

## Report of the Registrar Council Meeting 26<sup>th</sup> June 2025



# Highlights from the Registrar

## Pharmaceutical Group of the European Union (PGEU) Annual Conference

The Registrar delivered a keynote presentation at the PGEU annual conference on 11 June. PGEU members are the national associations and professional bodies of community pharmacists in 33 European countries, including EU member states, EU candidate countries and EEA/EFTA countries. The keynote presentation entitled 'Future-proofing pharmacy: aligning workforce strategy with expanded scope of practice' was followed by a panel debate and a question and answer session with conference attendees.





## Irish Pharmacy Union (IPU) National Pharmacy Conference

The Registrar participated in two sessions at the conference on 10 May, providing an opportunity to share updates with attendees about our regulatory work and the changes in progress for the pharmacy sector. She was a speaker and panellist for the discussion on Attracting and Retaining Talent – Pharmacy Workforce Sustainability and was part of the Great Debate: Navigating the Evolving Role of Community Pharmacy - Getting the Balance Right.

## Report regarding updates to vaccination and emergency medicines training requirements for pharmacists

In our Service Plan 2025, we identified a 'programme of work' to review our vaccination and emergency medicines training requirements for pharmacists and prepare a report with recommendations for consideration by the Regulatory and Professional Policy Committee and Council.

The draft report summarises the findings from the review, which was informed by significant research and engagement with key stakeholder organisations involved in the design, development, oversight and delivery of national vaccination programmes, patient and public involvement and a survey issued to all registered pharmacists, as summarised in the diagram below:

 <b>Training requirements in four other countries</b>	 <b>Engagement with key stakeholder organisations and PPI</b>	 <b>Pharmacist survey</b>	 <b>Report findings &amp; recommendations</b>
National & regional frameworks in the UK, Canada, Australia and New Zealand.	<ul style="list-style-type: none"><li>- Including organisations involved in the design, development, oversight and delivery of national vaccination programmes.</li><li>- PPI involvement through the HPRA Patient Forum.</li></ul>	Survey Design & analysis	<ul style="list-style-type: none"><li>- Review and synthesis of findings.</li><li>- Development of recommendations</li></ul>

The draft report was considered and discussed by the Regulatory and Professional Policy Committee at its meeting of 12 June and is being recommended to Council for approval at its meeting of 26 June.

### ePortfolio Review Outcomes

On 21 May, the Irish Institute of Pharmacy (IIOP) provided PSI with a report on the outcomes of the 2024/2025 ePortfolio Review process. Of the 1,391 pharmacists selected for ePortfolio Review in 2024, a total of 1,363 (98%) met the standards. Pharmacists who do not meet the standards initially are given an additional opportunity to complete the review in the following year. Thirteen pharmacists did not engage with the process, and PSI has initiated appropriate follow-up with these pharmacists to establish the reasons for non-engagement.

### Annual Report 2024 published.

The Department of Health confirmed that our Annual Report and Financial Statements for 2024 were laid before the Houses of the Oireachtas at the end of May. The report is available on the PSI website, and a press release marking its publication was shared with trade and general media on 10 June.

## Ongoing Regulatory Work Programmes in 2025

Activity	Outputs	Update
Review our vaccination and emergency medicines training requirements and prepare a report with recommendations for updates.	A report recommending updates to vaccination and emergency medicines training requirements will be developed by Q4 2025 for consideration by the Regulatory and Professional Committee and Council.	<p>An internal cross-organisational working group have carried out a review of vaccination training requirements for pharmacists in four other countries, met with a range of key stakeholders involved in the design, development, oversight and delivery of national vaccination programmes, as well as patients and the public through the HPRA Patient Forum. A survey was also issued to all registered pharmacists on 15 April.</p> <p>The findings from the review have been analysed and synthesised, and a draft report with recommendations for updates to the training requirements for pharmacists was considered and approved by the Regulatory and Professional Policy Committee at its meeting of 12 June. The report will be presented to the Council for its consideration and approval at its meeting of 26 June.</p>
Continue implementation of the reform of the Continuing Professional Development (CPD) process for pharmacists.	<p>Proposed legislative amendments provided to the Minister for consideration in Q1 2025.</p> <p>Implementation Pathway Plan was developed in conjunction with the IIOP by Q4 2025.</p>	<p>The proposed legislative amendments were approved by the PSI Council at its meeting of 6 March. These were submitted to the Minister for Health on 8 May, following the commencement of Section 53 of the Regulated Professions (Health and Social Care)(Amendment) Act 2020, on 6 May.</p> <p>PSI and IIOP are meeting regularly to progress the necessary changes from an operational and IT perspective</p>

		and with a view to developing an Implementation Pathway Plan.
Implementation of CPD system for Pharmaceutical Assistants	<p>Proposed legislative amendments provided to the Minister for consideration regarding the new CPD system in Q1 2025.</p> <p>Implementation Pathway Plan developed, in conjunction with the IOP by Q4 2025.</p>	<p>The proposed legislative amendments were approved by the PSI Council at its meeting of 6 March. These were submitted to the Minister for Health on 8 May, following the commencement of Section 53 of the Regulated Professions (Health and Social Care) (Amendment) Act 2020, on 6 May.</p> <p>PSI and IOP are meeting regularly to progress the necessary changes from an operational and IT perspective and with a view to developing an Implementation Pathway Plan.</p>
Develop and implement year one of a Communications Strategy 2025-2028, aligned to the PSI Corporate Strategy and our mission, vision and values.	New Communications Strategy is approved by Council in Q1 2025, including a detailed plan for executing the year-one initiatives. Year one initiatives are delivered by Q4 2025.	The four-year Communications Strategy was approved by the Council on 24 April. A 2025 activity plan is in operation by the Communication and Engagement team.
Advance our actions to contribute to Ireland's second National Action Plan on Antimicrobial Resistance 2021-2025 (known as iNAP2) to address antimicrobial resistance (AMR) and help advance Ireland's response to AMR by improving awareness and knowledge of AMR amongst the pharmacy profession, including pharmacy students, to ensure that it is an integral part of the delivery of pharmacy services.	Participation of pharmacists in continuing professional development (CPD) and education on AMR, infection prevention and control (IPC) and antimicrobial stewardship (AMS) is encouraged by the promotion of resources and increased awareness of the importance of these areas for practice.	<p>As a key stakeholder in the delivery of Ireland's National Action Plan on Antimicrobial Resistance, iNAP2, we joined an in-person session in the Department of Health in May to discuss and share the challenges, successes, and lessons of iNAP2, and to participate in a brainstorm session on the development of iNAP3.</p> <p>We also met separately in April with the HSE Antimicrobial Resistance and Infection Control (AMRIC) team to discuss how to collectively optimise opportunities to engage pharmacists in AMS.</p>

@CheKey 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

#### **Draft PSI (Education and training required to prescribe medicinal products in accordance with the common conditions and the continuation of contraception services) Rules 2025**

The approach to education and training for pharmacists to prescribe for the common conditions and continuation of contraception services was approved by the Community Pharmacy Expansion Implementation Oversight Group (IOG) at its meeting of 6 February.

The approved approach was informed by international comparator research conducted by PSI, as well as clinical advice on the clinical considerations required for pharmacists' training, as recommended by a multidisciplinary clinical sub-group (CSG) established by the Chief Medical Officer and the Health Service Executive Chief Clinical Officer.

In order to provide the common conditions and continuation of contraception services, pharmacists will be required to undertake self-directed, online Continuing Professional Development (CPD) modules, available through the Irish Institute of Pharmacy (IIP). This will comprise a mandatory core regulatory module, a mandatory common condition-specific module for each condition, as well as a mandatory continuation of contraception training module.

Amendments introduced to the [Pharmacy Act 2007](#) by the [Health \(Miscellaneous Provisions\) Act 2024](#), require the PSI Council to make rules specifying the education and training which a registered pharmacist must receive to enable him or her to prescribe medicinal products in accordance with regulations made under Section 32 (2)(l)(iv) of the [Irish Medicines Board Act, 1995](#) (as amended).

A legal drafter has developed the proposed rules in line with the requirements of the Pharmacy Act 2007, and the policy direction approved by the IOG in relation to the education and training for pharmacists as part of the common conditions and continuation of contraception services.

The draft rules were considered and approved by the Regulatory and Professional Policy (RPP) Committee at its meeting of 12 June and are being recommended to Council for approval (for public consultation) at its meeting of 26 June.

## **Draft PSI Guidelines to Support the Common Conditions Service and Continuation of Prescriptions for Contraception**

In addition to the development of training and education, the PSI is also responsible for the development of other regulatory supports, including guidelines. With this in mind, we have developed draft PSI Guidelines to Support the Common Conditions Service and Continuation of Prescriptions for Contraception.

The guidelines provide a principles-based framework that prioritises safety, patient-centred care, and clinical accountability. They outline clear responsibilities for pharmacist training, governance, communication, and collaboration with other healthcare professionals. Additionally, the guidelines offer structured guidance on patient assessment, prescribing, counselling, and documentation.

The draft guidelines were considered by the RPP Committee at its meeting on 12 June. Pending approval by Council and the finalisation of enabling legislation, the draft guidelines will be published for public consultation. Feedback from the public consultation will be reviewed, and the guidelines will be revised accordingly. The final version will then be presented to the RPP Committee for approval and recommendation to Council.

## **Accreditation**

PSI has continued to progress applications for first-time and continued accreditation of MPharm programmes in the State.

- The evaluation reports from the accreditation visits to the MPharm degree programmes provided by RCSI, TCD and UCC are tabled for approval at the June Council meeting.
- An accreditation panel visited SETU, Waterford in June as part of this university's application for first-time recognition and approval of a proposed MPharm programme. The panel will compile its report and recommendations over the coming weeks.
- Dates have also been scheduled in July to conduct a follow-up review of the application by ATU, Sligo, for recognition and approval of its proposed MPharm programme.

## **Implement a Delineated Pharmacy Model**

PSI continues to progress its work to facilitate the delivery of a delineated model of operation for retail Pharmacy Businesses. This concept, arising from the Workforce Intelligence Report, will, when implemented and following an approved application to operate in this manner, enable the retail part of a pharmacy to remain open without a pharmacist for up to two hours per day. This will help address challenges in securing sufficient pharmacist personnel and ensure that pharmacists can take necessary breaks and/or leave the premises.

Work is ongoing on the legislative framework and supporting operational guidance by both PSI and the Department of Health.



## Objective 2

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

### Stakeholder Engagement in patient safety and quality initiatives

Year-to-date, the Quality and Safety team has carried out a total of 128 inspections. The team conduct pharmacy registration inspections where we have registration applications for new pharmacy openings, changes of ownership and relocations of pharmacy premises. To date, 10 registration-related inspections have been conducted to assess compliance with the Regulation of Retail Pharmacy Business Regulations 2008 and PSI Guidelines.

A total of 118 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 are focused 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.

We are currently finalising our next set of inspection findings from the PSI Quality and Safety Team to disseminate inspection insights and support a culture of continuous improvement and learning across the community pharmacy sector. This initiative aims to uphold the delivery of safe and quality services to patients and the public from retail pharmacy businesses.

### Regulation of Hospital Pharmacy

The PSI committed to reviewing and clarifying our regulatory role within a hospital pharmacy setting. A draft Position Paper on Regulation and Potential Regulatory Gaps in Hospital Pharmacies was presented to the Regulatory and Professional Policy Committee for consideration at its meeting on 12 June 2025. The paper is being presented to Council at its meeting on 26 June 2025 for consideration and approval for submission to the Department of Health.

### Regulation review of the Sale and Supply of Exempt Medicinal Products

A review of the regulatory framework for the sale and supply of exempt medicinal products was recently undertaken. This was in the context of increasing reliance on the supply of exempt medicinal products in pharmacies.

The purpose of this review was to assess the existing regulatory framework governing the sale and supply of exempt medicinal products by pharmacists, and ensure that pharmacists have access to relevant, accurate and up-to-date information to facilitate compliance with legislation and relevant guidance to safeguard patient and public safety.

The review resulted in a set of recommendations, including updates to relevant PSI guidelines that contain information on the sale and supply of exempt medicinal products, where appropriate; the development of a decision-making tool to highlight key legislative requirements; and the identification of opportunities for continued professional development on this topic.





### Objective 3

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

## Strategic HR Update

The PSI recently completed an Organisation Development and Strategic Workforce Review Project, to assess and refine its current operating model and deliver on PSI's Corporate Strategy (2025-2028). The goal was to place PSI colleagues at the centre of the journey to achieve its strategic vision and become a more agile and high-performing organisation. Critical to the project was exploring opportunities to optimise resource allocation and streamline processes and business areas to ensure a sustainable workforce into the future. This review has now concluded, and the final reports are in the process of being completed. The new organisational structure has been designed to operate within the currently sanctioned headcount and will be rolled out on the 30<sup>th</sup> June 2025. The strategic workforce review has identified that an additional eleven roles are required to support current capacity challenges and future needs, and these will be factored into scenario modelling as part of the costings as part of the Core Funding Review.

In line with the roll out of the new organisation structure, a reorganisation of office seating has also been completed. This initiative aims to foster greater collaboration, improve cross-team communication, and enhance overall team cohesion.

A Culture Audit is currently underway across the organisation, marking a significant milestone in the development of our upcoming HR Strategy. We procured external support, to lead this work and ensure an independent and transparent process. As part of the audit a review has been carried out of key organisational documents, results analysed from previous employee survey, interviews held with members of the ELT and the Special Purposes Committee and focus groups held with PSI staff to assess PSI's organisational culture. A final report is now being drafted, which will outline key findings and actionable recommendations. The audit will provide valuable insights into our current culture and overall organisational health. These insights will inform the development of an evidence-based HR Strategy that reflects staff experiences and perspectives. Ultimately, the audit will play a central role in shaping a HR strategy that fosters a positive, inclusive, and high-performing work environment.

## Workforce Planning and Recruitment

We continue to focus on workforce planning and recruitment. We are currently progressing with the following recruitment:

Role	Grade	Contract Type
<b>Pharmacy Practice and Policy Manager (formerly Advanced Practice Manager)</b>	Assistant Principal Officer	Fixed Term Contract – 3 Years (Complete)
<b>HR Officer</b>	HR Officer	Permanent (Contract Stage)
<b>Head of Registration and Education</b>	Head of Registration and Education	Permanent (Contract Stage)
<b>Finance and Support Services Clerical Officer</b>	Clerical Officer	Permanent (Shortlisting Stage)
<b>Inspector (Authorised Officer)</b>	Engineer Grade III	Permanent (Advertisement Stage)

The following posts are sanctioned, and recruitment will commence shortly:

Role	Grade	Contract Type
<b>Pharmacy Practice Coordinator (formerly Advanced Practice Coordinator)</b>	Higher Executive Officer	Fixed Term Contract - 3 Years
<b>Registration and Customer Relations Lead</b>	Higher Executive Officer	Permanent

## Business Transformation Project

Work continues on Phase 3 of the BTP, which encompasses Pharmacy Compliance and Quality Assessment. There has been a delay to the original timeline for delivery, with this now expected in 2026. A revised approach to deliver Phase 3 is currently being explored with an independent third party, with a view to optimising requirements and workflows. Significant work has also been carried out through engagement with other bodies to identify potential software solutions to the mobile inspection element of Phase 3.

## ICT Strategy

The trial of Co-pilot (Microsoft's AI tool) has concluded, and ELT has recommended rolling out the product to all users, following the completion of a training course. Usage will be reviewed every six months to ensure optimal benefits from the application for all users. Training sessions will be scheduled in the coming weeks to prepare users for the integration. Feedback from users will also be collected to assess and improve the tool's productivity.

The ICT and Finance Teams are working together to analyse the current expense claim process to determine whether improvements can be made using the existing tools available in the organisation to further streamline the process for staff, Council, and Committee members.

Procurement for a Cloud-based system for Council Meeting Documentation is ongoing, which will replace the current iPad solution used by Council and the Preliminary Proceedings Committee. Moving to the new solution will help improve the efficiency of meeting preparation and delivery, promote consistency across Council and Committee meetings and reduce the time spent managing the associated hardware. The aim is to have the new system in place for the September Council meeting.

## Core Funding Review

We have concluded the tender process for a service provider to carry out a Core Funding Review to ensure we maintain a sustainable financial position and an appropriate funding model to enable the PSI to continue to carry out its statutory functions and to deliver on its strategic and operational mandate to the requisite standard. The successful tenderer presented to the Performance and Resources Committee at their last meeting, and they are currently conducting financial and benchmarking analyses. The outputs of this project will provide the Council with the necessary contextual analysis and environmental appraisal to support evidence-based decision-making regarding the appropriate future resourcing requirements for the PSI.

## Implementation of the 2024 Climate Action Roadmap

Implementation of the 2024 Climate Action Roadmap, as approved by Council in June 2024, is ongoing. Progress under each of the mandate categories is as follows:

### **Our Targets:**

The Government's Climate Action Plan 2025 was published in April, and the 2025 Climate Action Roadmap Guidance was recently released. The PSI remains on course in relation to its energy efficiency targets under the Climate Action Plan.

### **Our People:**

At the PSI anchor day in June, Noel Burns, who has been assigned as the PSI's designated Support Manager through the Partnership Support Agreement with SEAI, will be providing sustainability and climate action training. A workshop will also be held with all staff to gather ideas and innovative solutions on how PSI can reduce energy usage and become a more sustainable regulator.

## Procurement Update

Services/goods to be procured	Current Status
Irish Institute of Pharmacy (IIOP)	The procurement process is ongoing (negotiated procedure) with the current provider with a view to having a new contract in place under the revised model for CPD in 2026, subject to the legislative provisions being signed.
Facilities management	Contract extended until the end of the year to enable the two-stage procurement process to conclude. Tender specification is in the final stages of development and Stage one (PQQ) will be published shortly.
Digital Skills Training	RFT developed and under review.
Core Funding Review	Contract awarded and work has commenced on the Core Funding Review.
Investment Management	Tender specification was published on etenders (open procedure). The process is now moving to the evaluation of submissions.
Third Country Qualification Route (TCQR)	The tender process is ongoing with the establishment of a Dynamic Purchasing System (DPS) for the examination under TCQR. The DPS went live on 10/03/2025, and a mini competition is currently in progress.
Phone Systems	Request for quotes circulated on 24 February 2025. Evaluation of submissions complete and outcome letters issued, contracting ongoing with the successful tenderer.
Cloud-based system for Council Meeting Documentation	Stage 1 (PQQ) of the tender process has been completed, and we are currently in Stage 2 of the tender process.
Website Design, Maintenance and Support	A framework agreement and call-off contract that commenced on 20 Sept 2023, provides for the term to be extended for a period or periods of up to two years, with a maximum of two such extensions permitted. The first two-year extension to 20th Sept 2027 is being progressed.

## Appendix 1 – Statistical Summary

### Complaints and Fitness to Practise (figures as of 11/6/2025 )

Complaints for Screening Committee (Preliminary Proceedings Committee – PPC)	Total Year to Date	2024 year-to-date equivalent
Total new complaints received year to date	16	29
New complaints received since last report date	6	9
Total open, active complaints*	63*	55
Complaints considered by PPC since last report date **	22	18

\*This includes 16 complaints that are before Council on 26/6/2025, and a further 8 that are ready for the following Council meeting.

22 complaints are ready for PPC, with a further 17 at observation stage.

\*\*These complaints were heard over two meetings. 18% 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 13/06/2025)

Inquiries/Hearings	Total Year to Date	2024 year-to-date equivalent
Total heard or commenced year-to-date *	10	13
Heard or commenced since the last report	2	3
Complaints being investigated/prepared for hearing	41	45

\* 30% meet the KPI of the inquiry being heard within 18 months from the date of referral by the PPC to a Committee of Inquiry.

Eight took place before the PCC & two took place before the HC

### Mediation

Mediation	Total Year to Date	2024 year-to-date equivalent
Total referrals to mediation since the last report	0	0
Total referrals pending mediation	0	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	2024 year-to-date equivalent
Heard since last report*	4	9**
Heard year to date*	8	16
Sanction hearings/undertakings being prepared for Council	9	4

\*per respondent

\*\* an additional meeting of Council was held in May 2024

High Court Sanction Confirmation Hearings	Total Year to Date	2024 year-to-date equivalent
Held year-to-date	2	5
Cases being prepared for High Court confirmation	2	1

Appeals	Total Year to Date	2024 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	2024 year-to-date equivalent
Callovers heard year to date:		
1. Professional Conduct Committee	2	1
2. Health Committee	2	1
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 11 September 2025.

Interim Suspension Applications	Total Year to Date	2024 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 (figures as of 11/6/2025)

Route/application type	Registrations/ actions completed	2024 year-to-date equivalent
National route	8	7
EU route	31	77
Non-national route (Third Country) – UK only	18	34
Non-national route (Third Country) – excluding UK	29	29
European Professional Card – establishment of service (qualification recognition)	2	0
European Professional Card – temporary and occasional provision of service	0	0
Voluntary cancellations from the Register	61	56
Involuntary cancellations from the Register	43	17
Restorations to Register following voluntary cancellation	14	11
Restorations to Register following involuntary cancellation	0	1
Certificates of Current Professional Status issued.	43	44
IMI Alerts (internal market information) issued by PSI	1	1

## Retail pharmacy businesses (as at 11/6/2025)

Registration of Retail Pharmacy Businesses 2025	Registrations/ actions completed as of	2024 year-to-date equivalent
Number of Registered Retail Pharmacy Businesses	1990	1982
Retail Pharmacy Business openings by type	New opening: 5 Permanent relocation: 2 Change of ownership: 18	7 4 27
Retail Pharmacy Business cancellations by type	Voluntary cancellations (closure) 4 Voluntary cancellations (permanent relocations): 2 Voluntary cancellations (changes of ownership): 18 Involuntary cancellations: 0	10 4 27 0
Number of changes in supervising and superintendent pharmacists	Supervising pharmacist changes: 141 Superintendent pharmacist changes: 349	192 45

Internet supply	Registrations	2024 year-to-date equivalent
Number of pharmacies on Part A	133	134
Number of non-pharmacy retailers on Part B	201	184



## Regulation of Retail Pharmacy Businesses (figures as of 19/6/2025)

Pharmacy Inspections 2025		PSI 2025 Service Plan Pharmacy Inspection Key Performance Indicator (KPI)	2024 year-to-date equivalent
Total number of onsite Pharmacy inspection visits to date.	118	300	158
Total number of registration-related inspections to date.	10	15	7
Number of pharmacy re-inspections – including re-inspections following Registrar’s decision under Section 71(1)(d) to date.	0	0	1

Concerns (figures as of 13 June 2025)	Total Year to Date	2024 year-to-date equivalent
Total new concerns received year to date.	85*	33
New concerns received since the last report date.	33	11
Concerns reviewed since the last report date.	40	12
Open concerns.	18	6

\*2025 figures similar to 2023 figures. Changes to our website are also providing more info to patients/public about the concerns process vs complaints process, and we believe this will result in more concerns being received over time.

Investigation activity 2025 - 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	1	1
Investigation Activity 2025 (Section 67) – e.g. Interviews / Statements / Pharmacy Visits / Professional Witness.		12

Investigation activity 2024 – 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	2
Investigation Activity 2024 (Section 67) – e.g. Interviews / Statements / Pharmacy Visits / Professional Witness.		5

## Information Governance (as of 18/06/2025)

### Freedom of Information

Number of FOI requests received	Granted	Handled outside of FOI	Refused	Currently being processed
6	4	1	0	1

### Data Protection

Number of Subject Access Requests received	Granted	Refused	
0	N/A	N/A	
Number of Data breaches	Reported to the Data Protection Commissioner (DPC)	Not meeting the threshold for reporting to DPC	
6	0	6	
Data transfer requests	Category: Research purposes	Category: Patient Safety Alert/Product Recall	Category: IIOP
8	5	0	3

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

29 April 2025	We met with the HSE Antimicrobial Resistance and Infection Control (AMRIC) team to discuss how to collectively optimise opportunities to engage pharmacists in Antimicrobial Stewardship (AMS).
30 April 2025	We held our second quarterly operations meeting of the year with IOP.
1 May 2025	We attended a meeting of the Pharmacy eHealth Group
8 May 2025	The PSI Vice President and Registrar met with the President and Registrar of Atlantic Technological University to discuss the MPharm accreditation process.
10 May 2025	The President and Registrar attended the IPU Conference.
12 May 2025	We met with the Near-Patient Testing (NPT) National Consultative Group to discuss updates to Guidelines for NPT in primary, community and secondary care settings in Ireland.
21 May 2025	We met with the Competition and Consumer Protection Commission (CCPC) to discuss the ongoing development of draft PSI Guidance on Pricing Transparency.
22 May 2025	We met with the Hospital Pharmacists Association of Ireland (HPAI) to discuss matters of mutual interest.
23 May 2025	We met with the Integrity at Work Forum (IAW) for an update on best practice in the assessment and investigation of protected disclosures in the workplace.
26 May 2025	As a key stakeholder in the delivery of Ireland's National Action Plan on Antimicrobial Resistance, iNAP2, we joined an in-person session in the Department of Health to discuss and share the challenges, successes, and lessons of iNAP2, and to participate in a brainstorming session on the development of iNAP3.
28 May 2025	Discussion with the Patient Sub-Group of the IOG and PSI staff in support of the ongoing development of Pricing Transparency guidance.
30 May 2025	We met with the Irish Pharmacy Union (IPU) as part of preliminary engagement and consultation to inform the development of draft PSI Guidance on Pricing Transparency.

30 May 2025	We met with HSE colleagues working on the National Medicinal Product Catalogue for Ireland to hear about updates in their project.
3 June 2025	The Registrar attended RCSI for the recording of a video to be included in the core regulatory module as part of training for pharmacists on prescribing for common conditions and continuation of contraception services.
3 June 2025	Online workshop with members of the PSI Pharmacist Panel, the Registrar and PSI staff for input about ongoing work on Pricing Transparency guidance.
4 June 2025	We met with Ms. Mary Rose Burke, the Chair of the Pharmacist Employee-Employer Forum of the IPU, to discuss the work of the forum.
5 June 2025	We met representatives from the Irish Pharmaceutical Healthcare Association (IPHA) to discuss matters of mutual interest.
5 June 2025	We met with pharmacy software vendors and the IPU as part of preliminary engagement and consultation to inform the development of draft PSI Guidance on Pricing Transparency. The meeting was facilitated by the IPU.
5 June 2025	We met with APPEL and the existing Schools of Pharmacy for the first of our biannual meetings.
5 June 2025	We met with colleagues in the Medicines, Controlled Drugs and Pharmacy Legislation Unit in the Department of Health to discuss the Reform of the Pharmacy Act.
6 June 2025	We delivered training to assessors undertaking the Holistic Assessment process within the TCQR process.
11 June 2025	The Registrar delivered a keynote presentation at the PGEU conference entitled 'Future-proofing pharmacy: aligning workforce strategy with expanded scope of practice'.
19 June 2025	The Pharmacy Workforce Working Group held its second meeting of 2025.
April – June 2025	We continue to attend fortnightly meetings of the National COVID-19 Vaccination Programme Pharmacy Workstream Working Group.
April – June 2025	<p>We continue to attend monthly meetings of the Community Pharmacy Expansion Implementation Oversight Group (IOG), established to oversee the introduction of common conditions and continuation of contraception services in community pharmacies.</p> <p>We are also participating in the monthly meetings of the Communications Subgroup of the IOG, planning for the roll-out of the service.</p>

April – June 2025	We continue to meet with the IOP fortnightly to progress the development of training for pharmacists on common conditions and continuation of contraception services in community pharmacies.
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## Appendix 2

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

Date issued	Communication type	Target audience	Subject	Channel
17 April 2025	Information	Pharmacist applicants	PSI update for Third Country Qualification Recognition applications.	Email, website
29 April 2025	Survey consultation	Pharmacists	Reminder for survey feedback on vaccination and emergency medicines training requirements.	Email, website and social media
30 April 2025	Survey consultation	Superintendent pharmacists	Request to complete survey-Pharmaceutical Assistant work activities.	Email
2 May 2025	Information	Registrants, Disc Comm members, other stakeholders, trade press	Expression of Interest process for membership of PSI Disciplinary Committees for Pharmacy Owners and Chairs/Acting Chairs	Email, social media, website
15 May 2025	Information	Registrants, Disc Comm members, other stakeholders, trade press.	Reminder: Expression of Interest for membership of PSI Disciplinary Committees.	Email, social media
16 May 2025	Information	Pharmacist panel members	Pharmacist Panel invite for June workshop on Pricing Transparency Guidelines.	Email
28 May 2025	Information	Pharmacist panel members	Confirmation of June workshop, including link to meeting.	Email

