enforcement)		
Number of investigations open.	Number of investigations initiated since the last Council meeting.	Number of investigations closed since the last Council meeting.
19	2	2
Investigation Activity 2025 (Section 67) – e.g. Interviews / Statements / Pharmacy Visits / Professional Witness.		18

Information Governance Year to Date (September 2026)

Freedom of Information

Number of FOI requests received	Granted	Handled outside of FOI	Refused	Currently being processed
5	3	0	2	Nil

Data Protection

Number of Subject Access Requests received	Granted	Refused	
1	1	0	
Number 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: Research purposes	Category: Patient Safety Alert/Product Recall	Category: IIOP
7	7	0	0

Pharmacy practice queries

Number of Pharmacy Practice queries answered that were received from pharmacists, members of the public and other healthcare professionals or organisations.	
Number of pharmacy practice queries answered in the period (12 June – 18 Sep)	102
Total number of pharmacy practice queries answered since 1 January 2026	253

Appendix 2: Overview of meetings attended by the Registrar and PSI staff (since last report)

June – September	We continue to attend fortnightly meetings of the National COVID-19 Vaccination Programme Pharmacy Workstream Working Group.
June – September	We continue to attend meetings of the Department of Health Electronic Record-Keeping Implementation Group, established to progress legislative changes to support the adoption of electronic record-keeping practices in pharmacies.
23 June 2026	We attended the first meeting of the PPI Advisory Committee for PSI-RCSI 'PARTNER' project and presented an overview of our role and work.
24 June 2026	We attended a Department of Health Virtual Care Policy Stakeholder Engagement session.
26 June 2026	We met with colleagues from the HSE National Medicinal Products Catalogue (NMPC) team, who updated PSI on preparations for the NMPC rollout.
29 July & 10 September	We attended the HSE ePrescribing Project Board meetings
18 August 2026	We attended the NCA Forum, a cross-sector forum coordinated by the National Cyber Security Centre (NCSC) that brings together National Competent Authorities (NCAs) across Ireland. The purpose of the forum is to support the coordination of NIS2 implementation.
31 August 2026	We attended the launch of the Medical Council's Medical Workforce Intelligence Report 2025.
2 September 2026	We attended the Pharmacy eHealth Group meeting
7 September 2026	We attended the quarterly Fitness to Practise Healthcare Forum with colleagues from other healthcare regulators, including CORU, the NMBI, the Veterinary Council and the Medical Council. Discussions focused on a range of mutually relevant fitness to practise issues.
7 September 2026	Registrar provided the closing keynote address to the inaugural QPEC All-island Pharmacy Education Conference at the School of Pharmacy, Queen's University Belfast.
7 September	We met with the HSE Health Identifiers Service (HIDS) on the roll-out of IHI to Community Pharmacy patient files.
10 September 2026	PSI attended the third meeting for 2026 of the Pharmacy Workforce Working Group hosted at the Department of Health.

10 September 2026	Staff from the Education and Professional Standards Team attended a meeting of the Inter-Professional Collaborative Practice (IPCP) Group.
14 September 2026	We met with EY as part of an HSE-commissioned structured review of digital assurance models for community pharmacy systems.
15 September 2026	We attended the Community Pharmacy Expansion Implementation Oversight Group (IOG) Meeting, where an update on the Common Conditions Service was provided and the key enablers for the Contraception Prescribing Service were discussed.
15 September 2026	A podcast featuring the Registrar and PSI President was recorded to mark World Pharmacists Day, highlighting the contribution of pharmacists and the evolving role of the profession.
16 September 2026	We attended the PSI-RCSI 'PARTNER' project PPI Advisory Committee meeting, hosted at PSI House.
21 September 2026	We attended an event to mark 30 Years of the Immunisation Guidelines for Ireland by the National Immunisation Advisory Committee (NIAC).
22 September 2026	PSI meeting with members of the HPRA Patient Forum, hosted at PSI House
22 September	We attended the Review of Medicinal Cannabis Access Programme (MCAP) Working Group meeting
24 September 2026	The Registrar delivered a presentation to Life Pharmacy members on the PSI's approach to inspections, investigations and enforcement, highlighting key learning from recent inspection activity and current regulatory priorities.
25 September 2026	The Registrar presented at the Irish Pharmacy Union's World Pharmacists Day event. Dr Cora Nestor also represented the PSI on a panel discussion with stakeholders from across the health system.

Appendix 2

Overview of External Communications (since last report)

Date issued	Communication type	Target audience	Subject	Channel
30 June 2026	Information	Registrants	Record Keeping Update – changes from 30 June	Email, website, social media.
9 July 2026	Newsletter	Registrants and subscribers	PSI Summer Newsletter Issue 2, 2026	Newsletter
10 August 2026	Public Consultation	Registrants	Your views are important - consultation on draft PSI rules and revised guidelines for the new Contraception Prescribing Service	Email, social media, website.
11 August 2026	Public Consultation	Wider stakeholders	Your views are important-consultation on draft PSI rules and revised guidelines for the new Contraception Prescribing Service	Email, social media, website.
14 August 2026	Information	Registrants	Medical Council Patient Safety notice	Email
19 August 2026	Information update	Registrants	Important update – ePortfolio Review 2026/27 and exemption policy	Email
26 August 2026	Public Consultation reminder	Registrants and wider stakeholders	Reminder-consultation on draft PSI rules and revised guidelines for the new Contraception Prescribing Service	Email, social media, website.
28 August 2026	Information	Registrants	Launch of MediBack Unused Medicines Disposal Service in Community Pharmacies	Email, website (FAQ)

Date issued	Communication type	Target audience	Subject	Channel
1 Sept 2026	Public Consultation Final Reminder	Registrants	Consultation feedback welcome - draft PSI rules and revised guidelines for new Contraception Prescribing Service	Email, social media, website

Public consultations

Mental Health Commission – Public Consultation on the draft National Standards for Child and Adolescent Mental Health Services (CAMHS)

In August 2026, PSI responded to the Mental Health Commission public consultation to inform the development of draft National Standards for Child and Adolescent Mental Health Services (CAMHS). The draft standards set out the expectations of services providers in ensuring the delivery of safe and high-quality care to children and young people using child and adolescent mental health services.