

Agenda

1.0 Welcome & Apologies

Apologies received from:

1. Gary McMurray
2. Joan Duffy

2.0 Deputations

3.0 Conflicts of Interest

4.0 Tabling of Any Other Business

FOR APPROVAL

5.0 Minutes and Key Actions arising from last meeting

For Approval

Council is asked to approve and adopt the Minutes of meeting dated 05 March 2024 as a true and accurate record of events.

📎 *Council Minutes - Public Meeting - 050324 Final.pdf*

Page 1

📎 *Public Minutes Action List.pdf*

Page 8

6.0 Removal from Register for Non-Payment of Retention Fees & Non-Compliance with the CPD Framework

For Approval

Presented By Stephen Moohan, Interim Registrar

📎 *Council Paper - removal for non payment of fees and or CPD non compliance.pdf*

Page 9

7.0 Changes to the CPD Framework

For Approval

Presented by Sharon Bell, Post Registration CPD Quality Assurance Facilitator

📎 *Council Briefing Paper June 2024 - CPD framework.pdf*

Page 12

📎 *CPD-Framework-2021.pdf*

Page 14

📎 *Tracked Changes revised CPD (002).pdf*

Page 26

FOR INFORMATION ONLY

8.0 Communication Updates

For Information

The March 2024 Regulatory Update Newsletter can be accessed via this link

[March 2024 Regulatory Update Newsletter \(mailchi.mp\)](#)

Presented by Simon McClenahan, Senior Policy, Standards and Engagement Officer

 *Council paper on Communications Jun 2024 (1).pdf*

Page 56

9.0 Annual Report Timetable Update

For Information

Presented by Simon McClenahan, Senior Policy, Standards and Engagement Officer

 *Council Briefing paper on Proposed Annual Report Plan June 2024.pdf*

Page 60

 *Annual report plan 2023-2024 v2.pdf*

Page 62

10.0 President's Report

For Information

Verbal Report

11.0 CEO's Report

For Information

Verbal report.

13.0 Correspondence Log

For Information

14.0 Any Other Business

For Information

15.0 Date of next Council Public Meeting

For Information

The next Council Public meeting is scheduled for 30th July at 19:00

Invitees

Mrs Joan Duffy

Ms Colleen Duffy

Mr Brendan Garland

Mr Scott Gill

Ms Chanel Jones

Mr Philip Knox

Mr Mark McCrudden

Mr Gary McMurray

Mr Barry Mimmagh

Professor Patrick Murphy

Dr Geraldine O'Hare

Mr Jonathan Patton

Ms Alison Ragg



Minutes of the Council Public Meeting
Hybrid
5th March 2024 @ 10:00

	Agenda Item - Present	Council Members: Dr Geraldine O'Hare (President) Mr Jonathan Patton (Vice President) Ms Alison Ragg Prof Patrick Murphy Mr Brendan Garland Mr Philip Knox Ms Colleen Duffy Mr Gary McMurray Ms Chanel Jones Mr Scott Gill Mr Barry Mimmagh Visitors: Alan Clamp PSA Colette Higham PSA Gareth Givalry MediCare In Attendance: Ms Michaela McAleer (Chief Executive) Ms Joan Duffy (Director of Business Operations) Mr Niall Bakewell (Communications Officer) Mr Stephen Moohan (Business Support Manager) Ms Zulema Horner (Executive Assistant)	Apologies Mr Mark McCrudden
			Action
1.0	Welcome & Apologies	The President welcomed Council members to the meeting and also welcomed Alan Clamp, Colette Higham both from PSA, Gareth Givalry from MediCare and Nial Bakewell as PSNI Communications Officer.	

2.0	Deputations	The President was in attendance throughout. No deputation required.	
3.0	Conflicts of Interest	No conflicts of interest were raised.	
4.0	Tabling of Any Other Business	No other business was tabled.	
5.0	Minutes & Key Actions from last meeting For Approval	<u>Minutes:</u> Council approved and adopted the Minutes of the Public meeting of the 05 December 2023 as a true and accurate record of events. <u>Actions:</u> 1. CEO will provide Council with the schedule of events and important dates. 2. Communications/ Engagement to be a standing agenda at every Council meeting. Key Decision / Action: Council approved and adopted the Minutes of the Public meeting of the 05 December 2023 as a true and accurate record of events. Communications/Engagement to be a standing agenda item at every Council meeting for updates.	Proposed by: Mr Brendan Garland Seconded by: Ms Alison Ragg



6.0	Report Against Strategy For Approval	The CEO addressed the meeting and gave an update on the Task & Finish Group Chaired by the Vice President which has now completed its work. She gave a summary of the proposal which is mapped out on the Corporate Strategy Progress Report and explained in detail which objectives have been removed and the reasons for this. Council enquired on the new strategy timeline; and the President offered that we are waiting on final adjustments to the document after the last Corporate Strategy session on the 5th December following Council's In Committee meeting. A draft is expected in the coming weeks. Following discussions around the importance of Objective 3 (d) on the Corporate Strategy Progress Report, there was an agreement to not remove this objective and leave in for review for the next three months. Key Decision / Action: Objective 3 (d) do not remove and review for the next three months.	Proposed by: Mr Philip Knox Seconded by: Mr Barry Mimmagh
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7.0	Update to CPD functionality for 2024 report For Decision	The President addressed the meeting and thanked Sharon Bell for her work on the CPD Functionality report. The CEO gave a summary of the updates to the CPD portal and the proposed amendments to the CPD framework document. She emphasised that this was not a wholesale review but rather a process to address feedback from the Registrants where this could be readily done. Registrants will be notified in advance of the modified IT functions and the communication piece will be finalised shortly. The President stressed the importance of a communication strategy for the final document and Council strongly agreed that we clearly state that the old system will be disabled to avoid future engagement with the system and prevent negative consequences. Council discussed and agreed the option of using a landing page when visiting the old system. Council approved the minor amendments to the CPD framework pending further assurance of the Communications strategy and the decommissioning of the old system. Key Decision / Action: Council approved the minor amendments to the CPD framework pending further data. Communication Strategy to be developed around the notification to Registrant as users and clear statement of the decommissioning of the old system.	Proposed by: Mr Jonathan Patton Seconded by: Mr Alison Ragg
8.0	President's Report For Information	The President updated Council on her meetings and invitations, as follows: - The President offered her congratulations to Bronagh Mary Hegarty on being awarded the Order of the British Empire for services to Healthcare and Pharmacy - The President gave an update on: - Corporate Strategy	



		• Her attendance at the Chairs roundtable 15th January hosted by PSA • The Centenary Committee meeting held on the 8th January • Governance Training 26th February and advised we will reschedule that meeting. • Rewarding Excellence Event 8th February • Mentioned Carol Moore and advised her last day was 29th February • PSNI welcoming of Alan Clamp and Gareth Gilvary attending Council meeting 5th March, Caroline Corby, Chair, PSA sends her apologies • Mentioned the intention of having outreach council events and contact with Anne Friel who offered to host Council at Altnagelvin Hospital. • Ulster Chemist Associations Event • Plan to meet with PSI Chair and CEO • Plan to meet with Gerard Green on 9 April • Plan to Meet Michael Guerin from Medicare on 18 April • Meeting with Cathy Harrison April 2024 • Gave an update from PAU and the number of people stepping down from Council this summer; Patrick, Colleen and Chanel.	
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9.0	CEO's Report For Information	The CEO updated the council on the following; • The Covid-19 inquiry, module 9 statement has not been published and updates to follow. • Foundation training- NICPLD written report to follow. An invitation to become a member of the MPharm Stakeholder Group to discuss the MPharm degree programme changes, future plans, and gain insight and expertise from a pharmacy regulator perspective. • Staff Update: three new members of staff were welcomed case presentation lawyer, new paralegal and communications officer.	
10.0	Update on Code of Conduct consultation For Information	The CEO addressed the meeting and stated that we have received responses from a diverse range of groups and individuals; following a period of engagement from a formal consultation that started in April and finished in December 2023. The CEO will produce a feedback report for Council. Key Decision / Action: The CEO to provide Council with a feedback report.	
11.0	PSA Consultation For Information	The CEO gave a brief summary on the PSA's undertaking of a Consultation on accepted outcomes and rulemaking for healthcare regulators.	
12.0	Correspondence Log For Information	None	
13.0	Any Other Business For Information	None	



13.0	Date of next meeting To Note	The next Public Council meeting is scheduled for 25 June 2024 @ 09:30	
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Public Council Meeting

Action List

Action	Assigned	Deadline	Status	Notes
1. Update to CPD Functionality- Communication Strategy to be developed around the notification to Registrant as users and clear statement of the decommissioning of the old system.	CEO		Complete	
2. Update on Code of Conduct consultation- feedback report.	CEO		On Hold	

Pharmaceutical Society NI - Council Paper

Date - June 2024

Title: Removal from Register for Non-Payment of Retention Fees & Non-Compliance with the CPD Framework

Type of Paper:

- For Approval

Action required by Council

Council is asked to direct the removal, on 27 August 2024, of the names of those pharmacists whose retention fees remain unpaid on 26 August 2024 and who have been issued with a demand as detailed in Article 15 of the Pharmacy NI Order.

Background

Council directs the Registrar to remove the names of those persons with retention fees remaining unpaid 2 months after the date of statutory notification, except for those subject to current Fitness to Practise and non-compliance with CPD submission requirements.

The purpose of this paper is to:

1. brief Council on the number of registrants who have still not paid retention fees for Registration Year 2024/25; and
2. seek direction on the removal from the Register of those names remaining unpaid 2 months after the issue of the Statutory Notification; and
3. advise Council on the number of registrants who remain non-compliant with the CPD Framework for CPD Year 2023/24 and whose names will be removed from the Register after the issue of the Statutory Notification.

Report Summary

Names to be removed from the Register – current position*

Non-payment of retention fee only	XX
Non-compliant with the CPD Framework only	XX
**Non-compliant with the CPD Framework & non-payment of retention fee	XX
<u>Total names to be removed from the Register</u>	XX

**Current position will be provided by way of verbal update at Council meeting.*

***Where a registrant has not paid the retention fee and is non-compliant with the CPD Framework, they will be removed from the Register by reason of non-compliance with the CPD Framework.*

Non-Payment of Retention Fees

Article 15 of the Pharmacy (Northern Ireland) Order 1976 details the statutory procedure for removal of names from the Register of the Pharmaceutical Society NI where the registrant has not paid annual retention fees.

Certain categories of registrants should not be removed from the Register for nonpayment of fees, including those subject to current Fitness to Practise or who are currently non-compliant with CPD submission requirements.

Retention - Statutory Timeline

01 May 2024:	Retention portal opened.
03 May 2024:	The annual retention notice was sent to all pharmacists on the active Register
24 June 2024:	Statutory Notice (demand) will be sent by Signed For post to the pharmacists who had not paid by 24 June 2024. (Annual average – 100). The Statutory Notice details that the pharmacist has 2 calendar months to pay fees before statutory removal, on the direction of Council.
25 July 2024:	A Notice of Intention to Remove will be sent by Signed For post to those pharmacists who have still not paid their retention fee. The Statutory Notice details that the pharmacist has 1 calendar month to pay fees before statutory removal, on the direction of Council.
27 August 2024:	A Confirmation of Removal will be sent by Signed For post to those pharmacists who have still not paid their retention fee advising that their name has been removed from the Register and that they are prohibited from working as pharmacist in Northern Ireland.

Note that Pharmacists who make full payment of their annual retention fee on or before 26 August 2024 will not be removed from the register for non-payment of fees.

Non-Compliance with the CPD Framework

Regulation 3(2)(b) of the Council of the Pharmaceutical Society of Northern Ireland (Continuing Professional Development) Regulations (Northern Ireland) 2012 details the statutory procedure for removal of names from the NI Register where the registrant has not complied with the requirements of the CPD Framework.

Registrants subject to current FtP should not be removed from the Register for non-compliance with the CPD Framework.

CPD - Statutory Timeline

01 June 2023:	CPD portal opened for submissions.
07 June 2024:	CPD portal closed to submissions following a short submission extension granted by Council.

- 11 June 2024: Pharmacists who had not submitted their CPD portfolio on time were informed of a late submission period available until 23.59 on 18 June 2024
- 25 June 2024: A Notice of Intention to Remove was sent by Signed For post to pharmacists who had not submitted a CPD portfolio on or before 18 June 2024. (Annual average is 30). The statutory notice details the statutory process to remove their name from the Register and invites the registrant to submit representations to the Registrar, within 28 days of service of the Notice, as to why their name should not be removed from the Register.
- 25 July 2024 A Notice of Removal will be sent by Signed For post to those pharmacists who have not made a representation to the Registrar. The Statutory Notice advises that the pharmacist's name will be removed from the Register after 28 days from the date of the Notice.
- 27 August 2024: A Confirmation of Removal will be sent by Signed For post to those pharmacists who remain non-compliant with the CPD Framework advising that their name has been removed from the Register and that they are prohibited from working as pharmacist in Northern Ireland.

For further information

Stephen Moohan

Interim Registrar & Head of Registration, Education and Investigation

Pharmaceutical Society NI – Council Paper

Date - June 2024

Title: Update on review of CPD Framework 2021 document and associated resources.

Type of Paper

- For Approval

Action required by Council.

Council is requested to:

- Review these papers and approve the revised CPD Framework 2021.
- Make any observations or comments

Background

The purpose of this paper is to update Council on the current project to review the CPD Framework 2021, including all supporting resources available to registrants, to include:

- CPD Framework 2021 document.
- Annual CPD Portfolio – A Guide to Completion, Submission & Assessment.
- Generally acceptable circumstances, generally unacceptable circumstances (extenuating circumstances) resource documentation.
- Documentary evidence resource documentation.

Draft 1 of the review of Continuing Professional Development Framework for Pharmacists in Northern Ireland 2021 presented to Council in March 2024.

Ongoing work to review and updated guidance documentation.

Review of CPD section of the website.

New proposed top-level timeline

- Review of CPD section of Pharmaceutical Society website completed by Tuesday 18 June 2024
- Soft roll-out of updated CPD portal on Wednesday 19 June 2024 and testing
- Allocation of control portfolios to assessors on Thursday 20 June 2024, with completion by Friday 28 June 2024
- Quality assurance standardisation meeting week commencing Monday 2 July 2024. Allocation of pot of portfolios the morning following this meeting.
- Launch of updated CPD portal to the profession week commencing Monday 2 July 2024
- Upload of revised CPD Framework 2021 to coincide with launch
- Full implementation of all supporting CPD resources

Attached Papers

Appendix 1 Current CPD Framework 2021

Appendix 2 Revised CPD Framework 2021 March 2024

Appendix 3 Tracked changes Revised CPD

For further information

Sharon Bell

Post Registration CPD Quality Assurance Facilitator

Continuing Professional Development Framework for Pharmacists in Northern Ireland

June 2021



Contents

About the Pharmaceutical Society of Northern Ireland.....	3
Why Continuing Professional Development (CPD)?.....	3
What is the CPD Framework?.....	3
Who must undertake CPD?.....	3
Failure to comply with the CPD Framework.....	4
Extenuating circumstances.....	4
Selection of portfolios for assessment.....	5
Assessment process.....	5
Quality control of portfolios passing first assessment.....	5
Figure 1: CPD Framework Requirements.....	6
Amount and type of CPD required.....	7
Form and Manner.....	7
Current scope of practice.....	7
Scheduled and Unscheduled CPD.....	7
Minimum number of hours.....	8
Number of cycles.....	8
Essential Criteria for Assessment.....	8
Standard Required.....	8
Failure to comply.....	8
Remedial measures where the standard is not met.....	9
Appealing a decision to remove a name from the Register.....	9
Figure 2: CPD Framework Essential Criteria.....	10
Restoration of a name to the Register following removal for CPD non-compliance	11
Requirements on Joining the Register.....	11
Requirements on Re-joining the Register.....	11
Confidentiality and Data Protection.....	12
Transitional Arrangements.....	12
Further Guidance.....	12

About the Pharmaceutical Society NI

1. The Pharmaceutical Society NI is the regulatory body for pharmacists and pharmacies in Northern Ireland.
2. Its primary purpose is to ensure that practicing pharmacists in Northern Ireland are fit to practise, keep their skills and knowledge up to date and deliver high quality, safe care to patients and the public.
3. It is the organisation's responsibility to protect and maintain public safety in pharmacy by:
 - setting and promoting standards for pharmacists' admission to the Register and for remaining on the Register;
 - maintaining a publicly accessible Register of pharmacists and pharmacy premises;
 - handling concerns about the fitness to practise of pharmacists, acting as a Concerns portal and protecting patients and the public; and
 - ensuring high standards of education and training for pharmacists in Northern Ireland.

Why Continuing Professional Development?

4. Continuing Professional Development (CPD) is a career-long process – not an end in itself. It involves the tracking and documenting of skills, knowledge and experience gained, both formally and informally, beyond any initial education and training.
5. It helps pharmacists to keep their practice and proficiency up to date to maintain standards. It also improves patient and public confidence in the profession.
6. CPD is a legal requirement for all registered pharmacists. Every registered pharmacist must meet the requirements

of Standard 5 of the Pharmaceutical Society NI's Code: [Professional standards of conduct, ethics and performance for pharmacists in Northern Ireland](#) – to *maintain and develop professional knowledge, skills and competence*.

What is the CPD Framework?

7. [Article 4A of the Pharmacy \(Northern Ireland\) Order 1976 \(as amended\)](#) requires the Pharmaceutical Society NI to **develop, publish and maintain a CPD Framework** for all registered pharmacists in Northern Ireland.
8. This Framework sets the standard of CPD which is required for a registered pharmacist to maintain in order to continue to meet the standards of proficiency for the safe and effective practice of pharmacy.
9. The Framework outlines what pharmacists have a statutory obligation to do, how to do it and by when. It also outlines the process which commences if a CPD submission does not meet the standard required upon assessment.

Who must undertake CPD?

10. **All registered pharmacists** must make an annual CPD submission and declaration to the Registrar, **by 31 May** or other date, as instructed by the Council of the Pharmaceutical Society NI, except for those pharmacists who have been granted an exemption by the Registrar through the [Extenuating Circumstances](#) process (see points 15 & 18).
11. CPD can be recorded and saved, throughout the CPD year, on the pharmacist's Membership Online (ROL) account in preparation for CPD submission before the end of the CPD year.

12. The CPD submission period, during which CPD portfolios and declarations can be compiled and submitted online, starts on 01 April and ends at midnight on 31 May.
13. Pharmacists who wish to submit a paper portfolio must use the forms specified in the [CPD Resources section](#) of the Pharmaceutical Society NI website – www.psnl.org.uk
14. Pharmacists submitting paper portfolios must ensure that their submission and declaration are received by the Registrar at 73 University Street, Belfast BT7 1HL, by the 31 May deadline.
15. Certain categories of pharmacists will be exempt from CPD submission:
 - those granted an exemption by the Registrar following an application for extenuating circumstances;
 - those on the Visiting Practitioners Register who are undertaking requirements in their home state (in line with post Brexit arrangements); and
 - those that have applied for and have been granted voluntary withdrawal from the Register during the CPD year, ie no later than 31 May.
19. Generally acceptable circumstances are those that are beyond the normal difficulties experienced in life and have caused exceptional interference with the pharmacist's ability to work and/or undertake CPD activities and include:
 - Short-term problems
 - Short-term illness
 - Family caring responsibilities
 - Unpaid leave
 - Annual leave
 - Career break
 - Unenforced furlough (without medical certificate or employer verification)
 - Unenforced self-isolation (without medical certificate or employer verification)
 - Non-serious disruptions or events such as holidays, travel, etc.
 - Excessive demands on personal time
 - Pressures of employment
 - Working occasional/minimal hours
 - Registration with another Regulator
 - Working outside Northern Ireland
 - Financial Problems
 - Unemployment
 - Decision to withdraw from the Register
 - Circumstances which have occurred outside the CPD year.

Failure to comply with the CPD Framework

16. Failure to comply with the requirement for CPD submission, or failure to engage with the process, may put a pharmacist's continued registration at risk.

Extenuating Circumstances

17. The [CPD legislation](#) allows the Registrar to consider granting extenuating circumstances where the pharmacist has a 'reasonable excuse'.
18. Generally unacceptable circumstances which will not be taken into consideration by the Registrar include:
 - Long-term illness
 - Acute personal or emotional circumstances
 - Hospitalisation
 - Family illness
 - Victim of crime
 - Criminal investigation, proceedings or other legal matters
 - Enforced furlough
 - Enforced self-isolation
 - Maternity leave
 - Paternity leave

20. There is no automatic entitlement to extenuating circumstances.
21. Pharmacists should apply within 21 days of becoming aware of the grounds that they consider to be extenuating circumstances.
22. The operational deadline for receipt of applications is **30 April** each year.
23. The Registrar will consider each application and advise of the outcome which could be:
 - request declined
 - requirement to complete a partial submission or
 - exemption from submission
24. The Registrar's decision is final.
25. The granting of extenuating circumstances relates only to the current CPD year and does not apply to any subsequent years.

Selection of Portfolios for Assessment

26. The Registrar has the authority to audit and assess all CPD submissions. A combined approach of random and focused selection will be used to select portfolios to be assessed (the size of sample to be directed by the Council of the Pharmaceutical Society NI) including but not limited to the following criteria:
 - a random selection of a proportion of all CPD portfolios submitted;
 - all, or a random selection of a proportion of late CPD submissions;
 - a random selection of a defined proportion of portfolios submitted by pharmacists who have changed their scope of practice in the past year;
 - a random selection of a proportion of portfolios submitted by pharmacists who have recently rejoined the Register having not

practiced as a pharmacist for a period of 12 months or more.

Assessment Process

27. Any CPD portfolio selected for assessment will be allocated to an Independent Assessor (IA).
28. The IA will assess the portfolio against the published essential criteria and determine if the portfolio cycles have met all six criteria. The IA will then make a recommendation to the Registrar.
29. The IA's recommendation will be that the portfolio has:
 - met the required standard; or
 - not met the required standard.
30. If the IA concludes that the required standard is not met, the CPD portfolio will be subject to a verification assessment by a second IA.
31. If the second IA agrees that the standard has not been met, then the recommendation will be confirmed as 'not met standard'.
32. If the second IA concludes the standard has been met, then the portfolio will be subject to an arbitration assessment by a third IA.
33. The decision of the third IA shall form the final recommendation to the Registrar.

Quality Control of Portfolios after first assessment

34. A defined number of portfolios, at first assessment stage, are marked as 'control' portfolios. These portfolios are assessed by all IAs and the results reviewed by the Registrar for quality control purposes.
35. The first IA to be assigned a control portfolio will be its assessor and only their recommendation will be binding. All other IAs will assess the portfolio for QA purposes only.

Figure 1: CPD Framework Requirements



Amount & Type of CPD Required Form & Manner

36. Pharmacists must keep their CPD portfolio of evidence properly documented and must submit in the form and manner outlined by the Pharmaceutical Society NI by way of the online portal of a paper submission for assessment. Please refer to the [CPD Resources](#) section of the organisation's website – www.psn.org.uk
37. Pharmacists must ensure that portfolio evidence meets the recording format and the essential criteria required by the Pharmaceutical Society NI. Those making a paper submission can obtain the relevant forms from the [CPD Resources](#) section of the Pharmaceutical Society NI website – www.psn.org.uk
38. Each cycle must be recorded as detailed under the four domains of successful learning (see [Figure 2](#))
 - Reflection
 - Planning
 - Action
 - Evaluation
39. If selected for assessment, pharmacists must provide any additional supporting evidence, if requested by the Registrar and by the deadline specified.
40. Any documentary evidence provided should be verifiable by a third party, where appropriate.

Current Scope of Practice

41. CPD must be evaluated in relation to a pharmacist's current scope of practice and the environment in which they work in the CPD year.
42. It is essential that pharmacists can evidence how a learning cycle has been closed and the learning outcomes evaluated in practice.

43. Some CPD learning can be evaluated only in a simulated test or environment to demonstrate how learning would be applied to a future situation. This also applies when evaluating learning relating to a future change in practice or sector.
44. At least 75% (in the case of remediation at least 2 cycles) of the total number of cycles, must be directly evaluated within pharmacists' current practice and environment.
45. This allows up to 25% (in the case of remediation up to 1 cycle) of the total number of cycles, to have the learning outcomes evaluated using simulated practice or by evaluating their application to a situation in future practice or sectors.
46. In considering CPD cycles for inclusion in their portfolios, pharmacists should take account of the range of their current scope of practice and environment. This includes the amount of time spent acting in an annotated role or in an education supervisor (formerly pre-registration tutor) role.

Schedule and Unscheduled CPD

47. CPD cycles should be scheduled to address an identified learning need relating to the current scope of practice and environment.
48. A scheduled learning cycle is where a prior learning need has been identified and is addressed through a planned and structured approach.
49. At least 50% of CPD cycles must relate to scheduled learning activities.
50. An unscheduled learning cycle does not start with a *prior* identified learning need and is often a reaction to circumstances that emerge during day to day working and which often requires immediate action, activity and outcomes.

51. For unscheduled learning cycles, the reflection, planning and action phases should still be written into the cycles. The essential criteria remain the same.
52. A maximum of 50% of CPD cycles may relate to unscheduled learning activities.

Minimum number of hours

53. A full CPD portfolio submission must include a minimum of 30 hours' CPD activity as recorded in the Action phase of the cycles.
54. A partial CPD portfolio submission must include a minimum of 15 hours' CPD activity as recorded in the Action phase of the cycles.
55. Pharmacists submitting more than 30 hours of CPD activity may be asked to specify the cycles, amounting most closely to the 30-hour minimum requirement, that they want considered for assessment.

Number of Cycles

56. There is no limit to the number of CPD hours or cycles pharmacists can record and save in their Membership Online (ROL) account or, indeed, in paper form.
57. However, when selecting CPD cycles for their portfolio, pharmacists must submit no less than 4 and no more than 10 individual CPD cycles.

Essential Criteria for Assessment

58. To meet the standard, CPD cycles must comply with the six essential criteria (see [Figure 2](#)) recorded under the four domains of successful learning (see point 38).
59. Pharmacists must demonstrate how they identified, planned and actioned the learning activity in response to an identified learning need.
60. In evaluation, at least 75% of the cycles (in the case of remediation, 2 cycles)

must demonstrate how learning has been applied in the context of their current scope of practice and environment.

Standard Required

61. To meet the standard, all CPD portfolio submissions that are assessed must achieve a mark of 50% or more. This must include:
 - at least 50% of the number of submitted cycles; and
 - those cycles that meet standard must contain at least 50% of all CPD hours submitted.

Failure to Comply

62. Article 2 of the [CPD Regulations](#) is clear that a pharmacist will fail to meet the requirements if they:
 - do not comply with the requirement to submit a CPD portfolio;
 - do not comply with the requirements and conditions of the CPD Framework and the form and manner in which a portfolio must be submitted;
 - do not meet the required standard within the specified timeframe after remedial measures have been directed;
 - can be regarded as making a false declaration about their compliance with the terms of the CPD Framework.
63. Where a pharmacist is deemed not to have complied with the CPD Framework, Article 3 of the [CPD Regulations](#) gives the Registrar the powers to:
 - impose one or more remedial measures (Reassessment 1 and 2) in connection with CPD that does not meet the standard; or
 - initiate steps to remove a pharmacist from the Register; or

- remove an annotation in respect of a specialist area of practice against a pharmacist's name in the Register.

Remedial measures where the standard is not met

64. Where a recommendation is made, after a verification or adjudication assessment, that a portfolio has not met the standard, the Registrar can apply remedial measures.
65. The first stage of remediation is Reassessment 1. This requires the pharmacist to submit 3 new CPD cycles, totalling a minimum of 10 hours, undertaken in the current CPD year (ie, CPD activity undertaken since 01 June).
66. The pharmacist will have 9 weeks to submit a reassessment portfolio. This will be assessed for compliance against the essential criteria.
67. To meet the standard, a minimum of 2 of these cycles must achieve a mark of 50% or more and those cycles that meet standard must contain at least 50% of the CPD hours submitted.
68. The pharmacist's portfolio will be allocated to an Independent Assessor (IA).
69. The IA will assess the portfolio against the published essential criteria and determine if the portfolio cycles have met all six criteria. The IA will then make a recommendation to the Registrar.
70. The IA's recommendation will be that the portfolio has:
 - met the required standard; or
 - not met the required standard.
71. If the IA concludes that the required standard is not met, the CPD portfolio will be subject to a verification assessment by a second IA.
72. If the second IA agrees that the standard has not been met, then the recommendation will be confirmed as 'not met standard'.
73. If the second IA concludes the standard has been met, then the portfolio will be subject to an arbitration assessment by a third IA.
74. The decision of the third IA shall form the final recommendation to the Registrar.
75. The pharmacist only enters Reassessment 2 if their portfolio does not meet the standard at Reassessment 1.
76. The second stage of remediation is Reassessment 2. The requirements and assessment process for Reassessment 2 are the same as those for Reassessment 1.
77. If the portfolio does not meet standard at Reassessment 2, the steps outlined in the [CPD Regulations](#) will be followed. This may lead to a decision to remove the pharmacist from the Register.

Appealing a decision to remove a name from the Register

78. A pharmacist has a statutory right to appeal, via the Statutory Committee, any decision to remove their name or to remove their annotation from the Register for CPD non-compliance.
79. The Registrar has the authority to suspend a pharmacist's registration while the appeal process is undertaken.

Figure 2: CPD Framework Essential Criteria

Reflection	1. Did the pharmacist identify a specific learning need(s)? 2. Did the pharmacist describe why they wanted to learn about this (the context for the learning activity)?
Planning	3. Did the pharmacist describe the learning activity/activities they plan to complete to meet the learning need(s)?
Action	4. Did the pharmacist include a summary of the related activities they have completed to meet the learning need(s) identified?
Evaluation	5. Did the pharmacist evidence how their practice has changed or will change after meeting the specific learnings identified? 6. Is it evident that the learning need(s) identified has/have been fully addressed within the specific cycle?

Restoration of a name to the Register following removal for CPD non-compliance

80. An applicant may apply to the Registrar for restoration of a name or an annotation to a name to the Register any time after being removed for CPD non-compliance.
81. The applicant, under Regulations 10 (2 & 3) and 11 (2 & 3) of the [CPD Regulations](#), will be required to submit to the Registrar:
 - a completed application form for restoration to the Register;
 - payment of the prescribed fee;
 - a personal development plan; and
 - a CPD portfolio of 30 hours' CPD learning activity.
82. The portfolio will be subject to assessment by an independent assessor to ensure that it meets standard. Where the portfolio does not meet standard, the pharmacist will be required to re-submit those cycles that do not meet standard within a set timeframe.
83. Pharmacists making such CPD submissions, at or shortly after application, will not be required to make a CPD annual submission later in that CPD year.
84. The granting of a restoration to the Register by the Registrar is subject to the applicant's agreement to comply with the above requirements within the required timeframes.
85. Where an application for restoration of a name or an annotation to a name to the Register is refused, the applicant may appeal to the [Statutory Committee](#) of the Pharmaceutical Society NI.

Requirements on joining the Register

86. A pharmacist applying to join the Register, who has not been registered as a pharmacist within the last 12 months, will be required by the Registrar to make

an early CPD submission for assessment. This requires the pharmacist to submit 3 CPD cycles, totalling a minimum of 10 hours, undertaken in the current CPD year (ie CPD activity undertaken since 01 June).

87. The portfolio will be subject to assessment by an independent assessor to ensure that it meets standard. Where the portfolio does not meet standard, the pharmacist will be required to re-submit those cycles that do not meet standard within a set timeframe.
88. Pharmacists making such CPD submissions, at or shortly after application, may include the same cycles (only those which met standard) for their CPD annual submission later in that CPD year.

Requirements on re-joining the Register

89. A pharmacist applying to re-join the Register, having voluntarily withdrawn from the Register during a previous CPD year but having failed to submit a CPD portfolio for that year, will be required to make a full CPD portfolio submission within 2 months of re-joining the Register.
90. The portfolio will be subject to assessment by an independent assessor to ensure that it meets standard. Where the portfolio does not meet standard, the pharmacist will be required to re-submit those cycles that do not meet standard within a set timeframe.
91. Pharmacists making such CPD submissions, at or shortly after application, may include the same cycles (only those which met standard) for their CPD annual submission later in that CPD year.
92. Pharmacists will be required to meet any other requirements in place at the time of their application.

Confidentiality and Data Protection

93. When using examples from practice to evidence CPD learning, pharmacists must ensure that they maintain patient confidentiality as per the Pharmaceutical Society NI's [Code of conduct ethics and performance](#).
94. The Pharmaceutical Society NI keeps personal files/records on all registrants. All data is handled in confidence and in accordance with the [General Data Protection Regulation \(GDPR\) 2018](#). The organisation's Data Protection Policy is available upon request.
95. Under GDPR, information will be retained for the shortest time possible. Where a registrant provides hard copy documents which the organisation does not need to retain, these will either be returned or confidentially shredded.

Transitional Arrangements

- A. This Framework takes effect **from 01 June 2021** and will apply to **CPD year 2021/22** and subsequent CPD years until further notice.
- B. Any pharmacist entering into remedial arrangements arising from CPD Year 2020/21 will be subject to the CPD Framework requirements in place during that CPD year.
- C. Any pharmacist who is applying to join, re-join or be restored to the Register on or after 01 June 2021 will be bound by the requirements of this CPD Framework.

Further Guidance

The [CPD Resources section](#) of the organisation's website can be used to access links to:

- Relevant legislation
- Guidance documents
- Application forms
- Recording format for paper submissions
- Frequently asked questions

This CPD Framework was published on 01 June 2021

Continuing Professional Development Framework for Pharmacists in Northern Ireland

June 2021



Contents

About the Pharmaceutical Society of Northern Ireland	3
Why Continuing Professional Development (CPD)?	3
What is the CPD Framework?	3
Who must undertake CPD?	3
Failure to comply with the CPD Framework	4
Extenuating circumstances	4
Selection of portfolios for assessment	5
Assessment process	5
Quality control of portfolios passing first assessment	5
Figure 1: CPD Framework Requirements	6
Amount and type of CPD required	7
Form and Manner	7
Current scope of practice	7
Scheduled and Unscheduled CPD	7
Minimum number of hours	8
Number of cycles	8
Essential Criteria for Assessment	8
Standard Required	8
Failure to comply	8
Remedial measures where the standard is not met	9
Appealing a decision to remove a name from the Register	9
Figure 2: CPD Framework Essential Criteria	10
Restoration of a name to the Register following removal for CPD non-compliance	11
Requirements on Joining the Register	11
Requirements on Re-joining the Register	11
Confidentiality and Data Protection	12
Transitional Arrangements	12
Further Guidance	12

About the Pharmaceutical Society NI

1. The Pharmaceutical Society NI is the regulatory body for pharmacists and pharmacies in Northern Ireland.
2. ~~Its primary purpose is to ensure that practicing pharmacists in Northern Ireland are fit to practise, keep their skills and knowledge up to date and deliver high quality, safe care to patients and the public.~~ The primary purpose of the organisation is to ensure that practicing pharmacists in Northern Ireland are fit to practice, keep their skills and knowledge up-to-date, current and relevant and deliver high quality, safe care to patients and the public
3. It is the organisation's ~~responsibility~~ responsibility of the regulator to protect and maintain public safety in pharmacy by:
 - setting and promoting standards for pharmacists' admission to the Register and for remaining on the Register;
 - maintaining a publicly accessible Register of pharmacists and pharmacy premises;
 - handling concerns about the fitness to practise of pharmacists, acting as a Concerns portal and protecting patients and the public; and
 - ensuring high standards of education and training for pharmacists in Northern Ireland.

~~courses but any activity from which you learn and develop (CPD) is a career-long process—not an end in itself. It involves the tracking and documenting of skills, knowledge and experience gained, both formally and informally, beyond any initial education and training.~~

4. ~~It CPD helps you to keep your practice and proficiency current in order that you maintain standards to remain standards, improving patient and public confidence in the profession. helps pharmacists to keep their practice and proficiency up to date to maintain standards. It also improves patient and public confidence in the profession.~~

5. ~~CPD is a legal requirement for all registered pharmacists. Every registered pharmacist must meet the requirements of your registration with the Pharmaceutical Society NI, so you need to meet our CPD standards to remain registered. As a legal requirement for all registered pharmacists in Northern Ireland, every registered pharmacist must meet the requirements of Standard 5 of the Pharmaceutical Society NI's Code: Professional standards of conduct, ethics and performance for pharmacists in Northern Ireland – to maintain and develop professional knowledge, skills and competence~~

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Why the need for Continuing Professional Development?

4. ~~Continuing Professional Development~~CPD is the way in which you continue to learn throughout your career, so you keep your skills and knowledge up-to-date and you are able to practice safely and effectively. CPD is a process you will carry out throughout your whole career. It ensures you track and document your skills, knowledge and experience gained both formally and informally, beyond your initial education and training. CPD is not only formal

~~5. of Standard 5 of the Pharmaceutical Society NI's Code: Professional standards of conduct, ethics and performance for pharmacists in Northern Ireland – to maintain and develop professional knowledge, skills and competence.~~

What is the CPD Framework?

6. 7 Article 4A of the Pharmacy (Northern Ireland) Order 1976 (as amended) requires the Pharmaceutical Society NI to **develop, publish and maintain a CPD Framework** for all registered pharmacists in Northern Ireland.

~~7.6. This The Framework sets the standard that is required for a registered pharmacist to maintain in order to continue to meet the standards of proficiency for the safe and effective practice of pharmacy of CPD which is required for a registered pharmacist to maintain in order to continue to meet the standards of proficiency for the safe and effective practice of pharmacy.~~

8.7. The Framework outlines the statutory obligations of a pharmacist in relation to what

they must do, how to do it and by when. It also outlines the process which commences, what pharmacists have a statutory obligation to do, how to do it and by when. It also outlines the process which commences if a CPD submission does not meet the standard required upon assessment.

Who must undertake CPD?

9.8. All registered pharmacists must make complete an annual CPD submission and declaration to the Registrar, **by 31 May** or other date, as instructed by the Council of the Pharmaceutical Society NI, except for those pharmacists who have been granted an exemption by the Registrar through the Extenuating Circumstances process (see points 15 & 18). for more information regarding extenuating circumstances see pages 4 & 5

10.9. CPD can be recorded and saved, throughout the CPD year, on the pharmacist's Membership Online (ROL) account in preparation for CPD submission before the end of the CPD year.

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Extenuating Circumstances

~~12.~~ The RegulatorOnLine portal allows for the collation and submission of CPD portfolios for the majority of the CPD year with the new CPD submission period opening on 08 June (or nearest working day thereafter) and closing on 31 May. The CPD submission period, during which CPD portfolios and declarations can be compiled and submitted online, starts on 01 April and ends at midnight on 31 May.

~~12.~~
~~11.13.~~ Pharmacists who wish to submit a hard copy CPD portfolio must seek permission to do so from the Registrar by emailing their request, giving reasons for not wishing to submit via the ROL portal to, to cpd@psni.org.uk paper portfolio must use the forms specified in the CPD Resources section of the Pharmaceutical Society NI website – www.psn.org.uk

~~12.10.~~ Pharmacists submitting hard copy paper portfolios must ensure that their submission and declaration are portfolio is received, by prior arrangement with the CPD Department, before 5.00pm on 31 May, or last working day before that date received by the Registrar at 73 University Street, Belfast BT7 1HL, by the 31-May deadline.

~~13.11.~~ Certain categories of pharmacists will be exempt from CPD submission:

- those granted an exemption by the Registrar following an application for extenuating circumstances;
- those on the Visiting Practitioners Register who are undertaking requirements in their home state (in line with post Brexit arrangements); and
- those that have applied for and have been granted voluntary withdrawal from the Register during the CPD year, ie no later than 31 May.

Failure to comply with the CPD Framework What happens if a pharmacist fails to comply with the CPD Framework?

16. Failure to comply with the requirement for CPD submission, or failure to engage with the process, may put a pharmacist's continued registration at risk.

~~14.12.~~ The CPD legislation allows-permits the Registrar to consider granting extenuating circumstances where the pharmacist has a 'reasonable excuse'.

~~15.13.~~ Generally unacceptable circumstances which will not be taken into consideration by the Registrar include:

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- Short-term problems
- Short-term illness
- Family caring responsibilities
- Unpaid leave
- Annual leave
- Career break
- ~~Unenforced furlough (without medical certificate or employer verification)~~
- ~~Unenforced self-isolation (without medical certificate or employer verification)~~
- Non-serious disruptions or events such as holidays, travel, etc.
- Excessive demands on personal time
- Pressures of employment
- Working occasional/minimal hours
- Registration with another Regulator
- Working outside Northern Ireland
- Financial Problems
- Unemployment

- Decision to withdraw from the Register
- Circumstances which have occurred outside the CPD year.

19. Generally **acceptable circumstances** are those that are beyond the normal difficulties experienced in life and have caused exceptional interference with the pharmacist's ability to work and/or undertake CPD activities and include:

- Long-term illness
- Acute personal or emotional circumstances
- Hospitalisation
- Family illness
- Victim of crime
- Criminal investigation, proceedings or other legal matters
- ~~Enforced furlough~~
- ~~Enforced self-isolation~~
- Maternity leave
- Paternity leave

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20. There is no automatic entitlement to extenuating circumstances.

~~16.14.~~ Pharmacists should apply within 21 days of becoming aware of the grounds that they consider to be extenuating circumstances.

~~17.15.~~ The operational deadline for receipt of applications is **30 April** each year.

~~18.16.~~ The Registrar will consider each application and advise of the outcome which could be:

- request declined
- requirement to complete a partial submission or
- exemption from submission

~~24.~~ The Registrar's decision is final.

~~19.~~ The granting of extenuating circumstances relates only to the current CPD year and does not apply to any subsequent years.

Selection of Portfolios for Assessment

~~20.17.~~ The Registrar has the authority to audit and assess all CPD submissions. A combined approach of random and focused selection will be used to select portfolios to be assessed (the size of sample to be directed by the Council of the Pharmaceutical Society NI) including but not limited to the following criteria:

- a random selection of a proportion of all CPD portfolios submitted;
- ~~all, or a random selection of a~~
- ~~proportion of~~ late CPD submissions;
- ~~a random selection of a defined proportion of~~ portfolios submitted by pharmacists who have changed their scope of practice in the past year;
- ~~a random selection of a proportion of~~ portfolios submitted by pharmacists who have recently rejoined the Register having not

~~practiced as a pharmacist for a period of 12 months or more.~~

Assessment Process

27. ~~Each~~Any CPD portfolio selected for assessment will be allocated to an Independent Assessor (IA).

~~21.18.~~ The IA will assess the portfolio against the published essential criteria and determine if the portfolio cycles have met all six criteria. The IA will then make a recommendation to the Registrar.

~~22.19.~~ The IA's recommendation will be that the portfolio has:

- met the required standard; or
- not met the required standard.

30. If the IA concludes that the required standard is not met, the CPD portfolio will be subject to a verification assessment by a second IA.

~~23.20.~~ If the second IA agrees that the standard has not been met, then the recommendation will be confirmed as 'not met standard'. The registrant will move to Reassessment 1

~~24.21.~~ If the second IA concludes the standard has been met, then the portfolio will be subject to an arbitration assessment by a third IA.

~~25.22.~~ The decision of the third IA shall form the final recommendation to the Registrar.

Quality Control of Portfolios after first assessment

~~26.23. A defined number of portfolios, at first assessment stage, are marked as 'control' portfolios. Two randomly selected portfolios, at the first assessment stage, are marked as control portfolios.~~ These portfolios are assessed by all IAs and the results reviewed by the Registrar for quality control purposes.

~~27.24.~~ The first IA to be assigned a control portfolio will be its assessor and only their recommendation will be binding. All other IAs will assess the portfolio for QA purposes only.

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Figure 1: CPD Framework Requirements



Amount & Type of CPD Required Form & Manner

36. Pharmacists must keep their CPD portfolio of evidence properly documented and must submit in the form and manner outlined by the Pharmaceutical Society NI ~~by way of the online portal of a paper submission for assessment. Please refer to the CPD Resources section of the organisation's website – www.psni.org.uk~~

~~28.25.~~ Pharmacists must ensure that portfolio evidence meets the recording format ~~and the essential criteria~~ required by the Pharmaceutical Society NI. Those ~~making a paper submission can obtain the relevant forms from the CPD Resources section of the Pharmaceutical Society NI website – www.psni.org.uk~~ registrants wishing to submit a hard copy portfolio must follow the process as outlined at paragraph 15

~~29.26.~~ Each scheduled cycle must be recorded as detailed under the four domains of successful learning (see [Figure 2, page see 6](#)). The exception to this rule is the recording of unscheduled cycles (see paragraph 51, page 5)

- Reflection
- Planning
- Action
- Evaluation

39. If selected for assessment, pharmacists must provide any additional supporting evidence, if requested by the Registrar and by the deadline specified by emailing their evidence to the CPD Department at cpd@psni.org.uk.

~~30.27.~~ Any documentary evidence provided should be verifiable by a third party, where appropriate.

Current Scope of Practice

~~31.28.~~ CPD must be evaluated in relation to a pharmacist's current scope of practice and the environment in which they work in the CPD year. Pharmacists who change their scope of practice during the CPD year should include

and evaluate CPD learning for both their former and new scope of practice

~~32.29.~~ It is essential that pharmacists can evidence how a learning cycle has been closed and the learning outcomes evaluated in practice.

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~~33.30. Some CPD learning can be evaluated only in a simulated test or environment to demonstrate how learning would be applied to a future situation. This also applies when evaluating learning relating to a future change in practice or sector. The majority of CPD learning (at least 75%) must be evaluated directly in practice ie within the pharmacist's working environment during the CPD year. Some CPD learning can be evaluated only in a simulated test or environment (maximum 24%) to demonstrate how learning would be applied to a future situation. This also applies when evaluating learning related to a future change in practice or sector.~~

~~34.31. At least 75% (in the case of remediation at least 2 cycles) of the total number of cycles, must be directly evaluated within pharmacists' current practice and environment. In the case of reassessment at least 66% (2 cycles) must be directly evaluated within pharmacists' current practice and environment.~~

~~35.32. This allows up to 25% (in the case of remediation up to 1 cycle) of the total number of cycles, to have the learning outcomes evaluated using simulated practice or by evaluating their application to a situation in future practice or sectors.~~

~~36.33.~~
In considering CPD cycles for inclusion in

their portfolios, pharmacists should take account of the range of their current scope of practice and environment. This includes the amount of time spent acting in an ~~annotated role or in~~ an education supervisor (formerly pre-registration tutor) role.

Schedule and Unscheduled CPD Learning

~~37.34. CPD cycles should be scheduled to address an identified learning need relating to the current scope of practice and environment.~~

~~38.35. A scheduled learning cycle is where a prior learning need has been identified and is addressed through a planned and structured approach.~~

~~39.36. At least 50% of CPD cycles must relate to scheduled learning activities.~~

~~40.37. An unscheduled learning cycle does not start with a prior identified learning need and is often a reaction to circumstances that emerge during day to day working and which often requires immediate action, activity and outcomes.~~

~~It is the immediacy of the planning that distinguishes the unscheduled cycle from the pre-planning of the scheduled cycle~~

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51. ~~For unscheduled learning cycles, the reflection, planning and action phases should still be written into the cycles. The essential criteria remain the same. The essential criteria, Reflection, Planning, Action and Evaluation stages must be completed for all scheduled cycles. For unscheduled learning cycles there is no requirement to record the reflection and planning stages. Only action and evaluation are required.~~

41.38. A maximum of 50% of CPD cycles may relate to unscheduled learning activities.

Minimum number of hours

42.39. A full CPD portfolio submission must include a minimum of 30 hours' CPD activity as recorded in the Action phase of the cycles. CPD activity must not include activity that is deemed as an application of learning.

43.40. A partial CPD portfolio submission must include a minimum of 15 hours' CPD activity as recorded in the Action phase of the cycles. CPD activity must not include activity that is deemed as an application of learning

44.41. ~~Pharmacists submitting more than 30 hours of CPD activity may be asked to specify the cycles, amounting most closely to the 30-hour minimum requirement, that they want considered for assessment. Although there is no limit to the number of CPD hours or cycles that the pharmacists can record and save in their ROL portfolio, pharmacists submitting more than 30 hours of CPD activity may be asked to specify the cycles amounting most closely to the 30-hour minimum requirement, that they want considered for assessment.~~

Number of Cycles

45. ~~There is no limit to the number of CPD hours or cycles pharmacists can record and save in their Membership Online (ROL) account or, indeed, in paper form.~~

46. ~~However, When selecting CPD cycles for their portfolio, pharmacists must submit no less than 4 and no more than 10 individual CPD cycles.~~

Essential Criteria for Assessment

47.42. To meet the standard, CPD cycles must comply with the six essential criteria (see [Figure 2, page 18](#)) recorded under the four domains of successful learning (see [point paragraph 38](#)).

48.43. Pharmacists must demonstrate how they identified, planned and actioned the learning activity in response to an identified learning need.

49.44. In evaluation, at least 75% of the cycles (in the case of remediation, 2 cycles)

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must demonstrate how learning has been applied in the context of their current scope of practice and environment.

Standard Required

61. To meet the standard, all CPD portfolio submissions that are assessed must achieve a mark of 50% or more. This must include:

- at least 50% of the number of submitted cycles; and
- those cycles that meet standard must contain at least 50% of all CPD hours submitted.

Failure to Comply

62. Article 2 of the [CPD Regulations](#) is clear that a pharmacist will fail to meet the requirements if they:

- do not comply with the requirement to submit a CPD portfolio;

- do not comply with the requirements and conditions of the CPD Framework and the form and manner in which a portfolio must be submitted;
- do not meet the required standard within the specified timeframe after remedial measures have been directed;
- can be regarded as making a false declaration about their compliance with the terms of the CPD Framework.

63. Where a pharmacist is deemed not to have complied with the CPD Framework, Article 3 of the [CPD Regulations](#) gives the Registrar the powers to:

- impose one or more remedial measures (Reassessment 1 and 2) in connection with CPD that does not meet the standard; or
- initiate steps to remove a pharmacist from the Register; or

- remove an annotation in respect of a specialist area of practice against a pharmacist's name in the Register.

Remedial measures where the standard is not met

64. Where a recommendation is made, after a verification or adjudication assessment, that a portfolio has not met the standard, the Registrar can apply remedial measures.

50.45. The first stage of remediation is Reassessment 1. This requires the pharmacist to submit 3 new CPD cycles, totalling a minimum of 10 hours, undertaken in the current CPD year (ie, CPD activity undertaken since 01 June).

5. The pharmacist will have 9 weeks to submit a reassessment portfolio. This will be assessed for compliance against the essential criteria **a.a.**

46.

51.47. To meet the standard, a minimum of 2 of these cycles must achieve a mark of 50% or more and those cycles that meet standard must contain at least 50% of the CPD hours submitted.

52.48. The pharmacist's portfolio will be allocated to an Independent Assessor (IA).

53.49. The IA will assess the portfolio against the published essential criteria and determine if the portfolio cycles have met all six criteria. The IA will then make a recommendation to the Registrar.

54.50. The IA's recommendation will be that the portfolio has:

- met the required standard; or
- not met the required standard.

71. If the IA concludes that the required standard is not met, the CPD portfolio will be subject to a verification assessment by a second IA.

72. If the second IA agrees that the standard has not been met, then the recommendation will be confirmed as 'not met standard'.

55.51. If the second IA concludes the standard has been met, then the portfolio will be subject to an arbitration assessment by a third IA.

56.52. The decision of the third IA shall form the final recommendation to the Registrar.

57.53. The pharmacist only enters

Reassessment 2 if their portfolio does not meet the standard at Reassessment 1.

58.54. The second stage of remediation is Reassessment 2. The requirements and assessment process for Reassessment 2 are the same as those for Reassessment 1.

59.55. If the portfolio does not meet standard at Reassessment 2, the steps outlined in the **CPD Regulations** will be followed. This may lead to a decision to remove the pharmacist from the Register.

Appealing a decision to remove a name from the Register

60.56. A pharmacist has a statutory right to appeal, via the Statutory Committee, any decision to remove their name or to remove their annotation from the Register for CPD non-compliance.

61.57. The Registrar has the authority to suspend a pharmacist's registration while the appeal process is undertaken.

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Figure 2: CPD Framework Essential Criteria

Reflection	1. Did the pharmacist identify a specific learning need(s)? 2. Did the pharmacist describe why they wanted to learn about this (the context for the learning activity)?
Planning	3. Did the pharmacist describe the learning activity/activities they plan to complete to meet the learning need(s)?
Action	4. Did the pharmacist include a summary of the related activities they have completed to meet the learning need(s) identified?
Evaluation	5. Did the pharmacist evidence how their practice has changed or will change after meeting the specific learnings identified? 6. Is it evident that the learning need(s) identified has/have been fully addressed within the specific cycle?

Restoration of a name to the Register following removal for CPD non-compliance

80. An applicant may apply to the Registrar for restoration of a name or an annotation to a name to the Register any time after being removed for CPD non-compliance.

62.58. The applicant, under Regulations 10 (2 & 3) and 11 (2 & 3) of the CPD Regulations, will be required to submit to the Registrar:

- a completed application form for restoration to the Register;
- payment of the prescribed fee;
- a personal development plan a timeframe for the submission of a personal development plan; and
- a CPD portfolio comprising between 4 and 10 cycles, a minimum of 30 hours' CPD learning activity and fully compliant with the requirements of this CPD Framework, within 3 months of the date of restoration to the pharmacist's name to the Register.

82. The portfolio will be subject to assessment by an independent assessor to ensure that it meets standard. Where the portfolio does not meet standard, the pharmacist will be required to re-submit those cycles that do not meet standard within a set timeframe.

63.59. Pharmacists making such CPD submissions, at or shortly after application, will not be required to make a CPD annual submission later in that CPD year.

64.60. The granting of a restoration to the Register by the Registrar is subject to the applicant's agreement to comply with the above requirements within the required timeframes.

65.61. Where an application for restoration of a name or an annotation to a name to the Register is refused, the applicant may appeal to the Statutory Committee of the Pharmaceutical Society NI.

Requirements on joining the Register

66.62. A pharmacist applying to join the Register, who has not been registered as a pharmacist or has not worked as a pharmacist within the last 12 months, will be required by the Registrar to make

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an early CPD submission for assessment.

This requires the pharmacist to submit 3 CPD cycles, totalling a minimum of 10 hours, undertaken in the current CPD year (ie CPD activity undertaken since 01 June). This portfolio must be submitted within 2 months of the pharmacist joining the Register

67-63. The portfolio will be subject to assessment by an independent assessor to ensure that it meets standard. Where the portfolio does not meet standard, the pharmacist will be required to re-submit those cycles that do not meet standard within a set timeframe. This portfolio must be submitted within 2 months of the pharmacist joining the Register

64. Pharmacists making such CPD submissions, at or shortly after application, may include the same cycles (only those which met standard) for their CPD annual submission later in that CPD year.

68-65.

Requirements on re-joining the Register

69-66. A pharmacist applying to re-join the Register, having voluntarily withdrawn from the Register during a previous CPD year but having failed to submit a CPD portfolio for that year, will be required to make a full CPD portfolio submission within 2 months of re-joining the Register.

70-67. The portfolio will be subject to assessment by an independent assessor to ensure that it meets standard. Where the portfolio does not meet standard, the pharmacist will be required to re-submit those cycles that do not meet standard within a set timeframe.

71-68. Pharmacists making such CPD submissions, at or shortly after application, may include the same cycles (only those which met standard) for their CPD annual submission later in that CPD year.

72-69. Pharmacists will be required to meet any other requirements in place at the time of their application.

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Confidentiality and Data Protection

93. When using examples from practice to evidence CPD learning, pharmacists must ensure that they maintain patient confidentiality as per the Pharmaceutical Society NI's [Code of conduct ethics and performance](#).

~~73.70.~~ The Pharmaceutical Society NI keeps personal files/records on all registrants. All data is handled in confidence and in accordance with the [General Data Protection Regulation \(GDPR\) 2018](#). The organisation's Data Protection Policy is available upon request.

~~74. Under GDPR, information will be retained for the shortest time possible. Where a registrant provides hard copy documents which the organisation does not need to retain, these will either be returned or confidentially shredded.~~

Transitional Arrangements

~~A. This Framework takes effect from 01 June 2021 and will apply to CPD year 2021/22 and subsequent CPD years until further notice.~~

~~B. Any pharmacist entering into remedial arrangements arising from CPD Year 2020/21 will be subject to the CPD Framework requirements in place during that CPD year.~~

~~C. Any pharmacist who is applying to join, re-join or be restored to the Register on or after 01 June 2021 will be bound by the requirements of this CPD Framework.~~

Further Guidance

The [CPD Resources](#) section of the organisation's website can be used to access links to:

- Relevant legislation
- Guidance documents
- Application forms
- Recording format for paper submissions
- Frequently asked questions

This CPD Framework was revised and published on 01 June 2024

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**Continuing Professional
Development Framework for
Pharmacists in Northern Ireland
June 2021
Revised March 2024**

For CPD period commencing 2024 – 2025

Contents

About the Pharmaceutical Society NI.....	3
What is the CPD Framework?.....	3
Who must undertake CPD?.....	3
What happens if a pharmacist fails to comply with the CPD Framework?.....	4
Extenuating Circumstances.....	4
Selection of Portfolios for Assessment.....	5
Assessment Process.....	5
Quality Control of Portfolios after first.....	5
Assessment.....	5
Figure 1: CPD Framework Requirements.....	6
Amount & Type of CPD Required Form & Manner.....	7
Current Scope of Practice.....	7
Schedule and Unscheduled Learning.....	7
Minimum number of hours.....	8
Number of Cycles.....	8
Essential Criteria for Assessment.....	8
Standard Required.....	8
Failure to Comply.....	8
Remedial measures where the standard is not met.....	9
Appealing a decision to remove a name from the Register.....	9
Figure 2: CPD Framework Essential Criteria.....	10
Restoration of a name to the Register following removal for CPD non-compliance.....	11
Requirements on joining the Register.....	11
Requirements on re-joining the Register.....	11
Confidentiality and Data Protection.....	12
Further Guidance.....	12

About the Pharmaceutical Society NI

1. The Pharmaceutical Society NI is the regulatory body for pharmacists and pharmacies in Northern Ireland.
2. The primary purpose of the organisation is to ensure that practicing pharmacists in Northern Ireland are fit to practice, keep their skills and knowledge up-to-date, current and relevant and deliver high quality, safe care to patients and the public.
3. It is the responsibility of the regulator to protect and maintain public safety in pharmacy by:
 - setting and promoting standards for pharmacists' admission to the Register and for remaining on the Register;
 - maintaining a publicly accessible Register of pharmacists and pharmacy premises;
 - handling concerns about the fitness to practise of pharmacists, acting as a Concerns portal and protecting patients and the public; and
 - ensuring high standards of education and training for pharmacists in Northern Ireland.

Why the need for Continuing Professional Development?

4. CPD is the way in which you continue to learn throughout your career, so you keep your skills and knowledge up-to-date and you are able to practice safely and effectively. CPD is a process you will carry out throughout your whole career. It ensures you track and document your skills, knowledge and experience gained both formally and informally, beyond your initial education and training. CPD is not only formal courses but any activity from which you learn and develop.
5. CPD helps you to keep your practice and proficiency current in order that you maintain standards, improving patient and public confidence in the profession.

6. CPD is a requirement of your registration with the Pharmaceutical Society NI, so you need to meet our CPD standards to remain registered. As a legal requirement for all registered pharmacists in Northern Ireland, every registered pharmacist must meet the requirements of **Standard 5 of the Pharmaceutical Society NI's Code: [Professional standards of conduct, ethics and performance for pharmacists in Northern Ireland](#) – to maintain and develop professional knowledge, skills and competence.**

What is the CPD Framework?

7. [Article 4A of the Pharmacy \(Northern Ireland\) Order 1976 \(as amended\)](#) requires the Pharmaceutical Society NI to develop, publish and maintain a **CPD Framework** for all registered pharmacists in Northern Ireland.
8. The Framework sets the standard that is required for a registered pharmacist to maintain in order to continue to meet the standards of proficiency for the safe and effective practice of pharmacy.
9. The Framework outlines the statutory obligations of a pharmacist in relation to what they must do, how to do it and by when. It also outlines the process which commences if a CPD submission does not meet the standard required upon assessment.

Who must undertake CPD?

10. **All registered pharmacists** must complete an annual CPD submission and declaration to the Registrar, **by 31 May** or other date, as instructed by the Council of the Pharmaceutical Society NI, except for those pharmacists who have been granted an exemption by the Registrar through the [Extenuating Circumstances](#) process (for more information regarding extenuating circumstances see pages 4 & 5).
11. CPD can be recorded and saved, throughout the CPD year, on the pharmacist's Membership Online (ROL) account in preparation for CPD

submission before the end of the CPD year.

12. The Regulator OnLine portal allows for the collation and submission of CPD portfolios for the majority of the CPD year with the new CPD submission period opening on 08 June (or nearest working day thereafter) and closing on 31 May.
13. Pharmacists who wish to submit a hard copy CPD portfolio must seek permission to do so from the Registrar by emailing their request, giving reasons for not wishing to submit via the ROL portal to cpd@psni.org.uk
14. Pharmacists submitting hard copy portfolios must ensure that the portfolio is received, by prior arrangement with the CPD Department, before 5.00pm on 31 May, or last working day before that date.
15. Certain categories of pharmacists will be exempt from CPD submission:
 - those granted an exemption by the Registrar following an application for extenuating circumstances;
 - those on the Visiting Practitioners Register who are undertaking requirements in their home state (in line with post Brexit arrangements); and
 - those that have applied for and have been granted voluntary withdrawal from the Register during the CPD year, i.e. no later than 31 May.

What happens if a pharmacist fails to comply with the CPD Framework?

16. Failure to comply with the requirement for CPD submission, or failure to engage with the process, may put a pharmacist's continued registration at risk.

Extenuating Circumstances

17. The [CPD legislation](#) permits the Registrar to consider granting

extenuating circumstances where the pharmacist has a 'reasonable excuse'.

18. Generally **unacceptable circumstances** which will not be taken into consideration by the Registrar include:
 - Short-term problems
 - Short-term illness
 - Family caring responsibilities
 - Unpaid leave
 - Annual leave
 - Career break
 - Non-serious disruptions or events such as holidays, travel, etc.
 - Excessive demands on personal time
 - Pressures of employment
 - Working occasional/minimal hours
 - Registration with another Regulator
 - Working outside Northern Ireland
 - Financial Problems
 - Unemployment
 - Decision to withdraw from the Register
 - Circumstances which have occurred outside the CPD year.
19. Generally **acceptable circumstances** are those that are beyond the normal difficulties experienced in life and have caused exceptional interference with the pharmacist's ability to work and/or undertake CPD activities and include:
 - Long-term illness
 - Acute personal or emotional circumstances
 - Hospitalisation
 - Family illness
 - Victim of crime
 - Criminal investigation, proceedings or other legal matters
 - Maternity leave
 - Paternity leave

20. There is no automatic entitlement to extenuating circumstances.
21. Pharmacists should apply within 21 days of becoming aware of the grounds that they consider to be extenuating circumstances.
22. The operational deadline for receipt of applications is **30 April** each year.
23. The Registrar will consider each application and advise of the outcome which could be:
 - request declined
 - requirement to complete a partial submission or
 - exemption from submission
24. The Registrar's decision is final.
25. The granting of extenuating circumstances relates only to the current CPD year and does not apply to any subsequent years.
28. The IA will assess the portfolio against the published essential criteria and determine if the portfolio cycles have met all six criteria. The IA will then make a recommendation to the Registrar.
29. The IA's recommendation will be that the portfolio has:
 - met the required standard; or
 - not met the required standard.
30. If the IA concludes that the required standard has been met, the CPD portfolio will be marked as met standard.
31. If the IA concludes that the required standard is not met, the CPD portfolio will be subject to a verification assessment by a second IA.
32. If the second IA agrees that the standard has not been met, then the recommendation will be confirmed as 'not met standard'. The registrant will move to Reassessment 1.
33. If the second IA concludes the standard has been met, then the portfolio will be subject to an arbitration assessment by a third IA.
34. The decision of the third IA shall form the final recommendation to the Registrar.

Selection of Portfolios for Assessment

26. The Registrar has the authority to audit and assess all CPD submissions. A combined approach of random and focused selection will be used to select portfolios to be assessed (the size of sample to be directed by the Council of the Pharmaceutical Society NI) including but not limited to the following criteria:
 - a random selection of a proportion of all CPD portfolios submitted;
 - all late CPD submissions;
 - all portfolios submitted by pharmacists who have changed their scope of practice in the past 12 months.

Assessment Process

27. Each CPD portfolio selected for assessment will be allocated to an Independent Assessor (IA).

Quality Assurance of Portfolios after first Assessment

35. Two randomly selected portfolios, at the first assessment stage, are marked as control portfolios. These portfolios are assessed by all IAs and the results reviewed by the Registrar for quality control purposes.
36. The first IA to be assigned a control portfolio will be its assessor and only their recommendation will be binding. All other IAs will assess the portfolio for QA purposes only.

Figure 1: CPD Framework Requirements



*Notes on criteria – Unscheduled cycles must pass criteria 4 to 6 only (see figure 2 on page 10)

Amount & Type of CPD Required Form & Manner

37. Pharmacists must keep their CPD portfolio of evidence properly documented and must submit in the form and manner outlined by the Pharmaceutical Society NI.
38. Pharmacists must ensure that the recording format is as required by the Pharmaceutical Society NI. Those registrants wishing to submit a hard copy portfolio must follow the process as outlined at paragraphs 13 and 14.
39. Each scheduled cycle must be recorded as detailed under the four domains of successful learning (see Figure 2, page see 10). The exception to this rule is the recording of unscheduled cycles (see paragraph 51, page 8)
 - Reflection
 - Planning
 - Action
 - Evaluation
40. If selected for assessment, pharmacists must provide any additional supporting evidence, if requested by the Registrar and by the deadline specified by emailing their evidence to the CPD Department at cpd@psni.org.uk.
41. Any documentary evidence provided should be verifiable by a third party, where appropriate.

Current Scope of Practice

42. Pharmacists who change their scope of practice during the CPD year should include and evaluate CPD learning for both their former and new scope of practice.
43. It is essential that pharmacists can evidence how a learning cycle has been closed and the learning outcomes evaluated in practice.

44. The majority of CPD learning (at least 75%) must be evaluated directly in practice i.e. within the pharmacist's working environment during the CPD year. Some CPD learning can be evaluated only in a simulated test or environment (maximum 25%) to demonstrate how learning would be applied to a future situation. This also applies when evaluating learning related to a future change in practice or sector.
45. At least 75% of the total number of cycles must be directly evaluated within pharmacists' current practice and environment. In the case of reassessment at least 66% (2 cycles) must be directly evaluated within pharmacists' current practice and environment.
46. This allows up to 25% of the total number of cycles to have the learning outcomes evaluated using simulated practice or by evaluating their application to a situation in future practice or sectors. In the case of reassessment, up to 33% (1 cycle) can be learning related to a future change in practice or sector.
47. In considering CPD cycles for inclusion in their portfolios, pharmacists should take account of the range of their current scope of practice and environment. This includes the amount of time spent acting in an education supervisor (formerly pre-registration tutor) role.

Schedule and Unscheduled Learning

48. CPD cycles should be scheduled to address an identified learning need relating to the current scope of practice and environment.
49. A scheduled learning cycle is where a prior learning need has been identified and is addressed through a planned and structured approach.
50. At least 50% of CPD cycles must relate to scheduled learning activities.
51. An unscheduled learning cycle does not start with a *prior* identified learning need and is often a reaction to circumstances

that emerge during day to day working and which often requires immediate action, activity and outcomes.

It is the immediacy of the planning that distinguishes the unscheduled cycle from the pre-planning of the scheduled cycle. The essential criteria, Reflection, Planning, Action and Evaluation stages must be completed for all scheduled cycles. *For unscheduled learning cycles there is **no requirement to record the reflection and planning stages. Only action and evaluation are required.***

52. A maximum of 50% of CPD cycles may relate to unscheduled learning activities.

Minimum number of hours

53. A full CPD portfolio submission must include a minimum of 30 hours' CPD activity as recorded in the Action phase of the cycles. CPD activity must not include activity that is deemed as an application of learning.
54. A partial CPD portfolio submission must include a minimum of 15 hours' CPD activity as recorded in the Action phase of the cycles. CPD activity must not include activity that is deemed as an application of learning.
55. Although there is no limit to the number of CPD hours or cycles that the pharmacists can record and save in their ROL portfolio, pharmacists submitting more than 30 hours of CPD activity may be asked to specify the cycles amounting most closely to the 30-hour minimum requirement, that they want considered for assessment.

Number of Cycles

56. When selecting CPD cycles for their portfolio, pharmacists must submit no less than 4 and no more than 10 cycles.

Essential Criteria for Assessment

57. To meet the standard, CPD cycles must comply with the six essential criteria (see [Figure 2, page 10](#)) recorded under the four domains of successful learning (see paragraph 39).

58. Pharmacists must demonstrate how they identified, planned and actioned the learning activity in response to an identified learning need.
59. In evaluation, at least 75% of the cycles (in the case of remediation, 2 cycles) must demonstrate how learning has been applied in the context of their current scope of practice and environment.

Standard Required

60. To meet the standard, all CPD portfolio submissions that are assessed must achieve a mark of 50% or more. This must include:
 - at least 50% of the number of submitted cycles; and
 - those cycles that meet standard must contain at least 50% of all CPD hours submitted.

Failure to Comply

61. Article 2 of the [CPD Regulations](#) is clear that a pharmacist will fail to meet the requirements if they:
 - do not comply with the requirement to submit a CPD portfolio;
 - do not comply with the requirements and conditions of the CPD Framework and the form and manner in which a portfolio must be submitted;
 - do not meet the required standard within the specified timeframe after remedial measures have been directed;
 - can be regarded as making a false declaration about their compliance with the terms of the CPD Framework.
62. Where a pharmacist is deemed not to have complied with the CPD Framework, Article 3 of the [CPD Regulations](#) gives the Registrar the powers to:
 - impose one or more remedial measures (Reassessment 1 and 2) in connection with CPD that does not meet the standard; or
 - initiate steps to remove a pharmacist from the Register; or

- remove an annotation in respect of a specialist area of practice against a pharmacist's name in the Register.

Remedial measures where the standard is not met

63. Where a recommendation is made, after a verification or adjudication assessment, that a portfolio has not met the standard, the Registrar can apply remedial measures.
64. The first stage of remediation is Reassessment 1. This requires the pharmacist to submit 3 new CPD cycles, totaling a minimum of 10 hours, undertaken in the current CPD year (i.e., CPD activity undertaken since 01 June).
65. The pharmacist will have 9 weeks to submit a reassessment portfolio. This will be assessed for compliance against the essential criteria.
66. To meet the standard, a minimum of 2 of these cycles must achieve a mark of 50% or more and those cycles that meet standard must contain at least 50% of the CPD hours submitted.
67. The pharmacist's portfolio will be allocated to an Independent Assessor (IA).
68. The IA will assess the portfolio against the published essential criteria and determine if the portfolio cycles have met all six criteria. The IA will then make a recommendation to the Registrar.
69. The IA's recommendation will be that the portfolio has:
 - met the required standard; or
 - not met the required standard.

70. If the IA concludes that the required standard is not met, the CPD portfolio will be subject to a verification assessment by a second IA.
71. If the second IA agrees that the standard has not been met, then the recommendation will be confirmed as 'not met standard'.
72. If the second IA concludes the standard has been met, then the portfolio will be subject to an arbitration assessment by a third IA.
73. The decision of the third IA shall form the final recommendation to the Registrar.
74. The pharmacist only enters Reassessment 2 if their portfolio does not meet the required standard at Reassessment 1.
75. The second stage of remediation is Reassessment 2. The requirements and assessment process for Reassessment 2 are the same as those for Reassessment 1.
76. If the portfolio does not meet standard at Reassessment 2, the steps outlined in the [CPD Regulations](#) will be followed. This may lead to a decision to remove the pharmacist from the Register.

Appealing a decision to remove a name from the Register

77. A pharmacist has a statutory right to appeal, via the Statutory Committee, any decision to remove their name or to remove their annotation from the Register for CPD non-compliance.
78. The Registrar has the authority to suspend a pharmacist's registration while the appeal process is undertaken.

Figure 2: CPD Framework Essential Criteria

Reflection	1. Did the pharmacist identify a specific learning need(s)? 2. Did the pharmacist describe why they wanted to learn about this (the context for the learning activity)?
Planning	3. Did the pharmacist describe the learning activity/activities they plan to complete to meet the learning need(s)?
Action	4. Did the pharmacist include a summary of the related activities they have completed to meet the learning need(s) identified?
Evaluation	5. Did the pharmacist evidence how their practice has changed or will change after meeting the specific learnings identified? 6. Is it evident that the learning need(s) identified has/have been fully addressed within the specific cycle?
	Please note: Only the Action and Evaluation stages are required when completing an unscheduled cycle

Restoration of a name to the Register following removal for CPD non-compliance

79. An applicant may apply to the Registrar for restoration of a name or an annotation to a name to the Register any time after being removed for CPD non-compliance.
80. The applicant, under Regulations 10 (2 & 3) and 11 (2 & 3) of the [CPD Regulations](#), will be required to submit to the Registrar:
 - a completed application form for restoration to the Register;
 - payment of the prescribed fee;
 - a timeframe for the submission of a personal development plan; and
 - a CPD portfolio comprising between 4 and 10 cycles, a minimum of 30 hours' CPD learning activity and fully compliant with the requirements of this CPD Framework, within 3 months of the date of restoration to the pharmacist's name to the Register.
81. The portfolio will be subject to assessment by an independent assessor to ensure that it meets standard. Where the portfolio does not meet standard, the pharmacist will be required to re-submit those cycles that do not meet standard within a set timeframe.
82. Pharmacists making such CPD submissions, at or shortly after application, will not be required to make a CPD annual submission later in that CPD year.
83. The granting of a restoration to the Register by the Registrar is subject to the applicant's agreement to comply with the above requirements within the required timeframes.
84. Where an application for restoration of a name or an annotation to a name to the Register is refused, the applicant may appeal to the [Statutory Committee](#) of the Pharmaceutical Society NI.

Requirements on joining the Register

85. A pharmacist applying to join the Register, who has not been registered as a pharmacist or has not worked as a pharmacist within the last 12 months, will be required by the Registrar to make an early CPD submission for assessment. This requires the pharmacist to submit 3 CPD cycles, totaling a minimum of 10 hours, undertaken in the current CPD year (ie CPD activity undertaken since 01 June). This portfolio must be submitted within 2 months of the pharmacist joining the Register.
86. The portfolio will be subject to assessment by an independent assessor to ensure that it meets standard. Where the portfolio does not meet standard, the pharmacist will be required to re-submit those cycles that do not meet standard within a set timeframe. This portfolio must be submitted within 2 months of the pharmacist joining the Register
87. Pharmacists making such CPD submissions, at or shortly after application, may include the same cycles (only those which met standard) for their CPD annual submission later in that CPD year.

Requirements on re-joining the Register

88. A pharmacist applying to re-join the Register, having voluntarily withdrawn from the Register during a previous CPD year but having failed to submit a CPD portfolio for that year, will be required to make a full CPD portfolio submission within 2 months of re-joining the Register.
89. The portfolio will be subject to assessment by an independent assessor to ensure that it meets standard. Where the portfolio does not meet standard, the pharmacist will be required to re-submit those cycles that do not meet standard within a set timeframe.
90. Pharmacists making such CPD submissions, at or shortly after

application, may include the same cycles² (only those which met standard) for their CPD annual submission later in that CPD year.

91. Pharmacists will be required to meet any other requirements in place at the time of their application.

Confidentiality and Data Protection

92. When using examples from practice to evidence CPD learning, pharmacists must ensure that they maintain patient confidentiality as per the Pharmaceutical Society NI's [Code of conduct ethics and performance](#).
93. The Pharmaceutical Society NI keeps personal files/records on all registrants. All data is handled in confidence and in accordance with [General Data Protection Regulation \(GDPR\) 2018](#). The organisation's Data Protection Policy is available upon request.

Further Guidance

94. The [CPD Resources section](#) of the organisation's website can be used to access links to:
 - Relevant legislation
 - Guidance documents
 - Application forms
 - Recording format for paper submissions
 - Frequently asked questions

This CPD Framework was revised and published on XX June 2024

Pharmaceutical Society NI – Council Paper

Date- June 2024

Title: Communications Report March – June 2024

Type of Paper

- For Information

Action Required by Council

Council is requested to review and comment on the report.

Background

This paper provides Council with an update on the communications activities of the organisation between 6 March 2024 and 14 June 2024. The report provides assurance to Council that our communications activities continue to be effective. This report will also address any issues of concern that have been communicated to the organisation.

General Communications Activity

A Communications Officer, Niall Bakewell was appointed on the 01 March 2024.

The communications activities in the period under consideration are:

1. Mass emails to the registrant body
2. Press releases/posts/newsletters
3. Social media
4. Consultations
5. Other communications projects
6. Complaints against the organisation

1. Mass emails to the registrant body

In the period under consideration 57382 emails have been sent directly to the registrant body. These have included our regulatory newsletter, invitations to participate in preparations for centenary celebrations, a survey about updating our website, our annual EDI survey, advance notice of registration for the CRA, and several emails regarding CPD portal downtime.

A breakdown of these emails to sub-groups is displayed in Table 1 below.

Table 1 Email messages 6 March 2024 to 14 June 2024

Group	Number of messages	Number of emails	Average opening rate	% Range Highest - Lowest
Registrants (2846 subscribed)	23	55,471	55%	67% - 39%
Superintendents (184 Subscribed)	1	184	64%	64%
Foundation Year Trainees 2023-2024 (Sept to October 2022) (124 Subscribed)	3	378	62%	75% - 35%
Active Premises (543 subscribed)	1	543	9.8%	9.8%
Eligible to sit CRA in June 2024 (116 subscribed)	5	584	78%	86%-74%
Covid-19 Temp registrants (221 subscribed) To 01 April 2024	1	221	69%	69%
Totals/Averages	34	57,382	55%	86%-9.8%

2. Press releases / Regulatory Newsletters published on our website

During the period under consideration eight press releases have been issued, covering issues such as the closure of the legacy CPD portal, our response to the PSA report on standards of good regulation report on the Society, CPD announcements, and an advertisement for Council members.

We do not currently have Google Analytics activated on our website due to website stability issues, however this will be resolved when we migrate to a new website later this year.

One Regulatory Newsletter was released in the period being reported. It was released in a new format, using Mailchimp exclusively to both write and share it. 1949 (66.7%) of registrants opened this newsletter.

3. Social Media

LinkedIn

We posted seventeen times in this period on LinkedIn. Nine of these posts related to job opportunities.

Total LinkedIn impressions for this period were 5223, an average of 308 per post. Our engagement rate was 8.87% and our click-through rate was 7.59%.

The Society has 424 followers on LinkedIn an increase during the period of 129.

Facebook

On Facebook we posted ten times. Five of these posts related to job opportunities.

Total Facebook impressions for this period were 1868, an average per post was 208. Click through rate was 3.5%.

Audience on Facebook of 822 followers an increase during the period of five.

4. Consultations

Two Consultations were responded to during the reporting period.

08 March 2024 - Pharmacy Supervision (DHSC)

19 April 2024 - Consultation on the Professional Standards Authority's good practice guidance documents in support of regulatory reform (PSA)

5. Other ongoing communications projects

The Policy and Public Affairs team has been working with the senior management team (SMT) to identify the best quality replacement for the existing Pharmaceutical Society NI website within our current budget. A costed report will be submitted to SMT shortly with the website construction starting once approval is given.

The team has also been leading on planning for the 2025 centenary celebrations and has been liaising with external partners including the BBC and National Museums of Northern Ireland to help in this planning. Amongst the work done on this was a major archiving and cataloguing of artefacts at 73 University Street.

6. Complaints against the organisation

One complaint against the organisation was made in relation to difficulty with registration during the period of the non-availability of the Registrar. This complaint was later withdrawn following explanation of the issue by staff.

Analysis and Conclusion

Google Analytics is currently not activated on our website due to stability issues, and we therefore cannot quantify the currently level of activity on our website. This will be resolved when we migrate to a new website later this year.

A Communication Survey on the current website held between 24 April 2024 to 3 June 2024 received 71 responses, with 50.7% (36) of respondents reporting using the website regularly with 24.5% (34) found using the website easy.

Our social media following continues to increase with 134 new followers and has good usage as reported above.

From the measures available the communication function of the organisation remains effective. Our website is well used and all our communications, particularly those delivered by direct email and social media are engaged with in a positive manner.

From the survey information, access to and use of our register for checking Pharmacist and Pharmacy registration, searching the register remains our highest single area of website activity.

Resource implications

None

For further information

Niall Bakewell
Communications Officer

Pharmaceutical Society NI – Council Paper

Date - June 2024

Title: Proposed Annual Report plan 2023 - 2024

Type of Paper

- For Information

Action Required by Council

Council is requested to review and comment on the proposed timetable.

Background

This paper provides Council with an update on the Proposed Annual Report plan for 2024 to be presented at the AGM in October 2024.

Proposed Annual Report plan 2024

The Pharmacy (Northern Ireland) Order 1976 requires the Council to provide audited accounts and any reports to the Department of Health, in a form and by such date as agreed with the Department.

The process followed with the Department and internally is as follows.

The accounts of the Society close on 31 May each year and following the closure, the accounts are prepared and audited and presented to both Audit and Risk and Finance and Performance Committees before being shared with Council for formal adoption and sign off.

The aim is that the final sign off the accounts, the auditor's report and the report of activities for the year, will be presented to the Council for adoption at the September Council meeting. Following adoption and approval, the Annual Report and Accounts will be forwarded to the Department and the CPO for formal laying in the Assembly. This is done on a mutually agreed date after Council.

Once the Annual Report and Accounts have been laid in the Assembly, the Society publishes these and circulates the report to Registrants and other interested parties in time for presentation at the AGM, on 17 October 2024.

This year's proposed timetable is contained in Appendix 1.

Resource implications

None

For further information

Simon McClenahan
Senior Standards, Policy and Engagement Officer

Proposed Annual Report Plan 2023 - 2024

The Pharmacy (Northern Ireland) Order 1976 requires the Council to provide audited accounts and any reports to the Department of Health, in a form and by such date as agreed with the Department. The provisions are as follows:

Accounts

4C.—*(1) The Council shall be responsible for ensuring that the Society—*

(a) keeps accounts, which shall be in such form as the Department may determine; and

(b) prepares annual accounts in respect of each year, which shall be in such form and shall be prepared by such date as the Department may determine.

(2) Those annual accounts shall be audited by auditors appointed by the Council, but no person may be appointed as an auditor under this paragraph unless that person is eligible for appointment as a statutory auditor under Part 42 of the Companies Act 2006 (statutory auditors).

(3) As soon as is reasonably practicable after those accounts have been prepared, the Council shall—

(a) cause them to be published together with any report on them made by the auditors appointed under paragraph (2); and

(b) send a copy of those annual accounts and of any such report to the Department, and the Department shall lay before the Assembly a copy of those annual accounts and any report on the accounts made by the auditors appointed under paragraph (2).

Process

The process followed with the Department and internally is as follows.

The accounts of the Society close on 31 May each year and following the closure, the accounts are prepared and audited and presented to both Audit and Risk and Finance and Performance committees before being shared with Council for formal adoption and sign off.

The aim is that the final sign off the accounts, the auditor's report and the report of activities for the year, will be presented to the Council for adoption at the September Council meeting. Following adoption and approval, the Annual Report and Accounts will be forwarded to the Department and the CPO for formal laying in the Assembly. This is done on a mutually agreed date after Council.

Once the Annual Report and Accounts have been laid in the Assembly, the Society publishes these and circulates the report to Registrants and other interested parties in time for presentation at the AGM, on 17 October 2024.

It should be noted that the Department has agreed that the report should be laid with the Assembly before the end of October each year, however as we have a requirement to hold an AGM in early October in practice the Annual Report and Accounts are laid in late September or early October.

Content

The Annual Report has followed the same format for several years, taking the strategic objectives agreed by Council and reporting against each for the year under consideration. The relevant agreed objectives are contained in the Corporate Strategy 2017- 2022 as reiterated by Corporate Strategy Addendum 2023-25 with a new Corporate Strategy to be launched in 2025.

As part of this, statistics are reported against our key functions, Registration, Fitness to Practise and CPD. The rest of the report is then given over to reporting against the corporate strategy as amended. The Pharmacy Forum NI also supplies a section on their activities over the year.

In general terms the Corporate Objectives are:

1. Registration Report

Objective 1: To deliver high quality pharmacy regulation that is proportionate and cost effective.

Report by the Interim Registrar Stephen Moohan

2. Corporate Strategy Goals Report

Objective 2: To set pharmacy standards that are evidence-based, output-focused achievable and necessary for patient and public safety.

Report by Simon McClenahan including report on progress on the Code and Knowledge of English.

3. Corporate Strategy Goals report

Objective 3: To conduct fitness to practice processes that are robust, timely and fair.

Report by Stephen Moohan and Joan Duffy

Short, Fitness to Practise (FtP) report covering core FtP objectives and key statistics, with a link to a KPI report with exception reporting in main body explaining any times why a KPI is not met.

FtP Report – presentation/closed by Interim Registrar Stephen Moohan

Scrutiny committee report - referenced - Lorna McFerran (Secretary Scrutiny Committee)

Statutory committee report – Zulema Horner (Secretary Statutory Committee)

4. Objective 4: To ensure that pharmacy education and professional development is fit for purpose.

Report by Stephen Moohan and Sharon Bell

Corporate Strategy Goals report; plus

Foundation Year Training (FYT) Report: update on IETP reform, report on effectiveness of FYT by NICPLD, University accreditation. Stephen Moohan

CPD report: Short report covering core objectives of CPD and key statistics – Sharon Bell

5. Objective 5: To be an accountable organisation with effective governance and operations

Report by Stephen Moohan and Simon McClenahan

Corporate Strategy Goals Report; plus

Council report: short sharp report covering core objectives of Council and key information about Council.

Internal Control Report (Goal 5C) Stephen Moohan

6. Objective 6: To communicate effectively, be accessible and responsive.

Report on Corporate Strategy goals including report on Communications Audit and the 2024 Communications Survey by Simon McClenahan and Niall Bakewell. These reports will be submitted to F&P in July 2023 for comment.

7. Pharmacy Forum Report

Report by Julie Greenfield

General

This year the same format will be followed as previous years; last year's forward was jointly written by the CEO and the President. A infographics summary will also be produced.

As always we would ask that reports and contributions are kept as concise as possible, where possible using tables or diagrams

To achieve sign off at the September Council meeting on 24 September the following timetable below is suggested:

It should be noted that the Department will want to see a near final copy of the Annual Accounts and report, with an opportunity to comment on it, before it is finally approved by Council. It is suggested that the final draft will be sent to the Department with at least a week for them to respond with comments before the report being sent to Finance and Performance Committee.

Proposed Annual Reporting Timetable

Sectional initial Drafts	Amended drafts shared with departmental leads	First consolidated Draft	SMT Meeting	Accounts finalised	Audit and Risk Committee	SMT approval Final Draft	Final draft to be sent to DoH & external auditors	Finance and Performance Committee	SMT Meeting	Council Meeting	Laid NI Assembly	AGM
Friday 05 July 2024	Monday 19 July 2024	Friday 07 Aug 2024	TBC 09 August 2024	TBC	12 Aug 2024 TBC	23 Aug 2024 (if changes)	Monday 26 Aug 2024	3 Sept 2024	9 Sept 2024	24 Sept 2024	TBC	17 Oct 2024

Proposed Structure and outline content.

- 1. Forward - President and Chief Executive
- 2. Who we are - What we do
- 3. Registration report
- 4. Activity reports - Corporate Objective reports (6 subsections)
- 5. Pharmacy Forum Report - Julie Greenfield (End of July)
- 6. Accounts - Joan Duffy