If you are a pharmacist with a practice related query, please complete this form in full in order for us to respond to your query. Consider each section and send it to [info@psi.ie](mailto:info@psi.ie).

The PSI can only provide information which is within the scope of our regulatory remit. Wedo not provide information on the following matters:

* Commercial issue (e.g. opening hours, pricing)
* Contractual or employment issue (e.g. the operation of the HSE community drugs schemes, hours of work, contracts of employment)
* Legal advice
* Clinical advice (e.g. dosing regimes, interactions)
* Regulation of medicines, medical devices or other health products (the HPRA regulates these areas)

**Your details**

|  |  |
| --- | --- |
| Name |  |
| Phone number |  |

**Resources**

We try to make our website as relevant as possible for registrants and others by making a range of resources available. Have you consulted any of the following PSI resources to resolve your query? (mark with an x)

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Pharmacy and medicines [legislation](http://www.thepsi.ie/tns/about-psi/legislation.aspx) |  |  |
| PSI [pharmacy practice guidance](http://www.thepsi.ie/gns/Pharmacy_Practice/practice-guidance.aspx) |  |  |
| PSI [inspectors’ advice on improving compliance](http://www.thepsi.ie/gns/inspection-enforcement/inspections/InspectorsAdvice.aspx) |  |  |
| PSI [pharmacy practice updates](http://www.thepsi.ie/gns/Pharmacy_Practice/PracticeUpdates.aspx) |  |  |
| PSI [frequently asked questions](http://www.thepsi.ie/gns/Pharmacy_Practice/Queries_and_FAQs.aspx) for pharmacists |  |  |

|  |  |  |
| --- | --- | --- |
| I consulted other websites and resources | Yes | No |
|  |  |

We appreciate your feedback on those PSI resources so that we can consider how to improve information that we make available.



Who have you already consulted in relation to your query?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Not applicable, I am working in this capacity |
| My supervising pharmacist |  |  |  |
| My superintendent pharmacist |  |  |  |

**Query details**

Please provide details of your query:



We appreciate you providing as much information as possible so that we can assist you appropriately with your query. We commit to responding to you in writing and/or by telephone within 7 working days of receipt of this form. In the case of more complex queries, we will advise you of any delay and commit to handling the query ordinarily within 20 working days. Our [Customer Charter](http://thepsi.ie/tns/about-psi/PSICustomerCharter.aspx) provides information about the level of service you can expect from us.

Please note that queries received by the PSI are subject to the provisions of the [Freedom of Information Act 2014](http://www.thepsi.ie/tns/about-psi/FOI/freedom-of-information.aspx). All personal information provided to the PSI is treated in accordance with Data Protection legislation and the General Data Protection Regulation (GDPR). You can read our [Data Protection Statement](http://www.thepsi.ie/tns/about-psi/Data_Protection/Data_Protection_Statement.aspx) for more information.