



## What is Practice Review?

### Introduction

Each year the Pharmaceutical Society of Ireland (PSI) randomly selects a sample of pharmacists for inclusion in Practice Review, as set out under Pharmaceutical Society of Ireland (Continuing Professional Development) Rules 2015 (S.I. No. 553/2015) (CPD Rules 2015).

The Irish Institute of Pharmacy (IIOP) is responsible for the implementation of Practice Review, which is modelled on that which has been in operation in the Ontario College of Pharmacists, Canada, for over twenty years.

Practice Review ascertains if pharmacists practising in patient-facing roles demonstrate an appropriate level of competence when dealing with a set of standardised situations. The standards are set by a group of peer pharmacists and the process is intended to be educational and supportive.

The process demonstrates the profession's commitment to quality assurance of pharmacy practice and provides the opportunity for pharmacists to reflect on their clinical practice within a framework.

### What does Practice Review involve?

The CPD Rules 2015 sets out the requirement for Practice Review under four competencies:

1. Clinical Knowledge
2. The ability to gather and interpret appropriately information from and about patients (referred to throughout the process as Gathering Information)
3. Patient Management and Education
4. Communication (including Counselling) Skills

It is important that pharmacists have ample opportunity to demonstrate their competence in each competency during Practice Review. Therefore the process involves two different components.

## Who must undertake Practice Review?

A sample of pharmacists practising in patient-facing roles will be selected at random by the PSI. This refers to anyone *“carrying out the role of a pharmacist in the delivery, or the oversight of the delivery, of care and services to members of the public, including patients, whether in a retail pharmacy business or in the pharmacy department of a hospital, or any other relevant location, including on a casual or occasional basis, and includes the role carried out by a superintendent pharmacist, a supervising pharmacist and any other registered pharmacist engaged or employed in a retail pharmacy business or in the pharmacy department of a hospital.”* (S.I. No. 553/2015)

Once the selection process is complete, the PSI will inform the IOP of the selected pharmacists. The IOP will then progress with review of this group. All matters and queries relating to selection or eligibility are managed by the PSI.

## Who decides what is in scope for Practice Review?

The CPD Rules 2015 states that the standards applied in Practice Review will be *“established in consultation with peer pharmacists practising in patient-facing roles”*. The IOP proactively seeks the guidance of the profession in all of its activities and is committed to continuing this peer-led approach in Practice Review. In May 2016, all registered pharmacists were invited to express interest to participate in the Practice Review Pilot. All those who expressed interest were invited to work with the IOP to determine the standards that they would expect any pharmacist practising in a patient-facing role to be able to demonstrate.

Groups of peer pharmacists practising in patient-facing roles develop questions and scenarios for use in both the Clinical Knowledge Review (CKR) and Standardised Pharmacy Interactions (SPIs) components of Practice Review.

## What does Practice Review mean for me?

If you are randomly selected for inclusion in Practice Review by the PSI, they will inform you of this, indicating the date on which you are required to present for Practice Review. The PSI will provide the IOP with a list of pharmacists that are selected for Practice Review, including the date on which these pharmacists are required to present. The IOP will subsequently contact you to provide you with information about the process, logistical arrangements and support materials which will help you prepare for the event.

Approximately six to eight weeks after undertaking Practice Review, you will receive an email informing you of your outcome and providing feedback about your performance in each of the competencies compared to the overall performance of the group with whom you undertook Practice Review.

## **What are the potential outcomes from Practice Review?**

You will be informed of your outcome in each of the four competencies which are considered during Practice Review.

You will be able to see how you performed in each of the four competencies in comparison to the average results for all pharmacists who have undertaken the same Practice Review, thus allowing you to identify areas of strength and potential areas for further development.

In some cases you may find that your performance in one or more of the competencies may not have been as you would have expected and the outcome may show that competence has not been demonstrated in one or more defined competencies during Practice Review. If this is the case the IOP will provide support in line with the educational and supportive ethos of Practice Review. Depending on your outcome, you may be directed towards specific remediation activities and/or required undertake another full or partial Practice Review. In cases where a pharmacist has been assigned an outcome of competence not demonstrated or does not participate in Practice Review the Executive Director of the IOP shall be obliged to refer the pharmacist to the PSI. This will be done following communication with the pharmacist.