

Agenda

1.0 Welcome & Apologies

Apologies received from:

1. Philip Knox
2. Chanel Jones

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 30th July 2024 as a true and accurate record of events.

 *Final Council Minutes - Public Meeting - 300724.pdf*

Page 1

 *Public Minutes Action List 290724.pdf*

Page 9

6.0 Scrutiny Committee Annual Report

For Approval

Council is requested to review and approve the annual report from the Chair of the Scrutiny Committee and to make any further observations or comments.

 *Briefing Paper - Scrutiny Comm Annual Report.pdf*

Page 10

 *Annual Report Scrutiny Committee 2023 Final for Council.pdf*

Page 12

FOR INFORMATION ONLY

7.0 Update on the assessment process of 23-24 CPD Submissions

For Information

Presented by Emer Hopkins Head of Regulation, Strategy and Education

 *Council Paper - Assessment of Annual Portfolio 23 - 24 Update.pdf*

Page 17

8.0 Communication Updates

For Information

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

 *Council paper on Communications Sept 2024 (003).pdf*

Page 20

9.0 President's Report

For Information

Verbal Report

10.0 CEO's Report

For Information

Verbal report.

11.0 Correspondence Log

For Information

Council is asked to review the content of the following correspondence:

1. Comments from Professor O'Hare on the interview 9-11 September 2024

 *Correspondence Log.pdf*

Page 28

12.0 Any Other Business

For Information

1. Council Communications - decisions

13.0 Date of next Council Public Meeting

For Information

The next Council Public meeting is scheduled for December 2024 at 09:30.



Minutes of the Council Public Meeting
Hybrid

30 July 2024

	Agenda Item - Present	Council Members: Dr Geraldine O'Hare (President) Ms Alison Ragg (AR) Prof Patrick Murphy (PM) Mr Brendan Garland (BG) Mr Philip Knox (PK) Mr Mark McCrudden (MM) Ms Chanel Jones (CJ) Mr Scott Gill (SG) Mr Barry Mimmagh (BM) Ms Colleen Duffy (CD) Mr Gary McMurray Visitors: Mr Michael Ogilby, Registered pharmacist In Attendance: Mr Jonathan Patton (Caretaker CEO, CCEO) Ms Joan Duffy (Director of Business Operations, DBO) Mr Stephen Moohan (Transformation, Governance & Compliance Lead) Ms Charlene Kelly Registrar (Acting) Ms Zulema Horner (Executive Assistant) Mr Simon McClenahan (Senior Policy, Standards and Engagement Officer, SM)	Apologies Mr Christopher Pawluczyk (PSA)



1.0	Welcome & Apologies	The President welcomed Council members to the meeting and also welcomed Michael Ogilby a registrant member as an observer.	
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	Minutes: Council approved and adopted the Minutes of the Public meeting of the 25 June 2024 as a true and accurate record of events.	Proposed by: Alison Ragg Seconded by:

		Key Decision / Action: Council approved and adopted the Minutes of the Public meeting of the 25 June 2024 as a true and accurate record of events.	Mark McCrudden
6.0	Key Actions arising from last meeting	Council discussed planning and communication strategies for the upcoming AGM, with suggestions to make the event more engaging to increase attendance. Action: CCEO to engage with PF to discuss suggestions and ideas for future AGM's Chanel Jones, Registrant Council member agreed to discuss ideas and contribute to these discussions.	

7.0	Removal from the Register for Non-Payment of Retention Fees & Non Compliance with the CPD Framework For Information	A verbal update was presented by the Registrar (Acting). It was reported that 20 registrants have not paid the annual retention fee, with six applying to withdraw, leaving 14 to be removed for non-payment. Additionally, 11 registrants have not complied with CPD requirements, with four applying to withdraw, resulting in seven removals for non-compliance. It was clarified that some individuals may overlap in both categories, often due to retirement or relocation. The overall numbers are consistent with previous years.	
8.0	Update on review of Control Portfolios and follow up Standardisation Meeting/Quality Assurance For Information	An update was provided on the review of the Continuing Professional Development (CPD) process, focusing on quality assurance and future recruitment of assessors. • CPD Review Meeting and Quality Assurance: A meeting was held on July 2nd, led by the CPD coordinator, where assessors reviewed test portfolios independently and resolved differences to ensure balanced assessments. This process will be conducted annually to maintain quality control. • Future Plans for CPD Assessors: Currently, 10% of the 2700 portfolios are being assessed. There are plans to recruit new assessors by March 2025, with training scheduled for April 2025. The recruitment aims to ensure that new assessors are well-prepared without diminishing the value of their training.	



9.0	Communications & Engagement Update For Information	The Communications team discussed the report, which provided an update on the organization's communication activities and engagements from June 15 to July 17. Highlights included high email open rates averaging 65.9%, a well-read newsletter with an 86% open rate among registrants, and a growing social media following, now at 500 on Twitter. A professional web designer has been commissioned to create a new, modern website framework for the organization. The new design features bright visuals and bold statements, with a user-friendly top menu that segments different audiences. The launch is planned for October, following a preview at the September council meeting. Action: Website-EA to email the link to all Council members. Website Launch-Comms team to finalise discussions on when to launch the new PSNI website	
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10.0	Registrar (Acting) For Information	The Registrar (Acting) gave a presentation to Council. The presentation discussed key essentials for a modern and fit-for-purpose healthcare regulator, emphasizing transparency, accountability, proportionality, a modern regulatory framework, and the use of technology. It highlighted the evolution of healthcare regulation in the UK and the need for continuous improvement to ensure public safety and confidence.	
11.0	President Report For Information	The President Report contained the following: • NMC Report update and request for feedback from Council • Launch of the Northern Ireland Partnership with the Centre for Research Equity University of Oxford, 26th June • Monthly Meetings with CPO/PSNI, 28th June • President Meeting with CCEO & Michael Guerin, 4th July • PSA meeting in London, 9th July • Congratulatory letter Prof Jones • Updated Council on September meeting in Altnagelvin no longer feasible • Meeting with the Chief Executive PSI & CORU in Dublin, 5th September • Discussed the planning of the welcome event for new registrants in November 2024 Action: NMC Report Review- assigned to all Council for thoughts and or feedback.	
12.0	CCEO Report	The CCEO presented a written summary of activities in the period since the previous Council meeting.	



13.0	Correspondence Log For Information	None	
14.0	Any Other Business For Information	None	
15.0	Date of next Council Meeting For Information	The next Council Public meeting is scheduled for the 24 th September 2024 in the Society, Belfast.	

Public Council Meeting

Action List

Action	Assigned	Deadline	Status	Notes
1. Removal from the Register for Non-Payment of Retention Fees & Non-Compliance with the CPD Framework	Registrar (Acting)	August	Completed	Council Approved the paper and directed removal.
2. CPD Changes				
a. Update registrants on the ongoing CPD review and progress, and focus groups to facilitate the development of the CPD Framework	SB	December	On Hold	Standing Agenda Item
b. Change the format and presentation of the current framework document	SB	September	Completed	
3. AGM Planning-Brainstorm and decide on a topic or guest speaker for the AGM	Chanel Jones (Lead) All Council Members	September	Completed	How to improve AGM attendance.
4. Website- email the link to all Council members.	EA	August	Completed	
5. Website Launch- finalise discussions on when to launch the new PSNI website	Simon/Niall	September	In Progress	Working is progressing towards the end of October.
6. NMC Report Review-Read the NMC report and prepare feedback for discussion	All Council Members & All Staff	September	Completed	NMC Report previously shared by the President.

Pharmaceutical Society NI - Council Paper

Council – September 2024

Title: Report of Scrutiny Committee for the Year 2023

Type of Paper: For Approval

Author: Nicole Lappin

PURPOSE:

Council is requested to review and approve the annual report from the Chair of the Scrutiny Committee and to make any further observations or comments.

BACKGROUND

Under the “The Council of the Pharmaceutical Society of Northern Ireland (Statutory Committee, Scrutiny Committee and Advisers) Regulations (Northern Ireland) 2012” the Chair of the Scrutiny is charged with making an annual report to Council, detailing specific aspects of the Committee’s work, noting trends and highlighting learnings.

Ms Nicole Lappin, the Chair of the Scrutiny Committee, has provided the eleventh annual report for Council to approve and comment on. The report is attached at Appendix A, for consideration.

Overview

This annual report covers the calendar year of 2023.

During the reporting period, the Scrutiny Committee sat on four occasions, dealing with a total of four cases.

Of the four cases reported, they all met the statutory criteria and were referred to the Statutory Committee.

Attached Papers

Appendix 1: Annual Report of the Scrutiny Committee 2023



ACTION BY COUNCIL

Council is requested review and approve the annual report from the Chair of the Scrutiny Committee, and to make any further observations or comments.

Resource implications

None

For further information

Lorna McFerran

Annual Report of the Scrutiny Committee 2023

1. Introduction

As Chair of the Scrutiny Committee, I have compiled the eleventh Annual Report of the Committee’s work in compliance with Regulation 7(1) of the Council of the Pharmaceutical Society of Northern Ireland (Statutory Committee, Scrutiny Committee and Advisers) Regulations (Northern Ireland) 2012 for the year 01 January 2023 to 31 December 2023.

1.1 The legislation states as follows at Regulation 7(1):

7(1) The Scrutiny Committee has the following additional functions—

- (a) providing an annual report to the Council in respect of each calendar year, by a date specified by the Council, which is to include
 - (i) trends, patterns and learning points observed from cases considered by the Scrutiny Committee,
 - (ii) details of the numbers of fitness to practise and disqualification allegations which were disposed of by the Scrutiny Committee by means of warnings and undertakings during that year, and
 - (iii) the reasons why the allegations referred to in sub-paragraph (ii) were not referred to the Statutory Committee.

1.2 Following the final removal of the pandemic restriction in February 2022 the committee has continued to meet online with the option for the panel Chairs to hold meetings at the Pharmaceutical Society NI premises. I would like to record the Committee’s appreciation of the efforts of Pharmaceutical Society NI staff and the understanding of all those involved in the fitness to practise processes to ensure the continued effectiveness, fairness, and transparency of the Committee’s work during this past year. This is despite a transition period which impacted the Committee’s work which would have been better supported through improved communication at Senior Level. I look forward to this occurring in the 2024 year.

2 Composition of the Scrutiny Committee

The Scrutiny Committee, which sat during 2023, consisted of a publicly recruited panel, trained in fitness to practise proceedings. A panel considering a case comprises a legally qualified Chair, a lay member, and a pharmacist member.

Table 1: Table showing the membership of the Scrutiny Committee in 2023	
Chair and legally qualified member	Ms. Nicole Lappin
Deputy Chair and legally qualified member	Mr. Paddy McDaid

Lay member	Mr. Andrew Popplewell
Lay member	Ms. Jennifer Knape
Pharmacist member	Ms. Rachel Lloyd
Pharmacist member	Mr. Andrew Dawson
Pharmacist member	Ms. Anita Lawther
Pharmacist member	Ms. Patricia Holden

** New Committee member.

3. Assignment of Scrutiny Committee panels in 2023

- 3.1 I assign members to panels on a rota basis unless the member is unavailable or where, for example, a potential conflict of interest exists in a particular case. Members from the Scrutiny Committee reserve list may also be used if a committee member is unavailable under Regulation 11(7) of the 2012 FtP Regulations.

Table 2: Table showing the number of cases assigned to Scrutiny Committee members in 2023.		
	Member	Number of Panels
Chair and legally qualified member	Ms. Nicole Lappin	3
Deputy Chair and legally qualified member	Mr. Paddy McDaid	1
Lay member	Mr. Andrew Popplewell	2
Lay member	Jennifer Knape	2
Pharmacist member	Ms. Rachel Lloyd	1
Pharmacist member	Mr. Andrew Dawson	1
Pharmacist member	Ms. Anita Lawther	1
Pharmacist member	Ms. Patricia Holden	1

4. Background

- 4.1 Following the enactment of new legislation in October 2012, additional powers enable the Fitness to Practise Committees of the Pharmaceutical Society NI to take more proportionate approaches to the management of fitness to practise case outcomes than simply removal from the Register.

The Committees are empowered to:

- give advice;
- issue formal warnings;
- agree undertakings;
- place conditions on the practise of a pharmacist;
- impose suspension;

- issue interim orders; and
- remove Registrants from the Register.

4.2 Fitness to Practise Committees

Under the legislation, two Committees have been established which determine allegations regarding fitness to practise.

4.2.1 Scrutiny Committee (Initial Proceedings)

This Committee considers initial allegations on a paper-based format and it has the power to dismiss a case, give advice, issue warnings and agree undertakings, if appropriate, and refer more serious cases to the Statutory Committee (subject to threshold criteria).

4.2.2 Statutory Committee (Hearings Committee)

This Committee considers allegations at hearings of misconduct of registered pharmacists. Registrants are invited to make representations with legal support should they so wish. The Statutory Committee deals with all categories of alleged impairment referred to it by either the Registrar or the Scrutiny Committee and may utilise the full range of fitness to practise sanctions i.e., give advice, issue formal warnings, agree undertakings, place conditions on the practice of a pharmacist, impose suspension and remove registrants from the Register. It also deals with interim orders, restoration applications and review hearings.

5. The Work of the Scrutiny Committee in 2023

The Committee sat on four occasions during the reporting period, dealing with a total of four cases.

A table outlining the date of the meeting, the Registrar's recommendation in each case and the method of disposal by the Committee is shown below at Table 3 below.

All cases were examined using the published Pharmaceutical Society NI 2020 Threshold Criteria. These criteria guide the Scrutiny Committee as to how to assess which cases meet the criteria for referral to the Statutory Committee. Following the Committee's deliberation, the legally qualified Chair provides a full written determination setting out how these criteria have been applied in each case.

The Scrutiny Committee must not refer any fitness to practise allegation to the Statutory Committee unless it is satisfied that there is a real prospect that the Statutory Committee will make a finding that the registered person's fitness to practise is impaired. In addition, the Scrutiny Committee must not refer any disqualification allegation to the Statutory Committee unless it is satisfied that there is a real prospect that the Statutory Committee will give a direction for disqualification.

The 'real prospect' test applies to both the factual allegations and to the question whether, if found proved, the facts could support a finding of impairment. Where there is doubt as to whether the real prospect test is met, case law indicates that the Scrutiny Committee should err in favour of referral to the Statutory Committee.

The Scrutiny Committee concluded that in all four cases before it, (Registrants A, B, C, D), the threshold for referral to the Statutory Committee was met and these cases are not discussed further in this report.

Further information on these cases is provided in Section 7 of this report which deals with Regulation 7(1)a(iii).

Table 3: Table showing the recommendation of the Registrar compared to the method of disposal by the Scrutiny Committee.			
Registrant	Date of meeting	Registrar's recommendation for disposal	Disposal by the Scrutiny Committee
A	18.01.2023	Referral to Statutory Committee	Referral to Statutory Committee
B	30.01.2023	Warning	Referral to Statutory Committee
C	27.11.2023	Referral to Statutory Committee	Referral to Statutory Committee
D	04.12.2024	Referral to Statutory Committee	Referral to Statutory Committee

6. The statutory purpose of this report

6.1 Regulation 7(1) a(i): "Trends, Patterns and Learning Points".

As required by legislation, the key purpose of this report is to identify "trends, patterns and learning points" and bring these to the attention of the Council of the Society with a view to enabling issues to be identified at as early a stage as possible.

6.1.1 Trends and Patterns

Of the four cases each concerning one registrant, dealt with by the Scrutiny Committee during the reporting period, all met the statutory criteria and were referred to the Statutory Committee.

This year, the cases which have come before the Committee highlight a diverse mix of issues but, given the low numbers of cases again this year, it is impossible to discern any pattern of concern.

7. Conclusion

As Scrutiny Committee Chair, I believe that Committee members have found the work they have been tasked with to be challenging, varied and interesting.

I want to express the Committee's appreciation of the support by Pharmaceutical Society staff to the Committee to enable it to fulfil its role. In particular, I would like to thank Lorna McFerran, the new Scrutiny Committee Secretary, for her assistance from September 2023 and in the preparation of this report. I look forward to continuing to work with her and others as the Committee carries out its role to protect the safety of patients and maintain the reputation of the profession along with confidence in it. I would also like to acknowledge the former Secretary Simon McClenahan who was Secretary of the Scrutiny Committee from 2019 until June 2023 and June Alexander who was the secretary June until September 2023 and wish them good fortune in their new roles. I re-iterate the observation which I made at the beginning of my report, namely transitional periods such as that experienced during 2023 would benefit from improved communication with the Senior Team, and I look forward to that happening in 2024.

I trust that this report will again provide a useful insight into the work of the Scrutiny Committee in the past year and reassurance to the Society that these important issues are being addressed in accordance with the legislation in a satisfactory and proportionate way.

Accordingly, I commend this report to you.

Nicole Lappin
Chair
Scrutiny Committee of the Pharmaceutical Society NI

30 August 2024



Pharmaceutical Society NI – Council Paper

Date 24 September 2024

Title: Update on assessment of 10% selection of portfolios, 2023 – 2024 annual CPD submission (01 June 2023 – 31 May 2024)

Type of Paper: For Information

PURPOSE

The purpose of this paper is to update Council on the assessment of random and targeted portfolios from 2023 – 2024 annual submission. All portfolios submitted late were assessed (targeted), the remainder were randomly selected from return to practice, change in scope of practice and those with no changes from the previous submission period.

BACKGROUND

Council where previously advised two control portfolios were selected at random in early June 2024 and these were the basis of standardisation and moderation activities that were carried out by all assessors. This quality assured the assessment activities currently underway.

Portfolio assessment 2023 – 2024 CPD Submission period

The portfolio selection (277 portfolios) where allocated to our six assessors on a completely random basis – referred to as AP1. Allocation was later than in previous years for the following reasons:

- an extension of 7 days to compensate for portal issues earlier in the CPD year
- a further extension of 7 days to allow for late submissions. Those who had not submitted were contacted and a total of 38 made late submissions during this second extension period (cycles were created but pharmacists failed to hit submit button)
- A further week for the roll out and testing of updated CPD on ROL portal

Summary findings

At time of writing this report (03 September), 107 of the 277 portfolios sampled have not met standard at the initial assessment stage (AP1). This compares to 83 portfolios from 271 sampled in 2022 – 2023 period. The 107 that have not met standard have been moved to verification stage as of 02 September 2024.

Submission Period	Portfolios submitted	Sample size (10%)	Not met standard at first assessment	% not met standard at AP1
2022 - 2023	2708	271	83	30.6
2023 - 2024	2772	277	107	38.6

Next stages

Currently the 107 portfolios are in the verification stage, where a different assessor, selected at random, will assess the portfolio independent of the first initial assessment. This stage of the assessment process is due to complete no later than noon, Monday 16 September. If assessor 1 and assessor 2 are both in agreement that the portfolio does not meet standard, the portfolio marked as not met standard and this is the final result. If the two assessors disagree, the relevant portfolios are moved to arbitration stage and marked by a third assessor, selected at random. The result of the third assessor is binding.

Only when the arbitration process is complete will pharmacists be advised this stage is complete and feedback issued. A system generated email will automatically be sent to all pharmacists that were selected for assessment. It is envisaged that arbitration will be complete and results/feedback issued during the last week of September.

Pharmacists who have not met standard will move to the first remedial stage, referred to as reassessment 1 (R1). They will be contacted by letter and email advising them of their CPD obligations under the CPD Framework 2021, revised 2024.

We aim to identify and implement specific actions to improve guidance and support with the aim of raising the 'assessment passed' figure by 10% in the 2024 – 2025 CPD submission period. Trends have been identified that run through many of the portfolios that do not meet standard. These are forming the basis of a 'How to meet standard in your CPD submission' document which will work through real anonymised example cycles detailing the pharmacist composition and assessor feedback on how each criterion was or was not met.

Communication to the profession will be provided around ensuring the pharmacist takes care with percentage requirements in relation to scope of practice, future or

simulated learning and ensuring they do not record application of leaning as actual learning. Examples of these instances are also currently being compiled.

There will be further outreach to the profession, and we plan to meet with representatives of pharmacy sectors over the coming months. An update will be provided at the next Council meeting.

Action required by Council.

For information and update.

Pharmaceutical Society NI – Council Paper

Date 24 September 2024

Title: Communications and Engagement Report – 18 July to 09 September 2024

Type: For Information

Purpose of paper

This paper provides Council with an update on the communications activities of the organisation between 18 July 2024 and 09 September 2024. The report provides assurance to Council that our communications activities continue to be effective in terms of reach and response.

Council is requested to review and comment on the report.

General Communications Activity

The communications activities in the period under consideration are:

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

1. Mass emails to the registrant body

In the period under consideration, five emails have been sent directly to the registrant body. These have included an update on puberty blockers following on from the temporary ban in Northern Ireland, an announcement of the appointment of Mark McCrudden as the new Vice President of Council, and notification of removals from the register for non-compliance with CPD (Continuing Professional Development) obligations.

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

Table 1 Email messages 18 July 2024 to 14 September 2024

Group	Number of messages	Number of emails	Average opening rate	% Range Highest - Lowest
Registrants (2916 subscribed)	4	11596	69.4%	61.2-84%
Superintendents	1	184	80.4%	80.4%
Totals/Averages	5	11780	71.58%	61.2-84%

2. Press releases / Regulatory Newsletters published on our website

2.1 Newsletter

There were no regulatory newsletters published on the website in the reporting period. The next Newsletter is due in due in 2024.

The establishment of a regular news section in the newsletter and website on the Society's activities is being developed to boost engagement.

2.2 Website

We published six articles on our website, listed below in Table 2.

Table 2: Website New Stories 18 July 2024 to 14 September 2024

Date	Article
30 July 2024	Congratulations to the successful Northern Ireland June 2024 Common Registration Assessment candidates
6 August 2024	Statement on the recent violent public disorder
9 August 2024	Temporary Office Closure – Friday 9 August 2024
14 August 2024	Pharmacists removed from the Register for non-compliance with CPD
27 August 2024	Mark McCrudden Appointed Vice President of the Council
30 August 2024	Gender services for children and young people: UPDATED 30 AUG 2024 – Temporary ban on the prescribing and sale of puberty suppressing hormones now applies to Northern Ireland

3. Press Enquiries

We received 5 media enquiries in the reporting period. Please see Table 3 for a full listing of these.

Date	Journalist and publication	Nature of enquiry	Response
19 July 2024	Katie Bowie, Chemist & Druggist	Rumours of a problem with lack of Registrar and Examiner that may affect registration, said to originate from a concerned FYT.	We stated that a Registrar was in place, that we did not act in the capacity of Examiner, and that no record existed of a concerned student or pharmacist regarding the concerns stated in the media enquiry.
22 July 2024	James McNaney, Belfast Telegraph	Query on how the IT outage in July affected the Society.	We stated that we did not use the affected software and had experienced no impact.
25 July 2024	Katie Bowie, Chemist & Druggist	Follow-up questions to 19 July enquiry regarding examiner role (and whether this was discussed at Council in June -as she had been informed by an anonymous source) as well as questions around our current staffing levels.	The journalist was referred to a response we had issued to her in May.
15 August 2024	Katie Bowie, Chemist & Druggist	Enquiry into why pharmacists were removed from Register for CPD non-compliance.	Response made and published.
19 August 2024	Katie Bowie, Chemist & Druggist	Question about the expansion of pharmacy first style services in the Republic of Ireland, and whether Northern Ireland's Pharmacy First programme would be extended.	Journalist informed that the last expansion of Pharmacy First in Northern Ireland was in May 2024, and had no information about an imminent further expansion.

4. Social Media

LinkedIn

We posted six times in this period on LinkedIn. One of these posts related to a job opportunity.

Total LinkedIn impressions for this period were 2869, an average of 478 per post. Our engagement rate was 8% and our click-through rate was 6%.

The Society has 550 followers on LinkedIn, an increase during the reporting period of 84 people.

Facebook

On Facebook we posted seven times. One of these posts related to job opportunities.

Total Facebook impressions for this period were 2693, an average per post of 384. Click through rate was 0.6%.

Our audience on Facebook of 907 followers includes an increase during the reporting period of seven people.

Following on from results of our website survey in the spring of 2024 in which the platform was the most widely used by respondents, we are considering launching an Instagram account in December of this year, which will be used at first to promote the centenary but then developed into a general communication channel for the Society.

5. Consultations

A response to the DoHNI, Safe and Effective Staffing Legislation in Northern Ireland Consultation is due by 16 October 2024.

We have not launched any consultations during the reporting period.

6. Other ongoing communications projects

6.1 Website

A cross-departmental team of staff was convened in August to design the sitemap for the new website.

They based the basic structure on the audience segmentation that GPhC (General Pharmaceutical Council) has used for its new website.

Once the basic headings were agreed, the team then participated in a workshop to complete the sitemap.

This sitemap was then sent to the web designers, who have produced an initial draft of the new website, a confidential link to which will be separately emailed to all Council members in advance of the 25 September meeting.

Council members are asked to take some time to explore the current draft, and to offer their feedback.

The working assumption is that the final version of the website will be ready to go live by mid-October.

However, there is a need for Fortesium to then redesign the [Search the Register \(psni.org.uk\)](https://psni.org.uk) site to mimic the look of the new website. Currently the preference is for the new website only to be launched once the Search the Register site is redesigned.

6.2 Centenary

We await confirmation of our booking of the Great Hall at Belfast City Hall for the black-tie ball on 22 November 2025.

The project to host a welcome ceremony for newly qualified pharmacists is progressing, and the plan is to include a fireside chat between current President, Dr Geraldine O'Hare and past President, Tom Eakin – who was President during the 50th anniversary year in 1975. This fireside chat will be recorded for posterity and used in other projects.

Pharmacy Forum NI Policy and Communications Officer, Bradley Mallon, has been developing a storytelling project with Ulster University's Head of Journalism, Dr Colm Murphy, and the university's Head of the School of Pharmacy, Professor Paul McCarron. This project will involve recording audio footage of pharmacists who worked in frontline care during the Troubles. This project will then be turned into a book and possibly later, an animated film.

Pharmaceutical Society NI Communications Officer has been liaising with National Museums Northern Ireland regarding potential partnerships. Although the museums cannot offer physical exhibition space in any of their premises, they are keen to explore offering special pages on their website to celebrate the centenary. The Head of the School of Museums Studies at Ulster University, Dr Elizabeth Crooks, has also been contacted and the intention is to embed two placement students from the post-graduate course at Society House for a term during the second semester of the 2024/25 academic year, with a view to curating a micro-museum/permanent display at 73 University Street, using the artefacts, photographs and historical documents located in the building. Dr Crooks intends to bring her students in to visit the Society during the first semester.

The Communications Officer has also been in touch with the Public Records Office of Northern Ireland, with a view to comparing our separate archives, and to discuss organising an exhibition at their headquarters during the centenary year.

Professor Roisin O'Hare has expressed an interest in organising an International Women's Day event on 8 March 2025 that would promote female leadership in pharmacy, but with an emphasis on the progress made in this area over the last century. The arrangements for this event are being confirmed.

Brian Delaney of the Ulster Museum will soon visit to discuss a project involving hanging the portraits of past Presidents in the Back Hall.

Engagement

We continue to make improvements to the recording of all engagement and all organisational events across the functions of the organisation in the Corporate Calendar which can be accessed by all personnel.

The following engagements were noted during the reporting period for the Policy and Public Affairs team (the CEO and President will report separately on their engagements):

Date	Event / Meeting	Subject/outcome
30 July 2024	Rebecca Lavery and Fiona Byrne of National Museums of Northern Ireland – Communications Officer	Discussion of how to develop legacy projects for centenary celebrations.
28 August 2024	NI Joint Regulator Forum – Senior Policy, Standards and Engagement Officer & Head of Regulatory Strategy and Education	The Forum was attended by the CEO and the Senior Policy Officer and discussed arrangements for the upcoming MLA engagement in November.
5 September 2024	PSA (Professional Standards Authority) stakeholder event - Head of Regulatory Strategy and Education & Transformation, Governance and Compliance Lead	About their plans to revise their standards for potential implementation in 2026
9-11 September 2024	HSC (Health & Social Care) Interviews of 4 th Year MPharm students for Foundation Year Training hospital placements.	These were hosted in Society House as part of an overall initiative to open our premises to

		pharmacists and trainees. A rolling video presentation on the Society was shown in the waiting area for the interviews.
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Analysis and Conclusions

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.

Our social media following continues to increase with 91 new followers and has good usage as reported above.

With increasing capacity, we are reviewing our engagement measures to increase direct engagement with stakeholders, including the development of a section in the newsletter and website outlining what activities we are undertaking and upcoming events.

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.

Complaints against the organisation

None

Documents attached

None

Action required by Council

Council is requested to review and comment on the report. They will be separately asked to look through the draft website and provide their feedback.

Resource implications

£10,000 budget allocated for Centenary events (including potential costs to engage Enterprise Year University students in creative projects to mark the centenary).

£1,800 (plus VAT) to pay for website redesign and migration.

£180 per annum (plus VAT) for ongoing subscription to WordPress for website hosting.
Potential £1,800 per annum (plus VAT) for annual contract to maintain security and other updates, and six hours of design work a year.

For further information

Simon McClenahan
Senior Policy Officer

To colleagues

As you know the HSC has used our premises for a series of interviews for FYT placements between 9-11 September 2024. Following contact with Professor O'Hare to check if they had been happy with the arrangements, she made the following comments.

"Thank you so much for letting us use your fantastic venue for 3 whole days (actually more as we had it set up earlier!) and for absorbing so much disruption to your usual working lives!"

"Your whole staff embraced us, and made us (and all of the students and guests) so welcome in your environment- we really appreciate all of the effort that you put in to help us make the event a success."

"We are looking forward to working with you all again soon! "

Thank you again.

Simon McClenahan

Senior Policy, Standards and Engagement Officer

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