

Developing Standards for Retail Pharmacy Businesses

Standards Advisory Group Meeting 3

25 June 2019



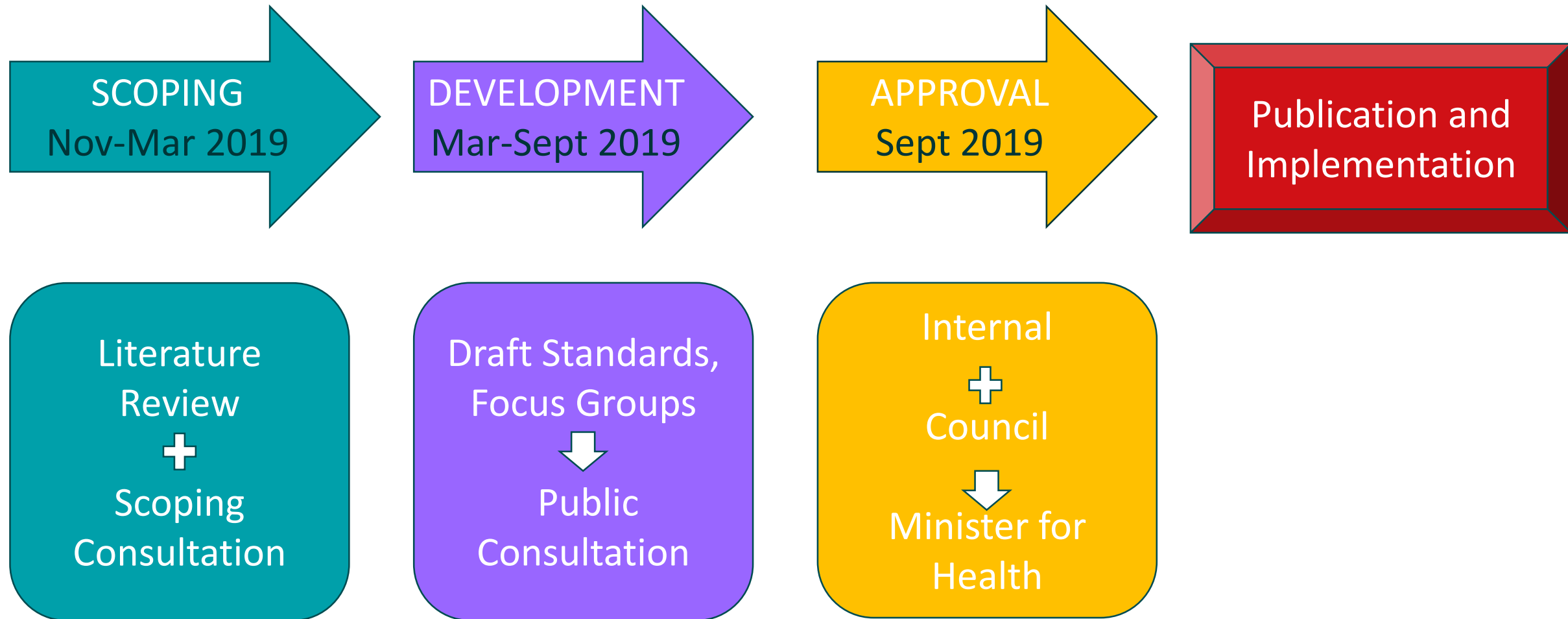
AN RIALTÓIR CÓGAISÍOCHTA
THE PHARMACY REGULATOR

Agenda – Meeting Overview

- Welcome and introductions
- Update Presentation on:
 - a) Where we are in the Process for the development of standards
 - b) Summary of Feedback received from SAG and Scoping engagement
 - c) Drafting Process
 - d) Draft Standards
- Group discussion
 - i. Feedback on Draft Standards
 - ii. Group work on individual Principles
 - iii. Explore Use of Indicators
- Next Steps
- Confirmation of next meeting date and time
- Lunch

Where are we now in the Standards Development Process?

Standards - Process Summary and Timelines



Project Scoping Phase – Summary of Results

- Literature Review
- Focus Groups
- Scoping Consultation Survey

In addition

- Feedback received from SAG in March

Literature Review

What literature was searched?

Pharmacy setting

- International Chapter 2

Non pharmacy setting

- International Chapter 3
- Ireland Chapter 4

Chapter 2: Pharmacy specific international standards, guidelines and guidance documents



Australia

- Pharmacy Board of Australia



Canada

- Ontario College of Pharmacists (OCP)



United Kingdom

- General Pharmaceutical Society (GPhC)
- Royal Pharmaceutical Society (RPS)
- Pharmaceutical Society of Northern Ireland (PSNI)

Chapter 3: Summary of non-pharmacy specific international standards, guidelines and guidance documents

➤ Australia

- *National Model Clinical Governance Framework*
- *Australian Commission on Safety and Quality in Health Care's National Safety and Quality Health Service (NSQHS) Standards (i.e. for hospitals)*

➤ UK

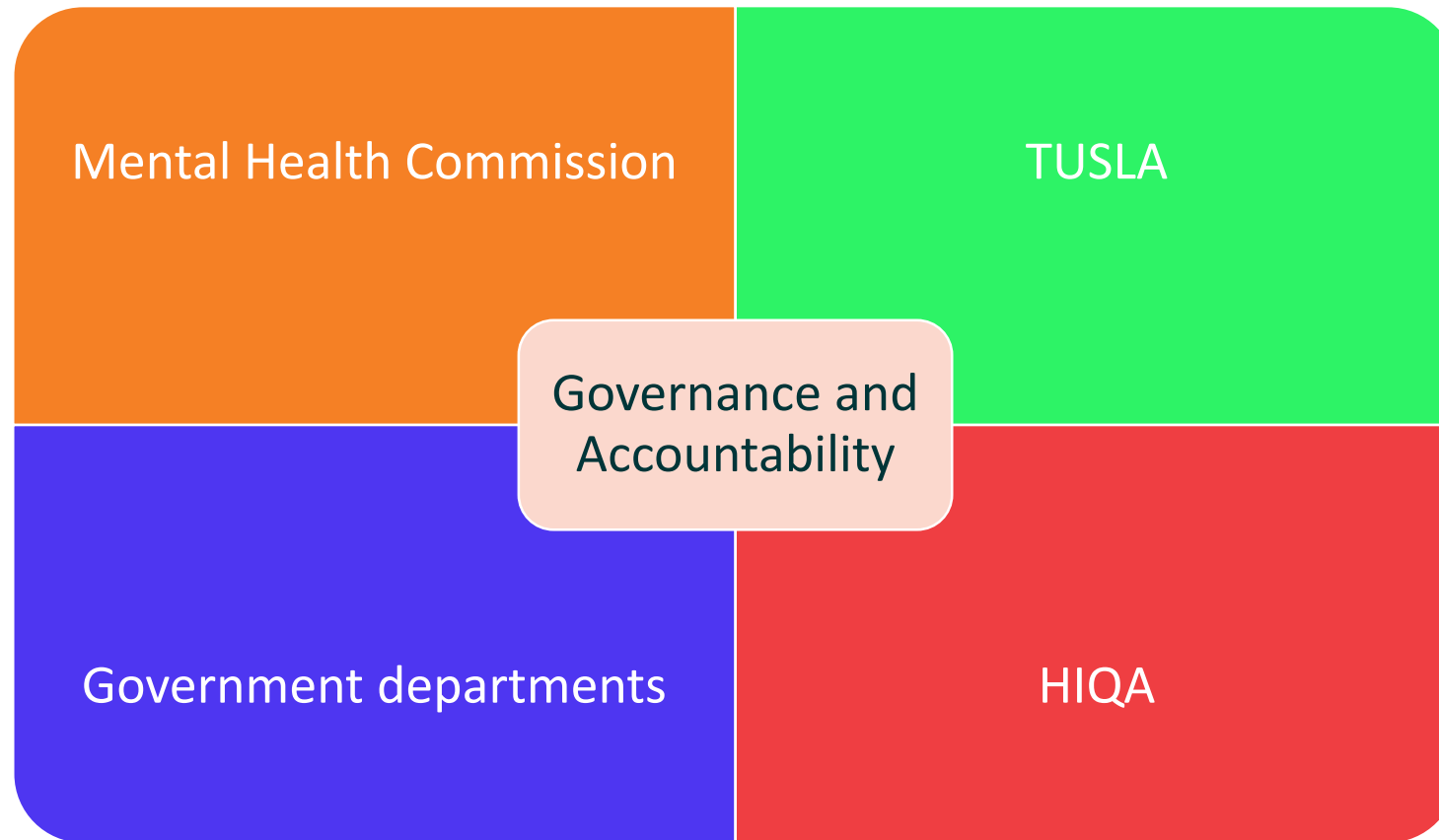
- NHS Code of Governance

➤ Canada

- Qmentum Programme Governance Standards
- Raising the Bar for Healthcare Governance and Leadership in Canada

Chapter 4 - Summary of non-pharmacy specific Irish standards, guidelines and guidance documents

- Holistic view of best practice in the area of good governance and accountability



DPER's Corporate Governance Standard for the Civil Service

- Adaptable
- Develop capabilities of leadership, management and staff
- Implement good practices in transparency, reporting, communications, audit & scrutiny
- Maintain high standard of behaviour amongst staff

TUSLA's Good Governance Framework

- Consistency of service provision
- Improve awareness of benefits of good governance
- Helps services comply with requirements & regulations

Mental Health Commission's Quality Framework

- Flexible framework for service providers
- Accommodates diverse needs of service users & inherent differences in service providers
- Allows service providers to continuously assess, measure & improve quality of their services

Summary of Main Findings

standards to protect the health safety and well-being of people using pharmacy services

effective leadership, governance and management arrangements in place with clear lines of accountability

safe delegation of tasks to appropriately trained staff

encourage communication between all those in leadership positions in the pharmacy

clinical governance frameworks in pharmacies at a local level so that local needs, local values and the local context are considered

partnership between, patients, clinicians and pharmacists

culture of safety

decisions are based on research, evidence and ongoing quality improvement

formal and transparent arrangements are in place in pharmacies for reporting errors and managing risk

high standards of behaviour are demonstrated in pharmacies towards patients

transparency, reporting, communications, audit and scrutiny so that effective accountability is delivered.

Scoping Consultation Results

Scoping Consultation Process

- Patient Engagement – National Patient Forum
- Pharmacist Focus Group
- Online Consultation Survey for Pharmacists
- Online Consultation survey for Other Stakeholders



Summary of Patient Feedback- National Patient Forum



- Importance of Compassion and Understanding
- Consistency of Care/Service (Staffing consistency)
- Maintaining Confidentiality and Privacy
- Importance of Medication Reviews (transitions of care/ongoing care)
- Using Plain English and Adult Literacy awareness and training
- Better use of resources, including staffing resources
- Roles/Responsibilities of pharmacists in other settings

Summary Pharmacist Focus Group Feedback

Areas raised as important in Standard development;

- Staffing
- Communication/Being Open and Transparent
- Quality Assurance
- Lack of integrated care
- Insufficient use of IT (e.g. electronic prescribing)

Results and Outcome areas identified;

- ✓ Improved Focus on Patients
- ✓ Enhanced Patient Safety
- ✓ Consistency of Care
- ✓ Improved Quality of service
- ✓ Increased Professionalism
- ✓ Good Clinical Governance



Consultation survey – Pharmacists; Summary of Results

Matters raised -

- Staffing
- Governance
- Patient Focus
- Leadership
- Supporting Professional roles
- Culture which enables/supports change/review
- Communication
- Quality Assurance
- Risk assessment
- Administrative, regulatory and financial burdens



Consultation survey – Other Stakeholders; Summary of Results

Matter raised;

- Governance
- Management and Leadership
- Accountability
- Privacy and Confidentiality
- Clear separation of Commercial vs Professional service
- Risk Management
- Staffing and Professionalism
- Quality Assurance/Consistency
- Evidence based goods and services
- Premises and Equipment
- Agility of pharmacy services



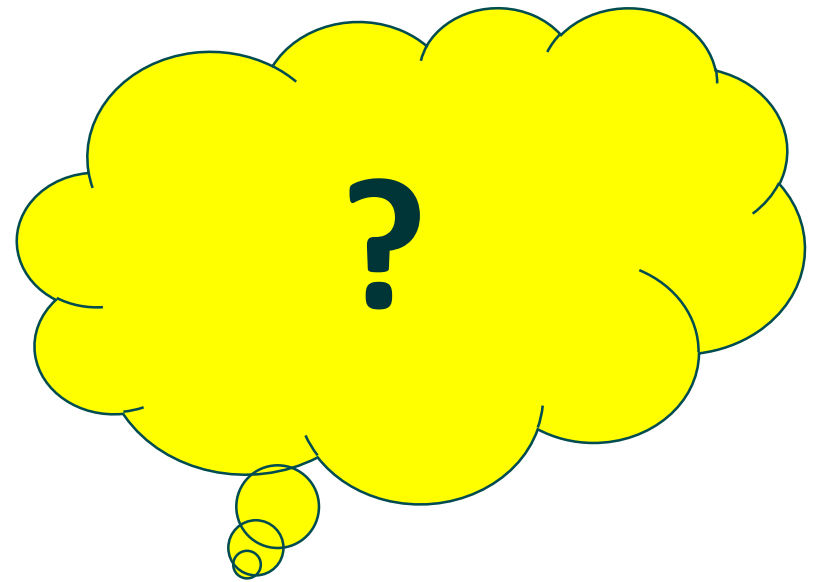
Feedback received from SAG (March)

Areas to be addressed/considerations for standards -

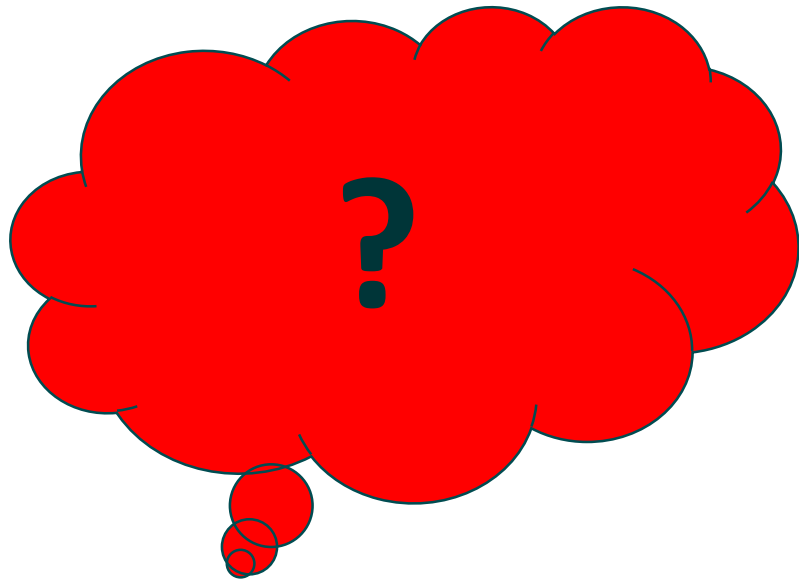
- Leadership, governance and management
- Scope of standards?
- Experience/outcomes
- Person-centred
- Consistent care
- Privacy, confidentiality
- Communication/Use of information
- Effective care–integrated, eHealth
- Safe care
- Health and wellbeing
- Workforce/Use of resources
- Patient Safety and Quality Improvement systems
- Partnering with patients
- Innovation in practice
- Professional service provision/good professional practice

Group Discussion

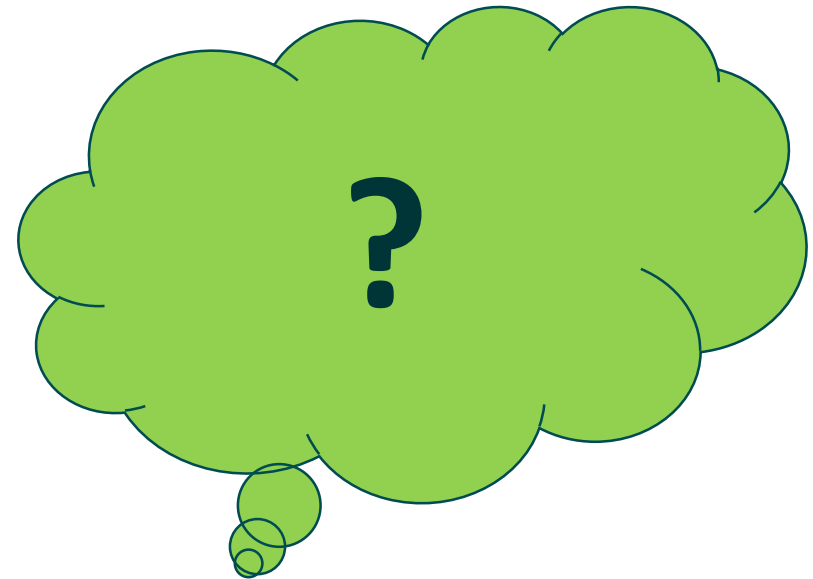
Feedback on Draft Standards



Group work on individual Principles



Explore Use of Indicators



Next Meeting Date?

Thank You!

Further feedback welcome