



PSI Corporate Strategy 2018 – 2020

Public consultation, April 2017

Introduction

Our current Corporate Strategy for 2013-2017 is coming to an end and we have started developing our next strategy, which will set out what we, as the pharmacy regulator, want to achieve in the years ahead. The strategy builds on our achievements under the current strategy and establishes the key areas where we will focus our activities in continuing to meet our core responsibilities, and how we will develop our organisation and its resources so that we can carry out our work efficiently and effectively.

We are carrying out a public consultation on the draft Corporate Strategy 2018-2020 to consider stakeholder expectations and to inform our work over the next three years. The strategy proposes four key strategic areas and an overview of the activities we will carry out, so that by 2020 there will be safer pharmacy practice through effective regulation, which will ultimately lead to safer care for patients and the public.

Background and Context

Role and Function of the PSI

The Pharmaceutical Society of Ireland (PSI) protects the health, safety and wellbeing of patients and the public by regulating pharmacists and pharmacies in Ireland.

The Pharmacy Act 2007 establishes the roles and responsibilities of the PSI, which are set out on our website www.psi.ie, and where you will find further information about the work we have been doing under our current Corporate Strategy, 2013 -2017.



Developing the Corporate Strategy 2018-2020

This draft Corporate Strategy 2018-2020 has been developed in consultation with the Council and staff of the PSI. As part of the development of the new strategy we have reviewed our achievements to date

in the establishment of robust systems of regulation that are designed to ensure public confidence in pharmacists and the services provided within pharmacies. We have considered how we have developed as an organisation and we have listened to feedback from those we engage with to inform our work. This public consultation is the next step in this process.

The key themes and objectives that have arisen, as we shape our strategic focus, reflect both an external and internal development context, our founding legislation, organisation values, the PSI's mission and vision, and seeks to align with the Department of Health's strategy and the current Programme for Government.

We are in the tenth year of the Pharmacy Act 2007, a point at which it is timely and important to reflect on how we are meeting our legal responsibilities, and how we will continue to do so into the future, whilst also reflecting on the current environment in which we are operating.

Objectives and Outcomes 2018-2020

The draft Corporate Strategy consists of five elements— four strategic areas that are directed to achieving a central organisational goal, which provides the focus for our work over the next three years. We are committed to furthering what we do and how we work so that by the end of 2020 we are seeing the outcomes of safer pharmacy practice through effective regulation.



Safer practice and quality services

We will assure the safe practice of pharmacists and the quality of pharmacy services, while enabling future developments in pharmacy.

As in previous years, there will continue to be demands placed on the health service, and on the provision of care by pharmacists and in pharmacies. The means of providing safe health care and services will evolve in the face of opportunities and challenges. We will continue to support and encourage developments in pharmacy, where there is health system need and public benefit, and ensure that pharmacists' education and practice standards evolve to meet these changes. We will ensure the effective roll out of the recently changed standards set for education, training and CPD by the PSI, and innovative pharmacist-led care and changing approaches to pharmacy practice will continue to be underpinned by regulatory safeguards that provide public confidence. We will utilise our knowledge and research to inform policy development and support legislative changes relating to pharmacy and healthcare reform into the future. We will also ensure that the means of access to the registers to practice as a pharmacist or to operate a pharmacy in Ireland, continue to be monitored and reviewed so that we are carrying out our responsibilities in the most effective manner.

Outcomes

1. Pharmacy delivered care and services that are reliable, safe and effective.
2. Informed policy development and legislative change, supported by the PSI, where pharmacy practice input is considered alongside public safety and improved health outcomes.
3. Broader health policy is informed through our research and knowledge and where there is public or health service benefit, a greater role for pharmacy services as part of more integrated care structures is underpinned by appropriate regulatory structures.
4. Robust and streamlined registration processes that ensure registered pharmacists and pharmacies are safe and instil public confidence.
5. New forms of education, training and CPD that are effectively contributing to and underpinning good professional standards.

**Increased collaboration and engagement**

We will optimise our engagement and communication with others to advance our mission and increase understanding of our role.

Our strategy ensures that we will communicate widely and work extensively with others. We will engage regularly with the Department of Health, government agencies, regulators, pharmacy service users, the public and our registrants, providing opportunities to learn from others and inform our work. This will include partnering with others to advance our mission and to achieve efficiencies in regulatory functions. We also want to build greater awareness of our role as the pharmacy regulator, so that people know the standards they can expect from pharmacists and pharmacies and where to turn to if they have a concern about the pharmacy care they receive. We want to ensure that we contribute effectively to the patient and public health safety network and the efficient provision of care.

Outcomes:

1. PSI is a recognised contributor at key health, patient safety and regulatory fora at national and EU level.
2. Effective partnerships established resulting in informed policy development relating to pharmacy practice both currently and into the future.
3. PSI activities and wider health policy better informed through proactive communication and engagement with others.
4. Increased awareness and understanding of the PSI's role and the pharmacy regulatory system in Ireland.

**Enhanced regulatory strategy**

We will ensure a proportionate and effective approach to regulation.

The PSI's main role and functions are established in the Pharmacy Act 2007, including establishing the governance structures to enable us to carry out our work. Ten years on, we are conscious that reform of aspects of the legislation is necessary to support a modern, effective and fair system of regulation

for health professionals. Over the course of the strategy we intend to actively pursue changes where they are needed, in the interests of efficiency and public safety. At the same time, we will enhance how we operate and make best use of the information we gather to develop a more risk-based approach to how we regulate. The strategy takes account of our need to address changes arising, including European provisions, and envisages that we review our systems and allocate resources to meet those demands. We will continue to make available information that is gained in the course of our work so that everyone can learn from the regulatory process; contributing to a greater understanding of our role, and to ensuring a collective approach to protecting the integrity of pharmacy practice in Ireland and increased awareness of the standards that should be expected by all who receive care, advice and treatment in a pharmacy.

Outcomes:

1. Regulatory model that is proportionate and responsive.
2. Reforms to our governing legislation to allow for a more meaningful and effective pharmacy regulator.
3. Risk-based pharmacy regulation that is transparent, promotes outcome achievement and targets those who don't comply.
4. Increased compliance in practice, resulting in safe and effective services to the public.



Organisational excellence

We will foster and promote an agile and high-performing organisation.

Like all organisations, we must constantly strive for improvement and innovation, and work in a co-ordinated fashion to make the most beneficial use of our resources, our people and our time. We have placed a focus on organisation development with a commitment to creating a positive work environment for staff, enhancing our processes, how we make use of the data that we gather, and how we assess our performance. Our ongoing improvement will ultimately benefit all the people that we have a responsibility to, and who engage with us.

Outcomes:

1. Positive, people-focussed workplace that supports change and strives for continuous improvement.
2. Enhanced organisation and governance structures established, enabling effective risk management, leading to improved performance.
3. Funding streams and workforce development strategy aligned to achieve our strategic objectives and carry out our regulatory functions.
4. ICT systems that effectively support our internal processes and new automated online user services to streamline engagement with us.
5. Work and processes audited and refined through ongoing internal and external reviews and accreditation.

PSI Draft Corporate Strategy 2018–2020



How you can participate

Consider the strategy objectives and activities that we are proposing and then choose one of the following ways to submit your feedback:



- Answer our [online consultation survey](#)
- Send us an email to consultation@psi.ie
- Send a submission to Strategy Consultation, PSI House, 15-19 Fenian Street, Dublin 2, D02 TD72

All responses should be received Tuesday, 2 May 2017.

Use of your information

The information collected will be used only to develop the new PSI Corporate Strategy. After each public consultation, we make available a consultation report on our website that contains a summary of the comments received, how we have considered them, and it lists the names of organisations or individuals (where provided) that have given feedback. Please note that submissions made to the PSI during its public consultations are subject to the provisions of the Freedom of Information Act 2014.

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