

Report of the Registrar Council Meeting 6th March 2025



Highlights from the Registrar

Public consultation on proposed changes to the Continuing Professional Development (CPD) System

We held a public consultation on proposed changes to the Pharmaceutical Society of Ireland (Continuing Professional Development) Rules 2015 (S.I. No. 553 of 2015) and the Pharmaceutical Society of Ireland (Registration) Rules (S.I. No. 494 of 2008)(as amended), from January 6 to February 3.

The proposed changes to the rules were developed to operationalise the policy changes previously approved by the PSI Council in respect of the CPD system for pharmacists and the development and implementation of a CPD system for pharmaceutical assistants.

239 responses were received to the public consultation via an online survey, and 10 responses were received via email. The draft public consultation report will be considered by the PSI Council at its meeting of March 6.

Supporting pharmacist involvement in the ongoing Autumn/Winter 2024/2025 vaccination campaign

On February 10, the Registrar approved the National Immunisation Office (NIO) training in respect of Comirnaty KP.2 3mcg, as training 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), for the purposes of facilitating pharmacist vaccinators in supplying and administering this vaccine as part of the COVID-19 national vaccination programme.

As of February 9, c 176K COVID-19 booster vaccines and c 382K flu vaccines had been administered by community pharmacies as part of the Autumn/Winter 2024/2025 vaccination campaign. During this period, 1125 pharmacies administered a COVID-19 vaccine, and 1406 pharmacies administered a flu vaccine.

Below is a comparative analysis of the 2023/2024 and 2024/2025 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 58.9% of community pharmacies participating in the COVID-19 vaccination program in 2024/2025, compared to 52.2% in the previous year. Similarly, flu vaccination coverage rose from 70.3% to 73.6%.

While some deviation in figures may occur due to retrospective data quality corrections as the season progresses, the results indicate a positive trend in vaccine distribution, reflecting

improved accessibility and greater engagement in community pharmacy-led immunisation programs.

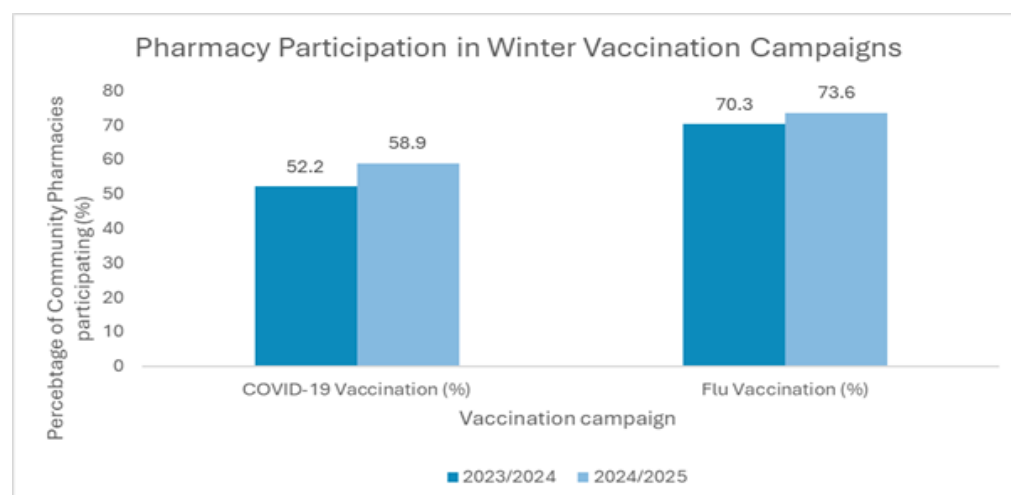
For this comparison, we have excluded 76 hospital pharmacies, leaving a total of 1,911 community pharmacies out of the 1,987 registered with the PSI, alongside 7,722 registered pharmacists.

COVID-19 Vaccination:

Campaign Year	Pharmacies Participating	Percentage of Community Pharmacies Participating	Doses Administered by Pharmacists
2024/2025	1,125	58.9%	~176,000
2023/2024	998	52.2%	Not specified

Flu Vaccination:

Campaign Year	Pharmacies Participating	Percentage of Community Pharmacies Participating	Doses Administered by Pharmacists
2024/2025	1,406	73.6%	~382,000
2023/2024	1,344	70.3%	Not specified



Nomination period for pharmacist member appointments to the Council

In accordance with statutory requirements, [notice of the nomination period](#) for the appointment of pharmacists to the PSI Council was published on February 18, and an email was sent to all on the Register of Pharmacists. Details of the nomination process and information about the Council role have been shared for dissemination also with the pharmacy press, the IPU and highlighted through the Irish Institute of Pharmacy's channels. Six members of the Council will come to the end of their terms in office this 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 has recently been established. The group has representation from teams across PSI, including Professional Standards, Strategic Policy, Quality & Safety, and Governance and Programme Delivery.</p> <p>The group will conduct research and benchmarking analysis, stakeholder engagement and issue a survey to all pharmacists to inform the development of recommendations.</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 developed, in conjunction with the IIOp by Q4 2025.</p>	Public consultation on proposed changes to the legislation was held between January 6 to February 3. The draft public consultation report will be considered by the PSI Council at its meeting on March 6.
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 IIOp by Q4 2025.</p>	Public consultation on proposed changes to the legislation was held between January 6 to February 3. The draft public consultation report will be considered by the PSI Council at its meeting on March 6.

<p>Carryout our obligations as a regulator under the National Open Disclosure Framework</p>	<p>Annual submission to the Minister for Health on our progress around the promotion and implementation of open disclosure in pharmacy.</p> <p>The report is due to the Minister the first week in April.</p>	<p>Staff from Practitioner Assurance and Community Pharmacy Assurance received in-house open disclosure training from the NPSO in January.</p> <p>We are in the process of developing an e-learning course on open disclosure specific to pharmacy.</p>
<p>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.</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 2024 newsletter we shared information regarding the Pharmacist Antimicrobial Stewardship Network (PAMS-net) and its role in supporting pharmacists to combat antimicrobial resistance through an interactive forum and resources.</p> <p>In a recent IOP-hosted webinar, HSE-AMRIC highlighted PAMS-net alongside updates to antibiotic prescribing guidelines for respiratory and urinary tract infections. The webinar recording is available on the IOP website.</p>
<p>Submit to the European Foundation for Quality Management (EFQM) in Q3 2025 to maintain four-star recognition.</p>	<p>EFQM recognition</p>	<p>Timelines for submission have been agreed. The ELT was provided with an update on the EFQM model criteria.</p>
<p>Develop and implement year one of a Communications Strategy 2025-2028, aligned to the PSI Corporate Strategy and our mission, vision and values.</p>	<p>New Communications Strategy is approved by Council in Q1 2025, including a detailed plan for executing the year-one initiatives.</p> <p>Year one initiatives are delivered by Q4 2025.</p>	<p>The Communications Strategy is in draft and will be provided to the Council for consideration at its April 24 meeting. Consideration is being given to the workshop and survey feedback from Council members, staff and the Pharmacist Panel at the end of 2024.</p>

Overview of meetings attended by the Registrar and PSI staff (since the last report)	
December 20, 2024	We attended a meeting with the Department of Health to discuss PSI's deliverables as part of the Community Pharmacy Expansion Implementation Oversight Group (IOG).
January 7, 2025	We met with the Chair and Deputy Chair of the Clinical Sub-group of the IOG to discuss the training requirements for pharmacists under the Common Conditions Service.
January 9, and February 6, 2025	We attended monthly meetings of the Community Pharmacy Expansion IOG meeting to discuss progress on the implementation plan for a Common Conditions Service and continuation of prescriptions for contraception by pharmacists.
January 9, 2025	We attended a Safety Features Oversight Group meeting, where the Irish Medicines Verification Organisation (IMVO) updated us on scanning, decommissioning, and alert rates.
January 14, 2025	We attended our first meeting of the National ePrescribing Project Board following the addition of a PSI representative onto the Board at the end of 2024.
January 20, 2025	We attended a meeting of the Regulatory Advisory Group of the International Pharmaceutical Federation (FIP).
January 24, 2025	We attended the HSE App Overview for Patient Partners
January 24, 2025	We held our first quarterly operations meeting of the year with the Irish Institute of Pharmacy (IIOP).
January 29, 2025	We attended a meeting of the Sodium Valproate Stakeholder group, which includes representatives from the HPRA, DoH, Epilepsy Ireland and OACS Ireland.
January 29, 2025	We met representatives of NMBI to discuss matters of mutual interest.
February 5, 2025	We delivered a presentation to 3 rd -year pharmacy students at RCSI as part of our continued engagement with pharmacy students on the role and functions of PSI across the three Schools of Pharmacy.

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

February 6, 2025	Representatives from the ICT and Community Pharmacy Quality and Safety Team met with the National Cybersecurity Centre (NCSC) to discuss NIS2 and the legislative timeframes for implementation in pharmacies.
February 7, 2025	We held meetings with pharmacy students who expressed an interest in undertaking their 4 th Year APPEL Placements at PSI in Autumn 2025. Three students have accepted placement offers with PSI.
February 7, 2025	We met with members of the National ePrescribing Project Team to discuss project progress.
February 11, 2025	We attended a meeting of the Pharmaceutical Strategy Working Group in relation to progress on the negotiations of the General Pharmaceutical Legislation under the Hungarian Presidency and the plans under the Polish Presidency.
February 13, 2025	We met with other health and social care regulators to discuss the new annual reporting requirements to the Minister of Health around Open Disclosure and our obligations as regulators.
February 26, 2025	We met with the Assistant Secretary, Head of Primary Care Oversight and Performance, to discuss the strategic deliverables for PSI in 2025.
December - February	We continue to attend fortnightly meetings of the National COVID-19 Vaccination Programme Pharmacy Workstream Working Group.

Overview of External Communications (since the last report)

Date issued	Communication type	Target audience	Subject	Channel
December 11 2024	Expression of interest process	Pharmacists, defined list of stakeholders	Expression of interest process for a panel of assessors for the TCQR route	Website, newsletter, social media
December 12 2024	Expression of interest process	Medical practitioners and relevant organisations	Expression of interest process for medical practitioners to act as Medical Assessors for PSI Health Committee	Website, email, newsletter, social media
December 13 2024	Public consultation	All registrants, general audience	Consultation on PSI Fees amendment rules (TCQR route)	Email, website
December 18 2024	Newsletter	All registrants, subscribers, general audience	PSI Winter Newsletter, Issue 4, 2024	Email, website
January 7 2025	Public consultation	All registrants, general audience	Consultation on proposed changes to PSI CPD and PSI Registration rules.	Email, website, social media
January 16 2025	Expression of interest process	Pharmacists, defined list of stakeholders	Reminder: Expression of interest process for panel of assessors for the TCQR route	Email, social media
January 23 2025	Information	All registrants	Insights from pharmacy inspection findings July to December 2024	Email, website

Date issued	Communication type	Target audience	Subject	Channel
January 27 2025	Public consultation reminder	All registrants, general audience	Reminder Consultation on proposed changes to PSI CPD and PSI Registration rules	Email, social media
February 18	Notice of nominations	Pharmacists	Nominations invited for appointments of pharmacist members to the PSI Council	Email, website, social media

Public consultations and other submissions

HPRA's 2026–2028 Strategy survey

In January, the PSI submitted comments to the Health Products Regulatory Authority (HPRA) on their 2026–2028 Strategy.

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

Key Updates

Pharmacy Workforce Project

The first meeting of the Pharmacy Workforce Working Group is scheduled for March 13 2025. A report of the Working Group activities in 2024 is being prepared and will be published shortly. Additionally, the 2024 Survey of the Register report has been finalised and will serve to provide data to underpin workforce planning for pharmacy in Ireland.

Implement a Delineated Pharmacy Model

Draft guidance and proposed amendments to the Regulation of Retail Pharmacy Business Regulations to facilitate a delineated pharmacy model were considered by PSI Council on April 25 2024.

PSI is currently reviewing the required amendments to the Pharmaceutical Society of Ireland (Retail Pharmacy Businesses) (Registration) Rules 2008 (S.I. No. 495/2008) that are required to facilitate a delineated model. A principles-based guidance document that will provide support for practitioners implementing this model is also being considered.

Accreditation Exercises

Accreditation panels visited a new department of pharmacy, together with existing schools of pharmacy, in January and February 2024 with a view to reviewing the MPharm programmes proposed. The reports from these visits are being prepared and will be presented to Council in accordance with the PSI 'Accreditation Policy: National Pharmacy Degree Programmes (MPharm)'

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

The PSI continues to contribute to the work of the Community Pharmacy Expansion Implementation Oversight Group (IOG), established to oversee the introduction of a

Common Conditions Service in community pharmacies, including the continuation of prescriptions for contraception. Four colleagues from the PSI are members of the IOG and attend monthly meetings, with a wider internal cross-functional working group meeting weekly.

While the PSI contributes to all six of the workstreams overseen by the IOG, we are the lead for the second workstream, 'Education and training for pharmacists and regulatory matters,' which includes oversight of the delivery of training for the Common Conditions Service and continuation of prescriptions for contraception.

We have engaged with the IOG regarding the training approach for these services and have agreed on a high-level training approach that will be developed by the Irish Institute of Pharmacy (IIP). A legal drafter has also been secured to develop PSI Council rules that are required to underpin the training for pharmacists. Consideration is also being given to other appropriate regulatory supports that will be needed.



Objective 2

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

Key Updates

Stakeholder engagement in patient safety and quality initiatives

In 2024, our Quality and Safety team carried out 365 [Inspections](#). As part of our ongoing commitment to transparency and supporting pharmacists, pharmacy owners and their teams to maintain regulatory compliance and continuous improvement, we publish findings from our inspections.

In January 2025, we shared the [Inspection Findings](#) from inspections that took place between July and December 2024, including a short video of the key learnings.

Collaborate with patients and the public to identify effective engagement methods.

As part of our ongoing efforts to enhance engagement with patients and the public, the PSI will host a meeting of the HPRA Patient Forum scheduled for March 25. It is hoped that insights from members of the forum will provide an important perspective from patients on our work and help inform our potential ongoing methods of engagement with patients and the public in the future.



Objective 3

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

Key Updates

Implementing the Public Sector Equality and Human Rights Duty

A workshop was held on PSI's monthly all-staff 'anchor day' (February 25), facilitated by Values Lab, to introduce the PSI's public sector duty [implementation plan](#) to all staff and assist in embedding this plan across the organisation. This workshop also included showing staff how to undertake the 'address step' of the duty by carrying out an Equality and Human Rights Impact Assessment. The implementation plan is published on the PSI [website](#).

Strategic HR Update

Workforce Planning Review of 2024

Role	Grade
Absenteeism	2.81% (411 days in 2024)
Attrition	10.34% (2024)
Internal promotion rate	50% of recruitment competitions completed in 2024 were filled by internal candidates
Recruitment (hiring statistics)	12 recruitment competitions last year

Workforce Planning and Recruitment

We continue to focus on workforce planning and recruitment. We have recently completed recruitment for the following roles:

Role	Grade	Contract Type
Acting Fitness-to-Practise and Legal Affairs Manager	Advisory Counsel Grade III	FTC – 9 Months Maternity Cover (with the possibility of extension)
ICT Support Administrator	Executive Officer	Permanent
Regulatory Executive	Executive Officer	2 X Permanent
Finance and Support Services Executive	Executive Officer	Permanent
Authorised Officer	Engineer Grade II	Fixed Term Contract

Investigations Officer	Engineer Grade II	Permanent
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We are currently progressing with the following recruitment:

Role	Grade	Contract Type
Advanced Practice Manager	Assistant Principal Officer	Fixed Term Contract - 3 Years
HR Officer	Higher Executive Officer	Permanent

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

Role	Grade	Contract Type
Head of Practitioner Assurance	Chief I	Permanent
Advanced Practice Co-Ordinator	Higher Executive Officer	Fixed Term Contract - 3 Years
Business Support Services Assistant	Clerical Officer	Permanent
Authorised Officer (Eng III) x 2	Engineer Grade III	Permanent

Learning and Organisational Development

Training and Development Programmes

The following training has been completed/scheduled:

- **Menopause** – Having launched the Menopause Policy, we had organisation-wide training to accompany the rollout of the policy. We are now planning line manager and HR training to support managers in managing employees going through Menopause. This training framework will enable the PSI to be accredited as a Menopause Workplace of Excellence. By becoming accredited, we will be leading the way for gender equality, fostering employee wellbeing and improving our employer value proposition.
- **Evacuation Chair Training** – Additional training was delivered for the Fire Wardens to ensure appropriate training for the Fire Evacuation Chairs in PSI House.
- **Health and Safety Awareness Training**- Training has been arranged for the Health, Safety and Sustainability Committee.
- **Domestic Violence and Abuse Training** – Having recently launched the Domestic Violence and Abuse Policy across the organisation, all employees have been enrolled

in the IPA e-learning module. This training aims to provide training on identifying domestic violence and abuse, the forms it may take, its impact and statutory domestic violence leave.

ICT Strategy

We have commenced research in relation to the carrying out of a data management audit and the associated development of a Data Management Strategy, as provided for under the ICT Strategy. We are also progressing with the replacement of the Council iPads with a cloud-based document management solution with the assistance of our procurement advisors.

Under the strategy, we are exploring the use of AI tools to support the organisation, and currently, all staff have access to Microsoft Co-pilot to assist them with their work. Staff have been advised that it is currently the only available AI tool for use by staff, as it is part of the Microsoft suite, which ensures the information remains confidential to PSI. Council members are reminded that, while we continue to work on a PSI AI policy, no PSI data should be entered into freely available AI tools such as DeepSeek or ChatGPT, as access to the information is not restricted, which could potentially lead to confidential information being accessed by external users or even a data breach. The National Cybersecurity Centre (NCSC) has issued [Guidelines on Generative AI for Public Sector Bodies](#).

Cyber Security

We have multiple layers of security in place in PSI. Firewalls to protect the perimeter, anti-virus to protect the devices, multi-factor authentication to protect password access, VPN to protect communication from devices into our systems, and we added a 24/7 Security Operations Centre in 2024 to monitor and react to any incidents identified. We work with our vendors to ensure that they are all up-to-date and secure.

Cyber training for all staff is carried out quarterly, and phishing simulation tests are carried out on a rolling 2-week schedule.

Bi-annual penetration tests and quarterly vulnerability tests are carried out by a third party.

Core Funding Review

We have commenced the tender process to seek assistance to carry out a Core Funding Review to ensure we maintain a sustainable financial position and 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 outputs of this project will provide Council with the necessary contextual analysis and environmental appraisal to support evidence-based decision-making as to 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 People:

- PSI has been participating in the public sector Reduce Your Use campaign 2024-2025 with regular communications to staff to improve staff awareness of energy use and management.

Our Targets:

- An appendix was completed for the 2024 Climate Action Roadmap using the Gap to Target tool to include the data, which was not available from SEAI prior to the roadmap deadline last year.
- Utilities continue to be monitored, and the monthly manual meter reading process is in place in collaboration with Apleona, our external Facilities Management Service Provider. Since completing the emergency and general lighting upgrade, there has been a notable decrease in electricity usage.
- The review of the heating schedules of PSI House is ongoing to identify opportunities to adjust setpoints and implement further energy savings.

Our Ways of Working:

- PSI completed its obligation to report to SEAI via the Monitoring and Reporting system (M&R2030) by validating its energy meters by the deadline of January 31.
- PSI's Procurement Policy has been updated to include a commitment to comply with the Energy Performance of Buildings Directive (EPBD), where public sector bodies will not install new heating systems that use fossil fuels after 2023.
- A new section has been included in the PSI's Annual Procurement Plan to allow any necessary green procurement considerations to be flagged at the planning stage.

Our Buildings and Vehicles:

- PSI received its Display Energy Certificate with a Building Energy Rating of C3. An Advisory Report was also provided with recommendations to improve the energy performance of the building.
- PSI House was closed for the Christmas and New Year period, and all staff worked from home, which contributed somewhat to the 18% decrease in electricity usage and 41% decrease in gas usage for December 2024 compared to usage in December 2023.
- As a public body, PSI is required to record carbon emissions associated with official air travel, value these emissions based on the prevailing rate and pay an equivalent

amount to this value to the Climate Action Fund. In order to offset 2024 air travel PSI has calculated the amount owing and paid €179.42 into this fund.

Procurement activity update for contract values in excess of €25k:

Service/goods to be procured	Current status
Establishment of a panel of Legal Assessors & Mediators	Stage two closed; submissions are under review by the Procurement advisor.
TCQR route - provider of examination for new TCQR route	Tender documents are being progressed to establish a Dynamic Purchasing System (DPS) for the examination under the new TCQR route.
IIOp	PSI has entered a negotiated procedure with the existing provider to continue to provide IIOp on a short-term basis before engaging in wider consultation with a view to engaging in a new procurement exercise.
Facilities management	Tender specification in development with the assistance of procurement advisors. Stage one (PQQ) to be published by the end of 2025.
Digital Skills Training	RFT developed and under review with the aim to be circulated Qtr 1.
Core Funding Review	Tender published February 19 2025, utilising OGP framework agreement for Business, Management and ICT Consultancy Services
Investment Management	Tender documents in development.
Phone Systems	Request for quote circulated February 24 2025
Cloud-based System for Council Meeting Documentation	Tender documents developed and under review by procurement advisors.

Appendix 1 – Statistical Summary

Complaints and Fitness to Practise (figures as of February 19 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	3	11
New complaints received since last report date	12	17
Total open, active complaints*	67	41
Complaints considered by PPC since last report date	8	18

*9 of which are being before Council on March 6

**These complaints were heard over 1 meeting. None 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 February 19 2025)

Inquiries/Hearings	Total Year to Date	2024 year-to-date equivalent
Total heard or commenced year-to-date	5	5
Heard or commenced since the last report *	5	6
Complaints being investigated/prepared for hearing	40	46

*60 % meet the KPI of the inquiry being heard within 18 months from the date of referral by the PPC to a Committee of Inquiry. 4 took place before the PCC & 1 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	1
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, *	3	8
Heard year to date*	1	4
Sanction hearings/undertakings being prepared for Council	7	6

*per respondent

High Court Sanction Confirmation Hearings	Total Year to Date	2024 year-to-date equivalent
Held year-to-date	2	2
Cases being prepared for High Court confirmation	0	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	0	0
2. Health Committee	0	0
Callovers heard since last report date:		
1. Professional Conduct Committee	1	0
2. Health Committee	1	0

The next PCC and HC Callovers are scheduled for March 13 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	2024 year-to-date equivalent
Cases being prepared for District Court Prosecution	0	0

Professional Registration (figures as of 19/2/2025)

Route/application type	Registrations/ actions completed as of 19/2/2025	2024 year-to-date equivalent
National route	2	3
EU route	7	26
Non-national route (Third Country) – UK only	7	9
Non-national route (Third Country) – excluding UK	1	0
European Professional Card – establishment of service (qualification recognition)	1	1
European Professional Card – temporary and occasional provision of service	0	0
Voluntary cancellations from Register	35	31
Involuntary cancellations from Register	4	6
Restorations to Register following voluntary cancellation	4	3
Restorations to Register following involuntary cancellation	0	0
Certificates of Current Professional Status issued	11	17
IMI Alerts (internal market information) issued by PSI	1	2

Retail pharmacy businesses

Registration of Retail Pharmacy Businesses 2025 (figures as of 19/02/2025)	Registrations/ actions completed as of 19/2/2025	2024 year-to-date equivalent
Number of Registered Retail Pharmacy Businesses	1986	1983
Retail Pharmacy Business openings by type	New opening: 0 Permanent relocation: 1 Change of ownership: 7	2 2 5
Retail Pharmacy Business cancellations by type	Voluntary cancellations (closure): 3 Voluntary cancellations (permanent relocations): 1 Voluntary cancellations (changes of ownership): 7 Involuntary cancellations: 0	4 2 5 0
Number of changes in supervising and superintendent pharmacists (as of 19/02/2025)	Supervising pharmacist changes: 45 Superintendent pharmacist changes: 185	72 13

Internet supply (figures as of 19/02/2025)	Figures as of 19/02/2025	2024 year-to-date equivalent
Number of pharmacies on part A	132	139
Number of pharmacies on part B	206	181

Regulation of Retail Pharmacy Businesses (figures as of 14/02/2025)

Pharmacy Inspections 2025		PSI 2025 Service Plan Pharmacy Inspection Key Performance Indicator (KPI)	2024 year-to-date equivalent
Total number of on-site Pharmacy inspection visits to date	4	300	26
Total number of registration-related inspections to date	2	15	1
Number of pharmacy re-inspections – including re-inspections following Registrar’s decision under Section 71(1)(d) to date	0	0	0

Concerns (figures as of February 19 2025)	Total Year to Date	2024 year-to-date equivalent
Total new concerns received year to date	21	11
New concerns received since last report date	30	12
Concerns reviewed since the last report date	28	18
Open concerns	9	5

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

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
15	0	2
Investigation Activity 2024 (Section 67) – e.g., Interviews / Statements / Pharmacy Visits / Professional Witness		1

Information Governance (as of February 27 2025)

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	
3	0	3	
Data transfer requests	Category: Research purposes	Category: Patient Safety Alert/Product Recall	Category: IIOP
3	2	0	1