

Consultation Report on the Revised Draft Core Competency Framework (CCF) for Pharmacists

November
2022

Introduction

Rule 4 of the *Pharmaceutical Society of Ireland (Education and Training) (Integrated Course) Rules 2014*, as amended, sets out the requirements for a Core Competency Framework (CCF) for Pharmacists. The Core Competency Framework, sets out the competencies, including the knowledge, skills, attitudes and values, that are to be attained by a person who has pursued a programme of education and training leading to a qualification appropriate for practice. It also includes the competencies against which pharmacists evaluate their development and learning needs for the purposes of their continuing professional development.

Functions of the Core Competency Framework

The functions of the Core Competency Framework are as follows:

- **Underpinning the education and training of pharmacy students:** The Core Competency Framework informs the Master of Pharmacy (MPharm) accreditation standards. It is used by Schools of Pharmacy in the development of the curriculum for the MPharm, and it is used by students undertaking experiential learning placements as part of the MPharm;
- **Assists pharmacists with their statutory CPD requirements:** The Core Competency Framework is used by Pharmacists when assessing their learning and development needs. Pharmacists self-reflect against the domains and competencies included in the Core Competency Framework that are applicable to their role and/or practice setting. It also informs the accreditation standards for CPD programmes; and

Other functions of the Core Competency Framework include:

- It informs the Professional Registration Exam (PRE);
- It provides support for Practice Review;
- It provides a platform for the development of advanced practice: and
- It acts as a public statement for patients, other healthcare professionals, policy-makers and others of the key skills, knowledge, attitudes and behaviours associated with, and expected of pharmacists.

Review and Development of the Core Competency Framework (CCF) for Pharmacists

We first published the Core Competency Framework in 2013. We are required to review the Core Competency Framework at intervals not exceeding five years. Consequently, we commenced a review of the Core Competency Framework in quarter four of 2019. Subsequently, a [report](#) on the review, and its recommendations, was approved by the Council of the PSI at their meeting in October 2020. In 2021, we commenced a multiannual strategic project implementing the recommendations set out in the [report](#) and developing a revised Core Competency Framework.

We have engaged and consulted extensively with relevant stakeholders throughout the review and development process. A summary of the key steps are as follows:

- **Step 1: Feedback on the Core Competency Framework and benchmarking**
 - We held engagement meetings with relevant stakeholders. The purpose of these meetings was to gather feedback on the original Core Competency Framework and

- what would be needed from a revised Core Competency Framework in the coming years that would reflect changes and developments in practice.
- We examined and conducted a benchmarking exercise of the Core Competency Framework against a number of international competency frameworks for pharmacists.
 - We also conducted a targeted consultation with registered pharmacists and other stakeholders, including representative bodies and the Schools of Pharmacy.
- **Step 2: Steering Group established**
We established a Steering Group whose primary function was to work in conjunction with the PSI, and advise and make recommendations to PSI staff, its various committees and a collaborative Working Group on the development of a revised Core Competency Framework. The Steering Group met regularly, and its membership comprised of representatives from relevant stakeholders, including representative bodies, the Schools of Pharmacy, the Department of Health (DOH), the Health Service Executive (HSE), and Patient Advocacy Service.
 - **Step 3: Working Group established**
We established a fifty member Working Group following the publication of an expression of interest. The role of the Working Group was to work with the PSI Project team and support the Steering Group in the development of a revised Core Competency Framework. The majority of its members were pharmacists, employed in different areas of practise, with a wide range of experience.
 - **Step 4: Competency Expert**
A quality assurance review of the revised draft Core Competency Framework by a competency expert was undertaken.
 - **Step 5: Public Consultation**

About the Public Consultation

A public consultation on the revised draft Core Competency Framework for Pharmacists took place from 21 July 2022 to 18 August 2022. Participants could provide feedback via an online survey, by email, or by post.

Information about the public consultation and the revised draft Core Competency Framework was made available on our website. An email, which included information on the public consultation and inviting feedback, was also sent to registrants and relevant stakeholders. In addition, the public consultation was highlighted through social media and was included in the PSI newsletter.

Response to the Consultation

Response Rate

The public consultation was open to all pharmacists and members of the public. At the time of the public consultation, there were 6868 pharmacists registered with the PSI. Fifty responses were received via the online survey. One response was deemed unusable, as the respondent's comments did not relate to feedback on the revised draft Core Competency Framework. Therefore, forty-nine responses were reviewed. Four responses were received via email.

We note the relatively low response rate to the public consultation. However, we have engaged with pharmacists and relevant stakeholders throughout the review and development of the revised draft Core Competency Framework. We achieved this through the early engagement meetings, the targeted consultation, the establishment of the Steering Group and Working Groups, and the public consultation.

Details about the response and response rate to each question included in the online survey is provided below. A summary of the feedback received from the four email responses then follows. Our response to the themes that emerged from the feedback is then included. Finally, additional changes that we made to the revised Core Competency Framework following consideration of other feedback is included. It is important to note that the majority of respondents to the online survey (84%) indicated that they have been registered as a pharmacist for eleven years or more. Also, 54% of respondents indicated that their main area of practice is in community pharmacy, either as an employee pharmacist or a pharmacy owner. These factors may have had an impact on the feedback received.

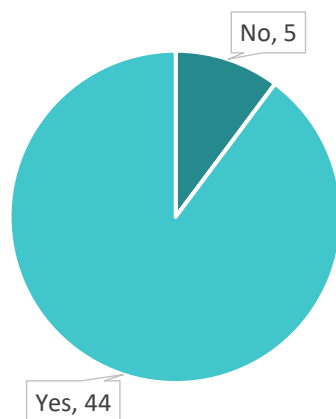
Response to the online survey

Question 1: Data Protection question

100% of respondents confirmed that they consent to providing their answers to the questions in the survey.

Question 3: Are you a registered pharmacist?

Answered	49
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89% of survey respondents declared as pharmacists.

Question 4: Which best describes you?

Answered	5
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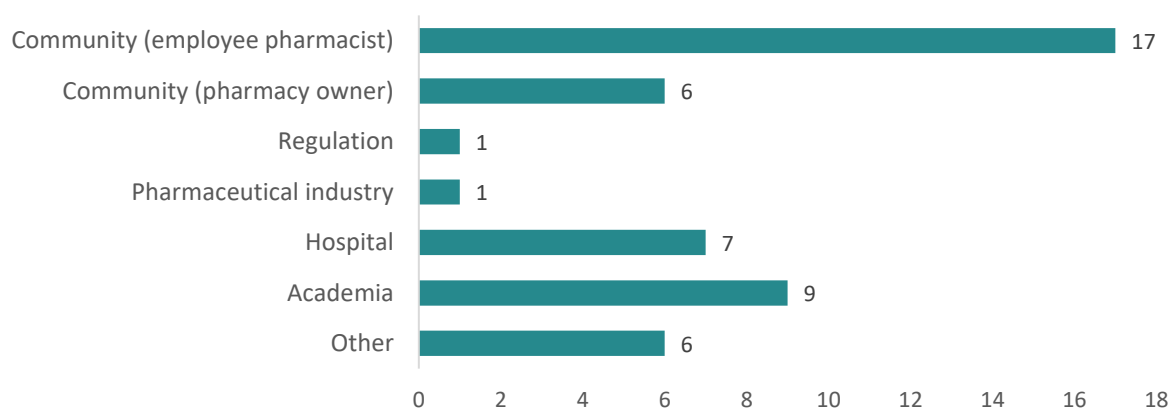


Respondents who answered 'no' to Question 3 were provided with a number of categories to describe themselves. Of the five respondents who indicated they were not a registered pharmacist, four declared as Pharmacy students, and one as an individual working in pharmaceutical industry (non-pharmacist).

Question 5: In which area(s) do you currently work?

Answered

42



A breakdown of the responses to Question 5 was as follows:

- 40% of respondents indicated that they currently work in community pharmacy as an employee pharmacist.
- 14% of respondents indicated that they currently work in community pharmacy as a pharmacy owner.
- 2% of respondents indicated that they currently work in regulation.
- 2% of respondents indicated that they currently work in pharmaceutical industry.
- 17% of respondents indicated that they currently work in a hospital setting.
- 21% of respondents indicated that they currently work in Academia.
- 14% of respondents indicated “other” as their current area of practice.

Respondents were able to indicate more than one area of practice when responding. Of the six respondents who indicated “other”, the areas of practice they specified included: Informatics and Technology; the HSE; Out of Hours GP Services/CVC; and a Representative Body (outside ROI).

Question 6: How many years are you registered as a pharmacist?

Answered	44
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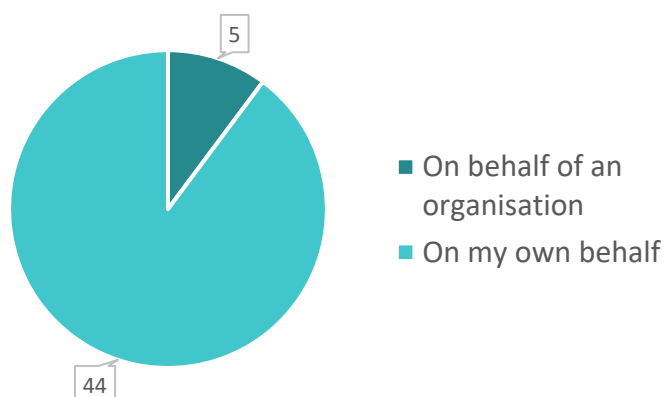


A breakdown of the responses to Question 6 was as follows:

- 9% of respondents indicated that they have been registered as a pharmacist for 0-3 years.
- 7% of respondents indicated that they have been registered as a pharmacist for 6-10 years.
- 50% of respondents indicated that they have been registered as a pharmacist for 11-19 years.
- 34% of respondents indicated that they have been registered as a pharmacist for 20 years or more.

Question 7: Are you responding on your own behalf or on behalf of an organisation?

Answered	49
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90% of respondents indicated that they were responding on their own behalf and 10% of respondents indicated that they were responding on behalf of an organisation.

Question 8: If you indicated that you are responding on behalf of an organisation, please specify what organisation.

Answered	5
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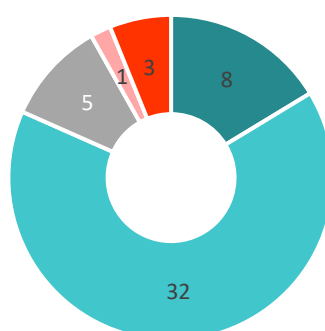
The 10% of respondents who indicated in Question 7 that they were responding on behalf of an organisation were provided with an option to include what organisation they were responding on behalf of. Responses to this question include:

- HSE ePharmacy Programme.
- HSE Acute Hospital Drugs Management Programme.
- School of Pharmacy (University College Cork).
- University of Health Sciences School of Pharmacy and Biomolecular Sciences (Royal College of Surgeons in Ireland).
- The Affiliation for Pharmacy Practice Experiential Learning (APPEL).

Question 9: The information included in the introductory sections is useful.

Answered	49
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■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree



A breakdown of the responses to Question 9 was as follows:

- 82% of respondents indicated that they 'agree' or 'strongly agree' with the statement.
- 10% of respondents indicated they 'neither agree nor disagree'.
- 8% of respondents indicated they 'disagree' or 'strongly disagree' with the statement.

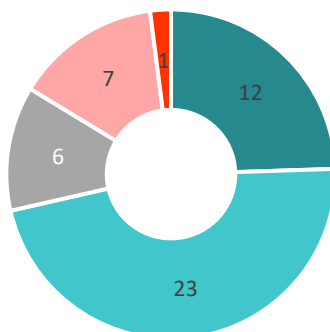
A comment box was provided (in the form of question 10: Please add any additional comments if you wish). A summary of the comments provided by respondents include:

- The inclusion of the introductory sections as helpful.
- The introductory sections provide essential information on context, purpose and development of the CCF.
- The introductory sections are lengthy.

Question 11: The domains, competencies and behaviours in the revised Core Competency Framework reflect those expected of a graduate pharmacist in the early stage of their career (0-3) years qualified.

Answered	49
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■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree



A breakdown of the responses to the statement in Question 11 was as follows:

- 71% of respondents indicated they 'agree' or 'strongly agree' with the statement.
- 12% of respondents indicated they 'neither agree nor disagree'.
- 16% of respondents indicated they 'disagree' or 'strongly disagree' with the statement.

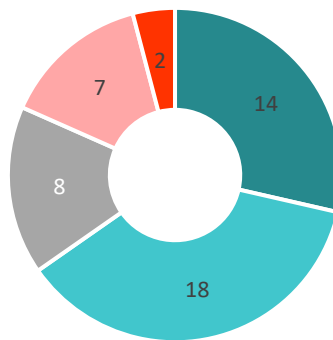
A comment box was provided (in the form of question 12: Please add any additional comments if you wish). A summary of the comments provided by respondents include:

- The need for separate frameworks for students on placement, newly qualified pharmacists, and longer qualified pharmacists.
- The possible inclusion of more competencies/behaviours specifically applicable to those pharmacists in non-patient facing roles.
- Suggested changes in phrasing.
- Greater clarity that the behaviours listed are indicative.
- Some competencies and behaviours are too generic or high-level.

Question 13: The revised Core Competency Framework will be useful and relevant to pharmacists at any stage of their career in helping identify their Continuing Professional Development (CPD) needs.

Answered	49
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■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree



A breakdown of the responses to the statement in Question 13 was as follows:

- 65% of respondents indicated they 'agree' or 'strongly agree' with the statement.
- 16% of respondents indicated they 'neither agree nor disagree'.
- 18% of respondents indicated they 'disagree' or 'strongly disagree' with the statement.

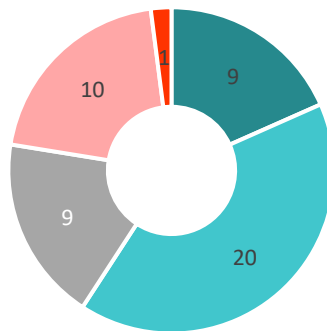
A comment box was provided (in the form of question 14: Please add any additional comments if you wish). A summary of the comments provided by respondents include:

- The behaviours being indicative was welcomed.
- It was suggested that it is a good tool for those returning to practice.
- It is not sufficiently clear to support pharmacists in identifying CPD needs.

Question 15: The revised Core Competency Framework will be suitable as a public statement of the professional role of a pharmacist (e.g. to patients, the public and other health professionals).

Answered	49
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■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree



A breakdown of the responses to the statement in Question 15 was as follows:

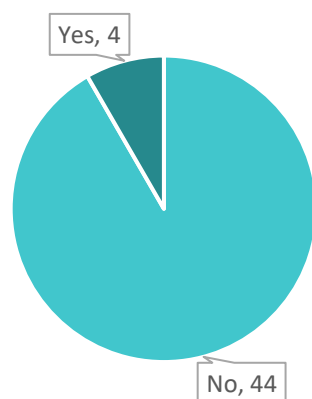
- 59% of respondents indicated they 'agree' or 'strongly agree' with the statement.
- 18% of respondents indicated they 'neither agree nor disagree'.
- 22% of respondents indicated they 'disagree' or 'strongly disagree' with the statement.

A comment box was provided (in the form of question 16: Please add any additional comments if you wish). A summary of the comments provided include:

- Members of the public might have difficulty understanding the language used.
- The suitability of the document for patients and members of the public.
- The difficulty in providing a statement of the role of pharmacist, due to variety of roles occupied by pharmacists.

Question 17: Are there any domains that you expected to see in the revised Core Competency Framework that are not there?

Answered	48
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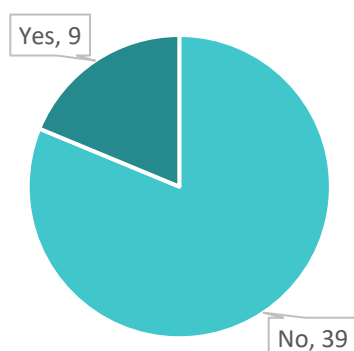
92% of respondents indicated that they do not think that any domains were omitted from the draft revised Core Competency Framework and 8% of respondents indicated that there were.

A comment box was provided (in the form of question 18: Please add any additional comments if you wish). A summary of the comments provided include:

- The need to include optional Domains for those pharmacists in non patient centred roles and for supervising and superintendent pharmacists.
- The need to include optional Domains for advance practice and specialisation in the future.

Question 19: Are there any competencies that you expected to see in the revised Core Competency Framework that are not there?

Answered	48
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81% of respondents indicated that they do not think that any competencies were omitted from the draft revised Core Competency Framework and 19% indicated there were.

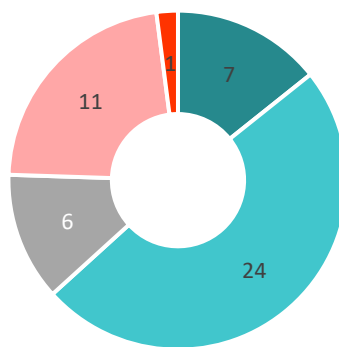
A comment box was provided (in the form of question 20: Please add any additional comments if you wish). A summary of the comments provided include:

- The suggestion to include competencies in relation to the use of Information Technology and Data and the climate crisis.
- The need for more competencies targeted towards pharmacists in specialist roles.
- Suggestions for changes in phrasing of some competencies.

Question 21: It is clear that the behaviours provided are indicative examples of how a competency can be met, rather than an exhaustive list.

Answered	49
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■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree



A breakdown of the responses to the statement in Question 21 was as follows:

- 63% of respondents indicated they 'agree' or 'strongly agree' with the statement.
- 12% of respondents indicated they 'neither agree nor disagree'.
- 24% of respondents indicated they 'disagree' or 'strongly disagree' with the statement.

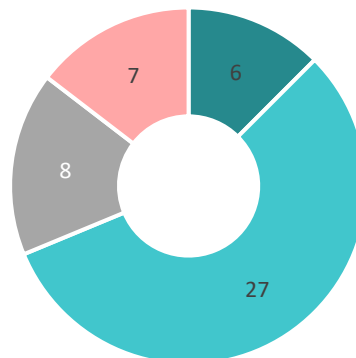
A comment box was provided (in the form of question 22: Please add any additional comments if you wish). A summary of the comments include:

- Some behaviours are too specific, read like a list of tasks, and don't describe attitudes.
- Listing the behaviours suggests that it is an exhaustive list.
- Specific suggestions were provided for providing clarity that the behaviours provided are indicative.

Question 23: There is a sufficient number of behaviours in the revised Core Competency Framework, and the behaviours provided will apply to pharmacists across a range of practice settings.

Answered	48
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■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree



A breakdown of the responses to the statement in Question 23 was as follows:

- 69% of respondents indicated they 'agree' or 'strongly agree' with the statement.
- 17% of respondents indicated they 'neither agree nor disagree'.
- 15% of respondents indicated they 'disagree' with the statement. No respondents selected 'strongly disagree'.

A comment box was provided (in the form of question 24: Please add any additional comments if you wish). A summary of the comments provided include:

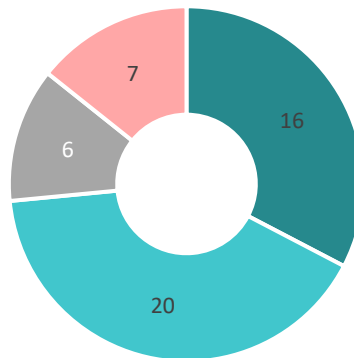
- The volume of behaviours.
- Many of the behaviours are still more applicable to patient facing roles.
- The need for a supplementary statement that pharmacists may need to identify their own behaviours that are applicable to their practice setting.

Question 25: The language in the revised Core Competency Framework is clear and easy to understand.

Answered

49

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree



A breakdown of the responses to Question 25 was as follows:

- 73% of respondents indicated they 'agree' or 'strongly agree' with the statement.
- 12% of respondents indicated they 'neither agree nor disagree'.
- 14% of respondents indicated they 'disagree' with the statement. No respondents selected 'strongly disagree'.

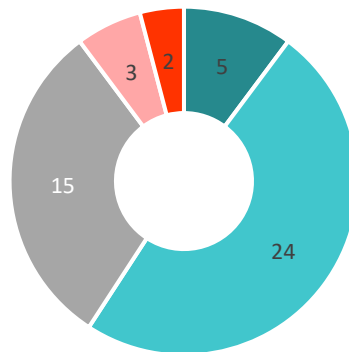
A comment box was provided (in the form of question 26: Please add any additional comments if you wish). A summary of the comments provided include:

- Positive feedback in relation to the use of the 'first person' and gender neutral pronouns.
- The use of jargon might make it difficult for members of the public to understand.
- Some of the language used is vague and open to interpretation.

Question 27: The use of graphics is helpful and there are enough of them.

Answered	49
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■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree



A breakdown of the responses to Question 27 was as follows:

- 59% of respondents indicated they 'agree' or 'strongly agree' with the statement.
- 30% of respondents indicated they 'neither agree nor disagree'.
- 10% of respondents indicated they 'disagree' or 'strongly disagree' with the statement.

A comment box was provided (in the form of question 28: Please add any additional comments if you wish). A summary of the comments provided include:

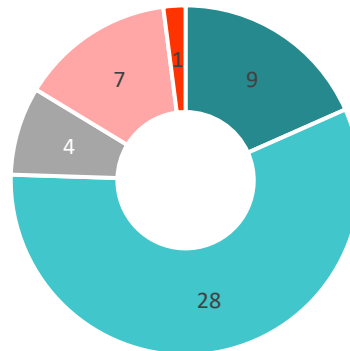
- The graphics are clear and engaging, useful.
- The graphics are distracting.
- Green is a difficult colour to read for many people with literacy difficulties.

Question 29 The examples of how to use the revised Core Competency Framework provided in the supplementary document will be useful to students and pharmacists.

Answered

49

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree



A breakdown of the responses to Question 29 was as follows:

- 75% of respondents indicated they 'agree' or 'strongly agree' with the statement.
- 8% of respondents indicated they 'neither agree nor disagree'.
- 16% of respondents indicated they 'disagree' or 'strongly disagree' with the statement.

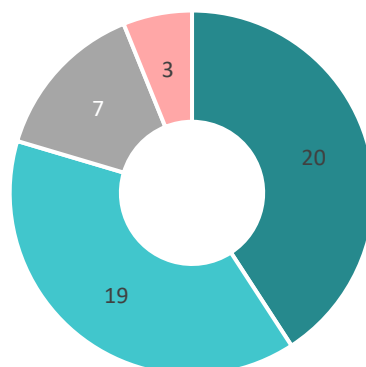
A comment box was provided (in the form of question 28: Please add any additional comments if you wish). Comments provided under this question include:

- The need to clarify that the examples provided are examples of how to write CPD cycles once a competency/behaviour has been identified as a focus for improvement.
- The need for additional examples reflecting different practice settings.
- The inclusion of the examples as an appendix rather than standalone document.

Question 31: Overall, the revised Core Competency Framework is an improvement on the current Core Competency Framework.

Answered	49
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■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree



A breakdown of the responses to Question 31 was as follows:

- 79% of respondents indicated they 'agree' or 'strongly agree' with the statement.
- 14% of respondents indicated they 'neither agree nor disagree'.
- 6% of respondents indicated they 'disagree' with the statement, with no respondents selecting 'strongly disagree'.

A comment box was provided (in the form of question 32: Please add any additional comments if you wish). A summary of the comments provided include:

- Welcoming the clearer recognition and examples for pharmacists in non-patient facing roles.
- That it is not as applicable to longer qualified pharmacists.

Question 33: Is there any other feedback that you would like to provide on the revised Core Competency Framework?

Answered	22
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A comment box was provided for this question. A summary of the comments include:

- The revised Core Competency Framework is a huge improvement that better includes pharmacists not working in community pharmacy.
- Welcoming the addition of risk management.
- Commending the PSI on the level of engagement, collaboration and co-design which went into the review and revision of the CCF.
- The need for more emphasis on clinical decision making.
- The need for a different framework for those in training and newly qualified.

Summary of feedback received from email responses.

Four responses to the public consultation were received via email. A summary of the feedback received included:

- Welcoming the reduction in the number of indicative behaviours and domains.
- Welcoming the inclusion of introductory text for each Domain.
- Positive feedback in relation to the presentation of the revised Core Competency Framework and its readability.
- The need to include a competency/indicative behaviour in relation to antimicrobial stewardship (AMS).
- Suggested amendments to some of the indicative behaviours.

Discussion

Overall, the feedback received during the public consultation was very positive and is welcomed by the PSI. Notably, 79% of respondents indicated that the revised Core Competency Framework is an improvement on the previous version. Also, 71% of respondents either agreed or strongly agreed that the domains, competencies and behaviours in the revised Core Competency Framework reflect those expected of a graduate pharmacist in the early stage of their career (0-3) years qualified. This feedback is welcome as this is one of the main purposes of the Core Competency Framework.

The [report](#) on the review of the Core Competency Framework included a number of recommendations. Among these were that:

- the PSI consider how to provide clarification on the use of the Core Competency Framework for CPD purposes, to highlight that pharmacists must only demonstrate competence in those competencies relevant to their role, and
- the PSI will explore and consult with stakeholders on the applicability of the Core Competency Framework to all pharmacists roles.

These recommendations were included in the report as feedback received during the early stages of the review suggested that there was a lack of clarity among some pharmacists on how the Core Competency Framework should be used for CPD purposes. The feedback also suggested that the Core Competency Framework was more applicable to pharmacists in patient facing roles.

The feedback received during the public consultation suggests that these recommendations have been addressed. For example, to provide greater clarity on the use of the Core Competency Framework for CPD purposes, we redrafted it using plain English and included additional information on how it should be used by different stakeholders. We also provided examples of how it could be used by pharmacists and students. The feedback received during the public consultation suggests that this was beneficial in terms of providing clarity on the Core Competency Frameworks purpose and use. Notably, 82% of respondents indicated that the information included in the introductory sections of the revised Core Competency Framework is useful. 73% of respondents indicated that language included in the revised Core Competency Framework is easy to understand, and 75% of respondents indicated that the examples of how to use the revised Core Competency Framework will be useful to pharmacists and others.

In relation to the recommendation regarding the applicability of the Core Competency Framework to all pharmacist roles, the feedback received during the public consultation suggests that this recommendation has also been addressed. In an effort to ensure that the revised Core Competency Framework would be deemed applicable to all pharmacists regardless of their area of practice, we considered the feedback received during the early stages of the review and the outcome of the benchmarking exercise. Subsequently, we consulted with the Steering Group and Working Group members through a series of meetings and workshops throughout the development and redrafting of the revised Core Competency Framework. The feedback received on the domains, competencies and behaviours included in the revised Core Competency Framework was positive and suggests that it is considered more applicable to all areas of practise. For example, 92% of respondents indicated that they do not think that any domains were omitted from the draft revised Core Competency

Framework and 81% of respondents indicated that they do not think that any competencies were omitted from the draft revised Core Competency Framework. Also, 69% of respondents indicated that the behaviours provided will apply to pharmacists across a range of practice settings.

Thematic Discussion

While the feedback on the revised draft Core Competency Framework was very positive overall, some themes emerged from the feedback which were somewhat critical. These, and the PSI response are discussed below.

1. **The applicability of the revised Core Competency Framework to longer practising and qualified pharmacists, and the need to develop a Core Competency Framework that facilitates pharmacists to demonstrate different level of practice (Advanced Practice).**
The feedback received on the applicability of the Core Competency Framework to all pharmacists regardless of the stage of their career was mixed. For example, 65% of respondents either agreed or strongly agreed that the revised Core Competency Framework would be useful and relevant to pharmacists at any stage in their career, however 18% either disagreed or strongly disagreed. As part of the feedback received, respondents commented positively that the inclusion of indicative behaviours and the use of the 'first person' in the document would be useful in this regard. Also, the intention that the revised Core Competency Framework will form a platform for the development of an advanced framework was welcomed. Some negative comments included that the revised Core Competency Framework was more useful to early career pharmacists and not as relevant to longer qualified pharmacists.

PSI Response:

One of the recommendations included in the [report](#) on the review of the Core Competency Framework was that the PSI explore and consult with stakeholders on the possible introduction of a CCF that allows pharmacists to demonstrate different levels of competence. This recommendation was considered by the Steering Group who agreed that the development of an advanced framework was a concern as currently there is no national structure in place that recognises such a career structure for pharmacists. Consequently, to ensure the relevant legislative requirements are met, the Steering Group agreed that the purpose and role of the revised Core Competency Framework should be to underpin the MPharm programme and be applicable to 0-3yrs of practice. In addition, pharmacists should have regard to the domains and competencies contained in the CCF when completing their CPD requirements. The Steering Group also advised that the revised Core Competency Framework would provide potential to be further explored as a platform for advanced practice in the future. This will be considered in the future by the PSI.

2. **The applicability of the revised Core Competency Framework to all areas of practice.**
As mentioned above, the feedback received during the public consultation suggests that the recommendation included in the [report](#) on the review of the Core Competency Framework, that the PSI explore and consult with stakeholders on the applicability of the Core Competency Framework to all pharmacists, has been

addressed. Feedback received on the applicability of the Core Competency Framework to all pharmacists' roles was positive overall. Respondents commented positively that the revised Core Competency Framework is an improvement in relation to its applicability to different areas of practise. However, feedback from some respondents continues to refer to the revised Core Competency Framework's greater applicability to community practice and patient facing roles, and the need to have separate frameworks for different stakeholders.

PSI Response:

We acknowledge the feedback received by some respondents. Although pharmacists may work in a variety of diverse roles, the majority work in patient facing roles and are trusted as healthcare professionals and medicines experts with a unique and complex body of knowledge and skills. Therefore, these core responsibilities must be appropriately addressed within the CCF so that upon registration, the public can be assured that pharmacists are appropriately equipped to take up patient-facing roles.

However, to ensure that the revised Core Competency Framework will be useful to all pharmacists and stakeholders for CPD and other purposes, we broadened the scope of the domains, competencies and behaviours where appropriate to do so, using more general language that doesn't apply to just one practice setting or role. We included clarification on the purpose of the behaviours and clarified their roles as indicative statements about how a competency may be demonstrated. In addition, we included examples of how different stakeholders can use the revised Core Competency Framework for its different purposes, including pharmacists in different areas of practise. We expect to develop additional examples over time as we receive feedback on use of the new CCF.

We will give further consideration and consult with relevant stakeholders on what communication, engagement and resources are needed to support stakeholders during the implementation of the revised Core Competency Framework.

3. Lack of clarity that the behaviours provided are indicative examples, rather than an exhaustive list.

The feedback received during the public consultation suggests that greater clarity is needed regarding the purpose of the behaviours included in the revised Core Competency Framework. The behaviours are provided as indicative examples, rather than an exhaustive list. 63% of respondents indicated that they agreed or strongly agreed that it is clear that the behaviours provided are indicative examples of how a competency can be met, rather than an exhaustive list, and 24% of respondents either disagreed or strongly disagreed. Some respondents commented negatively on the presentation of the relevant information, while others provided suggestions on how greater clarity could be provided. For example, in relation to the presentation of the relevant information in the introductory sections of the document and suggesting that behaviours be referred to as "examples" or "sample".

PSI Response:

One of the recommendations included in the [report](#) on the review of the Core Competency Framework was that the PSI explore and consult with stakeholders on the inclusion, use and purpose of the behaviours included in the Core Competency Framework. This recommendation was included, as feedback received during the early stages of the review suggested that some stakeholders understood the behaviours to be exhaustive. Also, stakeholders, including pharmacists, students and the Schools of Pharmacy suggested that that it would be more beneficial if the behaviours were indicative. In response to that feedback, and to address the recommendation in the report, we changed the purpose of the behaviours so that they are now indicative for all stakeholders. We also provided additional information and examples on the use of the indicative behaviours.

To address the feedback received during the public consultation and to ensure greater clarity is provided to all stakeholders on the purpose of the indicative behaviours, we have redrafted the explanatory text that is provided on the purpose and use of behaviours. We have also renamed the behaviours 'indicative behaviours'. In addition, we will work with relevant stakeholders to ensure that appropriate communication, engagement and resources are provided to support stakeholders during the implementation of the revised Core Competency Framework.

4. The suitability of the revised Core Competency Framework as a public statement of the professional role of a pharmacist (e.g. to patients, the public and other health professionals).

The feedback received during the public consultation suggests that the revised Core Competency Framework is not suitable as a public statement of the professional role of a pharmacist. 59% of respondents indicated that they either agreed or strongly agreed that the revised Core Competency Framework is suitable as a public statement of the professional role of a pharmacist while 22% of respondents indicated that they either disagreed or strongly disagreed. As part of the feedback received, respondents commented positively that the revised Core Competency Framework provides a good example of what pharmacists working in a variety of roles can do. Some negative comments referred to the suitability of the Core Competency Framework as a document for patients, members of the public and health professionals and that some terminology might be difficult for the general population to understand.

PSI Response:

We acknowledge the feedback received. We drafted the revised Core Competency Framework using National Adult Literacy Agency (NALA) principles. However, in some instances, it was necessary to use language and terminology specific to the pharmacy profession. The functions of the Core Competency Framework set out in the Pharmaceutical Society of Ireland (Education and Training) (Integrated Course) Rules 2014 and the Pharmaceutical Society of Ireland (Continuing Professional Development) Rules 2015 does not include the requirement that it should act as a public statement of the professional role of a pharmacist. However, it can be used as

a benchmark and information source for other stakeholders outside of the profession on the role of a pharmacist.

Amendments made to the revised Core Competency Framework following consideration of other feedback received during the public consultation.

During the public consultation, respondents provided useful feedback on different aspects of the revised Core Competency Framework. Although some of that feedback did not result in emerging themes, we nevertheless made amendments to the revised Core Framework in response to that feedback to help further improve its presentation, content and appropriateness to current and future practice. A summary of these changes include:

- Competency 3.3. 'Manages finance' was updated to 'Manages resources and finance'.
- Competency 5.3 'Commits to evidence-based practice' has been moved from Domain 5 'Public Health' to Domain 2 'Professional', based on feedback that it would more logically apply within this domain.
- Changing the 'Behaviours' heading to 'Indicative Behaviours' based on feedback that it still wasn't clear that every behaviour might not apply to all pharmacists. We also updated the text explaining the role and use of the indicative behaviours within the CCF.
- The inclusion of additional indicative behaviours. These relate to environmental impact, personal care and wellbeing, and antimicrobial stewardship.
- Amendments made to indicative behaviours. Some behaviours were amended based on feedback received to make them more applicable to more diverse roles, provide greater clarity, or extend the scope of the competency.
- Amendments to the section on 'The Core Competency Framework and other support' and the included graphic – Page 5. Following consideration of the feedback received during the public consultation a number of changes have been made to this section to better explain how the CCF fits within the range of regulatory tools available to support practice.