

# Report of the Registrar Council Meeting 26 March 2026



## Highlights from the Registrar

### Ministerial Launch of the Common Conditions Service

The Minister for Health, Jennifer Carroll MacNeill TD, held an official launch event at the Department of Health on 17 February to mark the introduction of the Common Conditions Service. The event was marked by speeches from a range of speakers, including staff from the Department of Health, the Minister for Health, the Clinical Sub-Group who developed the clinical protocols for use in the service, the PSI Registrar & Chief Officer, a patient representative and the Irish Pharmacy Union.



The Registrar & Chief Officer spoke about the role of the PSI on the [Community Pharmacy Expansion Implementation Oversight Group](#) (IOG) and the importance of regulatory involvement across all workstreams of the IOG.

PSI's role in leading on education, training and regulatory matters was also highlighted. This included developing PSI Guidelines to support the service, developing the necessary statutory rules under the Pharmacy Act 2007 to underpin the education and training infrastructure and working closely with the School of Pharmacy and Biomolecular Science in the Royal College of Surgeons Ireland (RCSI) and the Irish Institute of Pharmacy (IIOP) to ensure that the mandatory training for the service is clinically robust and proportionate. The importance of regulatory oversight as the service is implemented was also highlighted.

## Autumn/Winter 2025/2026 Vaccination Campaign

As of 1 March, c 172K COVID-19 booster vaccines and c 474K flu vaccines (LAIV and injectable) had been administered by community pharmacies as part of the autumn/winter 2025/2026 vaccination campaign. During this period, 1,140 pharmacies have administered a COVID-19 vaccine, and 1,458 pharmacies have administered a flu vaccine. As of 22 February, pharmacies had administered 56.3% of the total LAIV vaccines administered during the autumn/winter 2025/2026 campaign. The children’s LAIV nasal vaccination campaign and the COVID-19 autumn/winter booster campaign have now ended.

Below is a comparative analysis of the 2024/2025 and 2025/2026 winter vaccination campaigns, focusing on pharmacy participation in the administration of COVID-19 and flu vaccines. The data highlights an overall increase in the number of pharmacies involved in both vaccination efforts, with 59.2% of community pharmacies participating in the COVID-19 vaccination program in 2025/2026, compared to 58.9% in the previous year. Similarly, flu vaccination coverage rose from 73.6% to 75.7%.

For this comparison, we have excluded 76 hospital pharmacies, leaving a total of 1,926 community pharmacies out of the 2,002 registered with the PSI.

### COVID-19 Vaccination:

Campaign Year	Pharmacies Participating	Percentage of Community Pharmacies Participating	Doses Administered by Pharmacists
<b>2025/2026</b>	1,140	59.1%	~172,000
<b>2024/2025</b>	1,125	58.9%	~176,000

### Flu Vaccination:

Campaign Year	Pharmacies Participating	Percentage of Community Pharmacies Participating	Doses Administered by Pharmacists
<b>2025/2026</b>	1,458	75.7%	~474,000
<b>2024/2025</b>	1,406	73.6%	~382,000

## Ongoing Regulatory Work Programmes in 2026

Activity	Outputs	Update
<p>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.</p>	<p>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.</p>	<ul style="list-style-type: none"> <li>- External engagement action plan 2026 has been developed with cross-organisation input.</li> <li>- To date, PSI staff external engagements &amp; presentations supported and promoted.</li> <li>- Aligning with the Common Conditions Service public information campaign, info was updated on the PSI website and campaign material shared on our social media channels.</li> <li>- Useful new website enhancement feature has been implemented.</li> </ul>
<p>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.</p>	<p>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.</p>	<p>In our December 2025 newsletter, we highlighted the launch of Ireland's Third National Action Plan on Antimicrobial Resistance (iNAP3) 2026-2030. We outlined its aim to maintain a strong and sustained commitment to addressing antimicrobial resistance through a One Health Approach, recognising the interconnectedness of human health, animal health, and the environment.</p> <p>We also summarised the strategic interventions and actions assigned to PSI under iNAP3 and shared links to key resources, including the PSI Antimicrobial Resistance webpage, the HSE's Antibiotic Prescribing webpage, and the Pharmacist Antimicrobial Stewardship Network (PAMS-net) forum, available through the Irish Institute of Pharmacy.</p>
<p>Continue implementation of the revised Continuing Professional</p>		<p>PSI and IOP are meeting regularly to agree and align their communication to pharmacists</p>

Development (CPD) system for pharmacists.		regarding the updated CPD Model. Policies to reflect the updated PSI(CPD)Rules 2025 are being considered by Council at its 26 March meeting.
Continue implementation of CPD system for Pharmaceutical Assistants.		PSI and IOP are liaising regularly to align and agree on their communication to pharmaceutical assistants regarding the CPD model for PAs.
Implement the EU Commission amendment to the PSI (Education and Training) Rules.		PSI (Education and Training)(Integrated Course)(Amendment) Rules 2026 were signed by the Minister for Health on 3 March 2026.

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 section above, the Registrar and Chief Officer delivered a speech at the Ministerial launch of the Common Conditions Service on 17 February. A number of other PSI staff who were involved in supporting the work of the IOG and the Expert Taskforce also attended the event.

We have continued to support the safe implementation of the Common Conditions Service through our communication channels, including making information available on the PSI website and responding to pharmacy practice queries received in relation to the service.

The IOG is scheduled to re-convene in April to continue work on developing the necessary supports and enablers to implement a contraception service in pharmacies. This will enable pharmacists to continue a prescription for short-acting reversible contraception beyond 12 months, in line with approved clinical protocols, where appropriate.

### Implementation of Recommendations from the Workforce Intelligence Report

The Pharmacy Workforce Working Group held its first meeting for 2026 in PSI House on 12 March. As part of a busy and varied agenda, the group received a presentation from the Strategic Workforce Planning Unit at the Department of Health on aspects of the recently published report, [Ireland's Future Health and Social Care Workforce](#). The Working Group Summary Report for 2025, along with the Workforce Survey Report 2025, will be published on the PSI website in the coming weeks.

### MPharm Accreditation

The PSI Accreditation Policy stipulates that, as part of its quality assurance practices, the PSI will regularly monitor and review its accreditation policy and processes to help ensure they remain fit for purpose. To assist PSI in its review of the accreditation exercises completed across 2024-25, we issued a survey to all accreditation team members and the Higher

Education Institutions involved. This allows us to gather feedback on the accreditation process and identify any potential areas for improvement.

The feedback obtained and PSI's response were presented to the Regulatory and Professional Policy Committee for noting at its March meeting. Overall, the feedback received from both the accreditation team members and the Higher Education Institutions is positive, with some suggestions for improvement identified, which will be considered as part of future accreditation activities. The report will be published on the PSI website and shared with the Higher Education Institutions.

### Implement a Delineated Pharmacy Model

At its meeting of 2 October 2025, the Council approved the public consultation report on proposed changes to the RPB Registration Rules to support the operation of a Delineated Operating Model and recommended the proposed RPB Registration Rules for approval and for subsequent submission to the Minister for Health for her consent.

Additional work is currently ongoing to align the legislative framework and ensure that the necessary congruence occurs between PSI and DoH responsibilities.

### Implement (or respond to) agreed policy changes with the Department of Health, including those related to the Community Pharmacy Agreement.

#### **Implementation of Electronic-Record Keeping in Community Pharmacies and Update to PSI Record-Keeping Guidelines for Retail Pharmacy Businesses**

The Department of Health Electronic Record-Keeping Implementation Group continues to meet fortnightly to progress the legislative changes required to enable the adoption of electronic record-keeping practices in pharmacies. These changes are intended to reduce administrative burden and support more streamlined, digitally enabled workflows in pharmacy practice. The PSI is a key stakeholder in this group and has provided extensive feedback on the draft legislation under development.

The PSI is also leading the development of regulatory guidelines to ensure the safe and effective implementation of electronic recordkeeping in pharmacies. As part of this work, PSI has updated its existing record-keeping guidelines to reflect the proposed legislative amendments. The draft Guidelines were discussed and considered by the Regulatory and Professional Policy Committee at its meeting of 11 March and are before Council for consideration and approval at its meeting of 26 March, with a view to issuing for public consultation.

## Regulatory Response to Digital Health Initiatives

The initiatives undertaken as part of our Regulatory Response to Digital Health are aligned with, and support collaboration on, the national digital health objectives set out in *Digital for Care: A Digital Health Framework for Ireland 2024–2030*. In 2026, to date, we:

- attended two board meetings of the National ePrescribing Project Board, which is overseeing the procurement and implementation of ePrescribing in Ireland
- participated in one meeting of the Department of Health Pharmacy eHealth Group
- attended two meetings of the HSE Digital for Care Implementation Advisory Group, to advise on the implementation of the HSE eHealth Strategy Digital for Care.
- participated in initial discussions with the HSE Health Identifiers Service (HIDS) to discuss identifiers as a critical enabler for interoperability and patient safety
- supported the HSE National Medicinal Product Catalogue (NMPC) project by user testing the NMPC web browser.

## Development of PSI Guidelines to support Safe Staffing in Retail Pharmacy Businesses

The PSI Workforce Intelligence Report, published in September 2023, provided a baseline view of the pharmacy workforce in Ireland. The Report provided recommendations to ensure the sustainability of the future pharmacy workforce. One of the short-term recommendations (1-2 years), proposed publishing guidelines on the expectations of pharmacy owners, superintendent pharmacists and supervising pharmacists in ensuring safe staffing levels, adequate staffing mix and appropriate rest periods in community pharmacy. This action was assigned to PSI as the regulator.

The PSI Council approved draft Guidelines to be issued for public consultation at its meeting of 11 December 2025. These Guidelines were formulated under the oversight of a cross-organisational Working Group and informed by stakeholder engagement and feedback. The public consultation was open to all pharmacists, pharmaceutical assistants, pharmacy owners, and members of the public. The consultation commenced on 9 January 2026 and concluded on 6 February 2026. Feedback was invited by completing an online survey, making a submission by email or by post.

A wide range of feedback and comments were received from respondents during the course of the public consultation. As a result of the feedback provided during the consultation, a small number of changes were made to the Guidelines.

The Regulatory and Professional Policy Committee, at its meeting on 11 March 2026, approved the public consultation report and draft Guidelines and recommended that they be considered by PSI Council for approval at the next meeting on 26 March.



## Objective 2

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

### Reform of the Pharmacy Act

As Council is aware, the PSI has been engaging with the Department of Health since 2018 regarding the reform of the Pharmacy Act.

It was agreed late last year that PSI would submit policy proposals and draft legislative amendments for the reform of our fitness to practise process for the Department's consideration by the end of Q1 2026.

An internal working group was established last December to oversee the development of the policy proposals. Since then, a gap analysis has been carried out comparing the Pharmacy Act against recent and planned amendments to the primary legislation of NMBI (Nurses and Midwives Act), and the Medical Council (the Medical Practitioners Act). We also analysed statistics related to our fitness to practise process over the past six years. We have engaged a legal adviser to draft and advise on legislative amendments to the Act. We are also engaging with both the Medical Council and NMBI on their experience to date with recent reforms. The project was discussed with PSI Council at its Training and Development Day on 5 March. The draft Policy Proposals for Reform were considered by the Regulatory and Professional Policy Committee at its meeting of 11 March and are before Council for approval.

### Patient and Stakeholder Involvement in our Work

The HRB-funded research project, led by RCSI in conjunction with the PSI, has commenced to explore how we may advance and incorporate patient and public involvement (PPI) in our work. Key project personnel have been appointed. The first year will predominantly involve research undertaken by our academic partners at RCSI.

We were pleased also with the interest received from registered pharmacists to participate in our Pharmacist Panel following a call for new members in December. A panel of just over 100 pharmacists is in place, including both new and continuing members. In line with this year's Service Plan, over the year we will hold workshops with the panel for their input on a range of matters we are advancing. We plan to hold the first online workshop in April.

### Stakeholder Engagement in patient safety and quality initiatives

Year-to-date, the Quality and Safety team has carried out a total of 65 inspections. The team conduct pharmacy registration inspections where there are registration applications for new pharmacy openings and relocations of pharmacy premises. To date, 3 registration-related

inspections have been conducted to assess compliance with the Regulation of Retail Pharmacy Business Regulations 2008 and PSI Guidelines.

A total of 62 risk-based pharmacy inspections have been conducted to date. 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.



## Objective 3

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

### Strategic HR Update

Since the last update to Council, the HR Strategy 2025-2028 was launched to all staff. The Strategy, underpinned by the findings of the Culture Audit, Employee Engagement Surveys, Current State Assessments, Operating Model Review and the Strategic Workforce Plan, guides PSI's ambition to remain a modern, responsive regulator in a rapidly evolving healthcare environment, ensuring our people are equipped to deliver on the commitments set out in the Corporate Strategy 2025 - 2028.

The Performance Management Cycle 2026 was launched, supported by a renewed focus on capability, accountability and continuous improvement. The performance cycle is designed to strengthen alignment between individual performance and organisational priorities. This structured approach promotes regular dialogue, supports development planning and enhances consistency in performance practices across PSI.

An Access Audit was initiated to ensure that the organisation meets its obligations under the Disability Act 2005, equality legislation, and current building regulation standards, including Part M (Access and Use). The audit provides a detailed, independent appraisal of the accessibility of PSI's facilities and services, identifying any barriers that may prevent equitable access for staff, visitors and stakeholders. Undertaking this audit reflects PSI's commitment to fostering an inclusive, compliant and future-ready working environment. It ensures that accessibility considerations are embedded into the management, maintenance and ongoing development of PSI House, and strengthens organisational alignment with the public sector equality and human rights duty. The findings will guide targeted improvements and inform accessibility-related policy, operations and governance in the year ahead.

### 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
<b>Education and Professional Standards Manager</b>	Grade VIII	Fixed Term Contract
<b>Pharmacy Practice Coordinator</b>	HEO	Fixed Term Contract
<b>Fitness to Practice and Legal Affairs Manager</b>	AP	Permanent

<b>Inspector</b>	Engineer III	Permanent
<b>Procurement and Support Services Officer</b>	HEO	Permanent

We are currently progressing with the following recruitment:

<b>Role</b>	<b>Grade</b>	<b>Contract Type</b>
<b>Corporate Governance Manager</b>	AP	Permanent
<b>Regulatory Solicitor x 2</b>	Engineer II	Permanent
<b>Registration and Customer Relations Lead</b>	HEO	Permanent
<b>Senior Inspector</b>	Engineer II	Permanent

We are currently seeking sanction from the Department of Health for 5 additional roles (roles that were identified as part of the organisation development project) and 2 replacement roles (cover for maternity leave and carers leave).

## ICT Strategy

We have successfully completed the procurement process for a vendor to deliver core ICT training. A baseline assessment was conducted, with participation from over 80% of staff. Based on the assessment outcomes, the first organisation-wide training session in this program is scheduled for March.

Under the ICT Strategy, we have committed to the development of a Data Strategy. The first step in the development of a Data Strategy is the completion of a Data Maturity Assessment, with workshops commencing in April. The assessment will cover areas such as data governance, data architecture, data storage, security, data warehousing and business intelligence.

## Core Funding Review

Following approval by Council of the PSI Fees Rules (2026) in December, the Rules were submitted to the Department for Ministerial review and signing.

## Implementation of the 2025 Climate Action Roadmap

Work continues under each of the 2025 Climate Action Roadmap's mandate categories. Progress during the period is as follows:

### **Our People:**

- The Health, Safety and Sustainability Committee continues to support the delivery of Climate Action Roadmap activities, with work progressing on developing our Green Team Charter.
- New support staff continue to engage with SEAI on role-based training on our monitoring and reporting (M&R) obligations.

### **Our Targets:**

- 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 final 2025 billing, the data indicates a reduction of 13% in our gas consumption and 11% in our electricity consumption compared to 2024. Contributing to this reduction was the planned closing of PSI House and the shutdown of heating and cooling systems during the Christmas break. Analysis of the electricity consumption of quarter 4 2025 reports against the same period in 2024, shows a reduction of 15%.
- Local control over the temperature of PSI House, through the Building Management System, was restored, and the settings are under review to identify areas where energy consumption can be reduced.
- We completed our annual climate action reporting obligations in line with the climate action mandate.

### **Our Ways of Working:**

- PSI is now participating in the national Deposit Return Scheme, and staff have been encouraged to use the scheme's facilities to support waste reduction and responsible recycling. As part of this initiative, all funds returned through staff recycling are being donated to the *Return for Children* programme, which supports children's charities including Barnardo's, Jack and Jill, and Laura Lynn.
- We reviewed our Procurement Policy to incorporate further green procurement requirements, in particular requirements arising from Circular 17/2025 Updated Green Public Procurement Instructions.
- We identified in the 2026 annual procurement plan upcoming procurements where Green Public Procurement criteria should be incorporated.
- Completed, in conjunction with our facilities provider Apleona, a review of our waste management to ensure waste is being segregated correctly.

### **Our Buildings and Vehicles:**

We obtained our annual Display Energy Certificate, which reported an improvement in PSI's House energy rating from C3 to C1.

## Procurement Update

Service/goods to be procured	Current status
Third Country Qualification Route (TCQR)	Following the cancellation of the dynamic purchasing system process, direct negotiation is ongoing with the aim of having a contract awarded in Q2 2026.
IIOP	The procurement process is ongoing (negotiated procedure) with the current provider with a view to having the new contract in place reflecting the revised model for CPD in early 2026, following the signing of the new rules (S.I No. 508/2025 & S.I No. 509/2025) on 23rd October. A further short extension, to 30 June 2026, will be required in order to fully align our requirements under the new contract.
Facilities management	Competitive procedure with negotiation (2-stage) is ongoing, with Stage one complete and the full tender specification for Stage two is in development with the assistance of procurement advisors. Current contract extended until 30 June 2026 to ensure continuity of services and to enable the two-stage procurement process with negotiation to complete.
Consultancy services to conduct an in-depth analysis and provide recommendations on the role as a Competent Authority for NIS 2 and the AI Act.	Contract awarded and work has commenced.
Stenography Services	Contracting ongoing.
Electricity	Contract signed, effective 01/04/2026.
BTP Phase 3	Specification and procurement pack in development with assistance from Keystone Procurement.
Data Maturity Assessment and Development of Data Strategy	Contract signed, effective 23/01/2026.

## Appendix 1 – Statistical Summary

### Complaints and Fitness to Practise (figures as of 13 March 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	17	3
New complaints received since last report date	19	12
Total open, active complaints*	37	67
Complaints considered by PPC since last report date **	10	8

\* This includes 12 complaints ready for Council

\*\* These complaints were heard at one meeting. 80% 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 13 March 2026)

Inquiries/Hearings	Total Year to Date	2025 year-to-date equivalent
Total heard or commenced year-to-date *	5	5
Heard or commenced since the last report	6	5
Complaints being investigated/prepared for hearing	47	40

\* 33% 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 five took place before the PCC.

### Mediation

Mediation	Total Year to Date	2025 year-to-date equivalent
Total referrals to mediation since the last report	1	0
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*	2	3
Heard year to date*	2	1
Sanction hearings/undertakings being prepared for Council	11	7

High Court Sanction Confirmation Hearings	Total Year to Date	2025 year-to-date equivalent
Held year-to-date	3	2
Cases being prepared for High Court confirmation	0	0

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

Callovers	Total Year to Date	2025 year-to-date equivalent
Callovers heard year to date:		
1. Professional Conduct Committee	1	0
2. Health Committee	1	0
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 2 June 2026.

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

## Professional Registration (year-to-date figures as at 11 March 2026 )

Route/application type	Registrations/ actions completed ytd	2025 year-to- date equivalent
National route	1	2
EU route	10	7
Non-national route (Third Country) – UK only	16	7
Non-national route (Third Country) – excluding UK (Registrations)	6	1
TCQR Applications Received	69	0
European Professional Card – establishment of service (qualification recognition)	0	0
European Professional Card – temporary and occasional provision of service	0	0
Voluntary cancellations from the Register	34 Pharmacists 7 P. Assistants	30 Pharmacists 8 P. Assistants
Involuntary cancellations from the Register	23 Pharmacists 8 P. Assistants	4 Pharmacists 0 P. Assistants
Restorations to Register following voluntary cancellation	5	5
Restorations to Register following involuntary cancellation	1	0
Certificates of Current Professional Status issued.	26	19
IMI Alerts (internal market information) issued by PSI	2	1

## Retail pharmacy businesses (year-to-date figures as at 11 March 2026)

Registration of Retail Pharmacy Businesses 2026	Registrations/ actions completed as of	2025 year-to-date equivalent
Number of Registered Retail Pharmacy Businesses	1992	1985
Retail Pharmacy Business openings by type	New opening: 2 Permanent relocation: 1 Change of ownership: 32	0 1 7
Retail Pharmacy Business cancellations by type	Voluntary cancellations (closure) 1 Voluntary cancellations (permanent relocations): 1 Voluntary cancellations (changes of ownership): 32 Involuntary cancellations: 1	4 1 7 0
Number of changes in supervising and superintendent pharmacists	Supervising pharmacist changes: 77 Superintendent pharmacist changes: 15	45 185

Internet supply	Registrations	2025 year-to-date equivalent
Number of pharmacies on Part A	122	132
Number of non-pharmacy retailers on Part B	200	206

## Regulation of Retail Pharmacy Businesses (figures as of 13 March 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.	61	200	19
Total number of registration-related inspections to date.	3	15	3
Number of pharmacy re-inspections following Registrar's decision under Section 71(1)(d) to date.	1	0	0

Concerns (figures as of 12 March 2026)	Total Year to Date	2025 year-to-date equivalent
Total new concerns received year to date.	18	21
New concerns received since the last report date.	24	30
Concerns reviewed since the last report date.	22	28
Open concerns.	8	9

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.
18	3	3
Investigation Activity 2026 (Section 67) – e.g. Interviews / Statements / Pharmacy Visits / Professional Witness.		5

**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.
17	2	1
Investigation Activity 2025 (Section 67) – e.g. Interviews / Statements / Pharmacy Visits / Professional Witness.		2

**Information Governance Year to Date (13<sup>th</sup> of March 2026)**

**Freedom of Information**

Number of FOI requests received	Granted	Handled outside of FOI	Refused	Currently being processed
3	1	0	0	2

**Data Protection**

Number of Subject Access Requests received	Granted	Refused	
0	0	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: IOP
1	1	0	0

**Pharmacy practice queries**

<b>Number of Pharmacy Practice queries answered that were received from pharmacists, members of the public and other healthcare professionals or organisations.</b>
Total number of pharmacy practice queries answered in the period 22 November 2025 to 12 March 2026
101 (12 March)

## Appendix 2 – External engagements and submissions

### Overview of meetings attended by the Registrar and PSI staff (since last report)

December - March	We continue to attend fortnightly meetings of the National COVID-19 Vaccination Programme Pharmacy Workstream Working Group.
December – March	We continue to attend fortnightly 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.
January – March	We met with other regulators as part of our ongoing collaboration and preparation for proposed designation as a competent authority under the NIS2 Directive.
5 December 2026	We met with colleagues from the HSE National Medicinal Products Catalogue (NMPC) team. The purpose of the meeting was for the team to provide PSI with an update on project progress to date.
8 January 2026	We met with the HSE’s Clinical Lead in ePharmacy, who shared updates on ongoing national developments in ePrescribing.
20 January 2026	We participated in the IPU Pharmacy Vendor Engagement Forum.
23 January 2026	We had an introductory meeting with the HSE Health Identifier Service (HIDS) to gain further insight into their current initiatives, with a particular focus on activities related to community pharmacies.
27 January 2026	The President and Registrar met with colleagues in the DoH for our annual meeting on the Performance Delivery Agreement and Oversight Agreement.
27 January 2026	Together with other regulators, we met with the HSE CISO and colleagues in the DoH regarding NIS2. The HSE shared their experience and insights on their work done to date on NIS2 readiness assessments.
27 January 2026	We attended a second meeting with key stakeholders, facilitated by the HPRA, on the conduct of a pilot electronic Patient Information Leaflet (ePIL) project in Ireland, for hospital-only medicinal products.
28 January 2026	We attend a Near Patient Testing (NPT) Group meeting to discuss proposed revisions to the national NPT Guidelines.
4 February 2026	We attended a Safety Features Oversight Group meeting, where the Irish Medicines Verification Organisation (IMVO) updated us on scanning, decommissioning, and alert rates.
4 February 2026	Staff from the Education team presented to third-year pharmacy students at TCD about PSI functions & responsibilities as well as the expectations of students' conduct during their fourth- and fifth-year placements.
10 February 2026	Registrar and Chief Officer participated in ‘Questions with the Regulator’ at the Boots annual Supervising Pharmacists Day.
12 February 2026	We attended the communications subgroup of the Community Pharmacy Expansion Implementation Oversight Group (IOG) to review early feedback and other matters arising from the national Common Conditions Service public information campaign held over January and February.
12 February 2026	We attended the RCSI Charter Day parallel session run by the IIOP, delivered by HSE’s National Cancer Control Programme (NCCP), entitled ‘Beyond the Prescription: The Pharmacist’s Role in Cancer Care’.

17 February 2026	PSI colleagues attended, and the Registrar presented at the in-person launch of the Common Conditions Service in the Department of Health
18 February 2026	We attended the Department of Health's Strategic Workforce Planning Unit's in-person JA HEROES Policy Dialogue on Health and Social Care Workforce Planning in Ireland.
19 February 2026	Staff from the Education & Registration team met with the CSO to discuss work they are undertaking around enhancing the data available on the health & social care workforce and how PSI could support this project.
19 February 2026	The Education team and an APPEL representative met with staff from the HSE to discuss the low numbers of hospital placements, particularly paid placements, for fourth and fifth-year pharmacy students and the potential impacts on the pharmacy workforce. The meeting was positive, with work ongoing in this area.
25 February 2026	Registrar and Chief Officer participated in a panel discussion at an event about The Future of Pharmacy in Ireland, part of the EY Spring Health Series.
26 February 2026	We attended a National Medicinal Product Catalogue (NMPC) Web Browser - Focus Group Information Session. The NMPC is a standardised national catalogue of uniquely coded and described medicinal products for use across all healthcare settings in Ireland. As end users, our feedback was sought to improve usability, search functions, and user experience.
27 February 2026	We engaged with the Medical Council in respect of their Fitness to Practise processes and their experience of recent and proposed reforms in this area.
2 March 2026	Staff from the Education team presented to third-year pharmacy students at RCSI about PSI functions & responsibilities, as well as the expectations of students' conduct during their fourth and fifth year placements.
5 March 2026	We met with the HSE's Clinical Lead in ePharmacy, who shared updates on ongoing national developments in ePrescribing.
9 March 2026	Our Head of Pharmacy Practice, Policy and Engagement, attended a pharmacy networking event hosted by the Pharmacy Department at Atlantic Technological University. The theme - Digital Health & Technology: Transforming Pharmacy, with an address from Damien McCallion, HSE Chief Technology and Transformation Officer.
10 March 2026	We participated in the IPU Pharmacy Vendor Engagement Forum.
11 March 2026	Following the orientation session on 26 February for the National Medicinal Product Catalogue (NMPC) Web Browser, we attended a follow-up Feedback Session.
12 March 2026	The Registrar and staff from the Education & Registration team hosted the Pharmacy Workforce Working Group's first meeting of 2026, which included a presentation from the Department of Health's Strategic Workforce Planning Unit.

## Overview of External Communications issued (since last report)

Date issued	Communication type	Target audience	Subject	Channel
8 December 2025	Information	Existing members of the PSI Pharmacist Panel	Pharmacist Panel Membership renewal	Email
11 December 2025	Information	Pharmacists, pharmacies	Common Conditions Service – update required to UTI clinical protocol	Email
16 December 2025	Public consultation – targeted email	Targeted stakeholder list – HEIs, other regulators, etc.	Education and Training rule changes	Email
22 December 2025	Information	Pharmacists, pharmacies	CCS update: Implementation of changes to legislation and HSE Clinical Protocol for urinary tract infections (UTI)	Email, website updates
22 December 2025	Newsletter	Registrants and subscribers	PSI Newsletter: Issue 4, 2025	Email, website, social media
9 January 2026	Public consultation	Registrants and list of stakeholders	Public consultation on draft Safe Staffing Guidelines	Email, website, social media
19 January 2026	Information	Pharmacists and pharmacies	Launch of CCS public information campaign and key info for registrants	Email, website, social media
29 January 2026	Information	Registrants	Three-part message: Pricing transparency, latest updates, overview of inspection findings 2025, reminder about consultation for Safe Staffing guidelines	Email, website

Date issued	Communication type	Target audience	Subject	Channel
19 February	Information	Pharmacist Panel members	Email to confirm appointments to the revised Pharmacist Panel	Email

## Public consultations and other submissions

### **Health Information Quality Authority (HIQA) – Public Consultation on the draft health technology assessment of immunisation against respiratory syncytial virus (RSV) in Ireland**

In January, PSI provided feedback to HIQA as part of their public consultation on the draft health technology assessment of immunisation against respiratory syncytial virus (RSV) in Ireland. The purpose of the consultation was to gather feedback on the health technology assessment draft report. The assessment is to inform a long-term policy decision by the Minister for Health regarding an RSV immunisation strategy for infants and older adults in Ireland.

### **Health Information Quality Authority (HIQA) – Public Consultation on the National Guidance on the Responsible and Safe Use of Artificial Intelligence (AI)**

In March, PSI provided feedback to HIQA as part of their public consultation on the National Guidance on the Responsible and Safe Use of AI. The purpose of this consultation was to gather input to ensure that the guidance supports a safe approach to the use of AI across healthcare settings and provided services. PSI’s feedback emphasised the importance of explicitly including pharmacies as a healthcare setting in the guidance, highlighting their role as a crucial point of contact for patients and the potential for AI to enhance pharmacy services.