



# IIOP

INSTITIÚID CÓGAISÍOCHTA NA hÉIREANN  
**IRISH INSTITUTE OF PHARMACY**

ANNUAL REPORT 2017







## FOREWORD



Dear Colleagues

It is my pleasure to present our fourth Annual Report. Over the past four years, the IOP has evolved from the concept described in the PSI's International Report of CPD models (2010), to become an established organisation that has successfully led and embedded a significant programme of change within the Irish pharmacy profession. Now that the establishment of the CPD system is nearing completion, it is timely to reflect on what has been achieved under the first strategic plan "Supporting the Pharmacy Journey 2015-2018". In this 2017 Annual Report we reflect on the IOP's strategic ambitions and associated goals, as articulated in that strategic plan, and report on the work that has been undertaken in the past year in service of those goals and ambitions.

The two most significant developments of 2017 were, firstly, increasing the capacity of the ePortfolio review process (to achieve annual rates that enable review of all eligible ePortfolios over a five-year period) and, secondly, establishing the new Practice Review process. These developments mark the completion of the new CPD infrastructure for Irish pharmacy, building upon the statutorily required structures that were developed in the preceding years. The infrastructure now includes the Institute itself, the IOP website, the online ePortfolio, peer-led networks, ePortfolio Review, Practice Review and an accreditation system for training programmes. These structures work in synergy to provide a robust system of quality assurance for pharmacist competence, continuing education resources and pharmacist engagement in CPD, all of which contribute to the ultimate ambition of enhanced patient care.

The new CPD system for pharmacists is an innovative one. The IOP team needed to be creative and dynamic, whilst also being meticulously quality-focused, in order to bring this innovative concept to fruition within a robust statutory framework. This couldn't have been achieved without considerable support. We have benefited greatly from the input of a wide range of stakeholders in the course of our work, including colleagues in RCSI, the PSI, the Department of Health, the Health Service Executive, the schools of pharmacy, the representative bodies, international pharmacy organisations, Irish healthcare professions and most particularly from throughout the pharmacy profession. The proactive engagement and involvement of pharmacists in the evolution of the new system has been integral to its success and led to a 95% engagement rate in ePortfolio review in 2017. I am confident that these rates will be maintained as the system evolves, demonstrating the profession's commitment to the IOP's work.

Finally, I am indebted to the IOP team for their unwavering commitment to establishing the Irish Institute of Pharmacy and the new CPD system. It is my hope, and theirs, that our work will lead to benefits for patients, pharmacists and our health service.

Dr. Catriona Bradley  
Executive Director  
Irish Institute of Pharmacy

## A MESSAGE FROM RCSI



As we review another year, it is clear that an impressive amount of work has been done by the IIOP in establishing a new CPD landscape for the pharmacy profession in a relatively short space of time. On behalf of RCSI, I am pleased to take this opportunity to acknowledge these ongoing achievements.

It is a testament to the IIOP's work that the statutory process of ePortfolio Review, which took place for the first time in 2017, achieved an engagement rate of 95%. This is a rate to be envied by other professions and there is much we can learn from the IIOP's approach. The collaboration between RCSI (Royal College of Surgeons in Ireland) and the Pharmaceutical Society of Ireland (PSI; the pharmacy regulator) has resulted in a system which simultaneously and successfully meets the needs of both pharmacists and the Regulator. Together, we have created an entity that enables pharmacists to engage in meaningful and relevant CPD whilst simultaneously providing the regulator with a robust system of quality assurance in relation to CPD and pharmacist competence.

RCSI is proud of the role it plays in supporting the pharmacy profession in Ireland, through its School of Pharmacy and through hosting the Affiliation of Pharmacy Practice Experiential Learning (APPEL), as well as providing a home for the IIOP. Our mission is to Educate, Nurture and Discover for the benefit of human health and therefore it makes sense that we support

the journey of pharmacists from the first day of college, right through to the last day of practice. By drawing on our experience of managing professional competence schemes for a range of healthcare professions, we have been able to provide the right environment and guidance to support the establishment of the IIOP. RCSI's values of Respect, Collaboration, Scholarship and Innovation are apparent in how the IIOP has approached its work. Indeed these values have, in turn, become the hallmarks of the IIOP and, I believe, play an important role in its success. The project provides a powerful example of what can be done when stakeholders work together.

I would like to compliment those who have contributed to the various aspects of the IIOP's work in the past four years. In particular, I would like to thank the IIOP Steering Group who have kept the IIOP accountable to the commitments made in its Strategy Document; the staff of RCSI and the PSI, who have supported the ongoing development of this new initiative; and the IIOP team, who have turned an innovative concept into a successful reality. I look forward to continuing our work together to support the journey of pharmacy in Ireland.

Prof. Cathal Kelly,  
Chief Executive/Registrar

## CONTENTS

ABOUT THE IRISH INSTITUTE OF PHARMACY	6
OUR VISION, MISSION AND VALUES	7
ePORTFOLIO REVIEW 2016/17 RESULTS	8
IIOP 2017: SUPPORTING THE PHARMACY JOURNEY	9
PATHS TO OUR VISION: THE COMPETENCE PATH	10
PATHS TO OUR VISION: THE LEADERSHIP PATH	14
PATHS TO OUR VISION: THE RESEARCH PATH	17
IIOP PRESENTATIONS	18
LOOKING AHEAD	19
WORKING FOR THE PROFESSION - THE IIOP STAFF AND PEER SUPPORT PHARMACISTS	20
IIOP GOVERNANCE AND 2017 STEERING GROUP	21

## ABOUT THE IRISH INSTITUTE OF PHARMACY

The Irish Institute of Pharmacy was established by the PSI in August 2013 in response to the recommendations of two reports which were commissioned by the PSI – the Interim Report of the Pharmacy Ireland 2020 Working Group (2008)<sup>1</sup> and the Review of International CPD Models (2010)<sup>2</sup>.

It was intended that the IIOP would have two core leadership roles:

- » the development of a CPD system for pharmacists in Ireland and ensuring its effective ongoing operation; and
- » the development of the practice of pharmacy in line with international best practice and evolving healthcare needs.

Following a national procurement process, the Royal College of Surgeons in Ireland was appointed as the managing body of the IIOP in August 2013, under a four-year contract. The financial and governance arrangements for the IIOP are managed under a contractual agreement between the PSI and RCSI.

The primary focus of the IIOP during its early years had been the development and management of the new CPD system. The legislation provides for a CPD framework

which is a portfolio-based, self-reflective model that allows pharmacists to employ a wide range of learning methods to meet their individual learning needs, ranging from informal “on-the-job” learning to formally accredited educational programmes. Pharmacists are required to become competent in the process of reflective practice in order to meet the requirements of the new CPD model, which includes self-identification of learning needs, personal development planning and documentation of learning outcomes.

A significant milestone in the IIOP’s journey was the publication of its first strategic plan for the period 2015-2018 “Supporting the Pharmacy Journey”. This document clearly articulated the IIOP’s Vision, Mission and Values, and guides all aspects of the IIOP’s work. Now, as we progress through 2018, and approach the end of the current contractual arrangement between RCSI and the PSI, it is timely to assess how the strategic objectives have been implemented. This Annual Report has been developed against the backdrop of the IIOP’s strategy and so the commitments which were articulated in the Strategy provide the framework for this document.

<sup>1</sup> Interim Report of the Pharmacy Ireland 2020 Working Group, The Pharmaceutical Society of Ireland, Advancing Clinical Pharmacy Practice to Deliver Better Patient Care and Added Value Service, April 2008.

<sup>2</sup> The Pharmaceutical Society of Ireland, Review of International CPD Models. June 2010.

## VISION, MISSION AND VALUES

It is important that we review our work regularly to check that it remains aligned with our strategic direction and is underpinned by our stated values. Here we consider our performance in 2017 in the context of the IOP's strategy, as outlined in "Supporting the Pharmacy Journey; The Irish Institute of Pharmacy Strategy 2015-2018".

### OUR VISION IS FOR PHARMACISTS, INDIVIDUALLY AND COLLECTIVELY, TO REALISE THEIR POTENTIAL IN CREATING A HEALTHY IRELAND

In 2017, the IOP worked towards the attainment of this vision by providing access to online and face-to-face learning opportunities to support initiatives aligned with the Healthy Ireland strategy. It also facilitated enhanced reflective practice and self-development amongst pharmacists.

### OUR MISSION IS TO PROMOTE EXCELLENCE IN THE AREAS OF PATIENT CARE, PROFESSIONAL STANDARDS, EDUCATION AND RESEARCH IN PHARMACY

In 2017, the IOP conducted the inaugural ePortfolio Review process. The high levels of engagement with, and performance in, this process provide evidence of commitment to CPD across the profession. The IOP also developed and piloted the Practice Review process during 2017. Feedback from participants was overwhelmingly positive, with the majority reporting that it had enhanced their practice of pharmacy. These quality assurance systems play a crucial role in promoting excellence in the areas of patient care and professional standards. Excellent standards of education have been promoted through the implementation of accreditation of continuing education programmes.

### WE WILL BE A SUPPORTIVE AND ENABLING ORGANISATION, CREATING SYNERGIES WITHIN THE PROFESSION

The IOP continued its work in 2017 to create a supportive and enabling environment through all its engagements with the profession, including information events, national roadshows, the IOP helpdesk, the newsletter and all communications. Synergies were created through working with the peer support network, other pharmacy organisations and a range of other stakeholders to support pharmacists in confidently fulfilling their CPD requirements. The co-hosting of "The Journey to Team Based Healthcare" and the production of a podcast featuring existing inter-professional collaborations, demonstrated the importance of collaboration and leveraging synergies to achieve excellence in patient care.

### WE WORK ON BEHALF OF PATIENTS, PHARMACISTS, THE REGULATORY SYSTEM AND THE HEALTHCARE SYSTEM





In 2017, the IOP completed the first ePortfolio Review with 95% of selected pharmacists engaging with the process. This provides reassurance to patients, pharmacists, the regulatory system and the healthcare system about pharmacists' engagement in a systematic, self-directed, needs-based, outcomes-focussed process of continual learning and development. The development and piloting of the Practice Review process provides a means of assuring pharmacist competence in key areas of practice and patient care. All of our work provides the regulator, the PSI, with tangible measures of pharmacist engagement and competence. Our continuing work in providing accredited training to support the delivery of new pharmacy services, in accordance with relevant statutory requirements, provides robust assurance relating to pharmacist competence in relating to these services.

## ePORTFOLIO REVIEW 2016/17 RESULTS

### 256 Participants



(91%)  
Met Standard at  
Final Outcome

- 
- 95%  Engaged in Process
  - 91%  Met Standard at Final Outcome
  - 4%  Did not meet the standard
  - 5%  Did not engage



## IIOP IN 2017



### ASSURING QUALITY

15

ePORTFOLIO REVIEW  
WEBINARS DELIVERED

89

PHARMACISTS  
VOLUNTEERED  
FOR DEVELOPMENT  
AND PILOTING OF  
PRACTICE REVIEW

130

PHARMACISTS PARTICIPATED  
IN DEVELOPMENT AND  
PILOTING OF ePORTFOLIO  
REVIEW

1276

PHARMACISTS SELECTED  
TO PARTICIPATE IN 2017/18  
ePORTFOLIO REVIEW PROCESS



### BUILDING SUPPORTS

18

MEMBERS OF THE IIOP  
STEERING GROUP

22

MEMBERS OF THE PEER  
SUPPORT PHARMACIST  
NETWORK

127

ATTENDEES AT ALL  
IRELAND PHARMACY  
CONFERENCE



### DELIVERING TRAINING

16

ONLINE TRAINING  
COURSES

29

FACE-TO-FACE  
TRAINING COURSES  
DELIVERED

1094

PHARMACISTS CERTIFIED  
THROUGH SEASONAL  
INFLUENZA MODULE

6036

UNIQUE ENROLLMENTS  
ACROSS ALL IIOP ONLINE  
COURSES IN 2016



### ENGAGING WITH PHARMACISTS

6

IT WORKSHOPS  
DELIVERED

43

INTRODUCTION WEBINAR,  
PEER SUPPORT AND  
ROADSHOW INFORMATION  
EVENTS DELIVERED

1173

PHARMACISTS ATTENDED  
IIOP INFORMATION EVENTS  
OR WEBINARS

## PATHS TO OUR VISION: THE COMPETENCE PATH

“The IOP will establish and manage a CPD system which enables individuals to meet the needs of patients and the healthcare system and also provides quality assurance. Pharmacists should experience the value of engaging in this system, for their individual practice and for the profession’s development.”

Supporting the Pharmacy Journey, The Irish Institute of Pharmacy Strategy 2015-2018

### COMPETENCE

Goal	Action	Timescale
Establish a CPD system for pharmacists	Establish the infrastructure required for a new CPD system, including Peer Support Network, Virtual Learning Environment and ePortfolio	Achieved
Support and promote a culture of CPD	Encourage peer support, engage with the profession, support the use of ePortfolio	Achieved
	Deliver information events	Achieved
	Establish communities of practice	Achieved
	Procure, accredit and deliver training courses as agreed in the annual work-plan	Achieved
Establish Quality Assurance processes	Develop training accreditation systems	Achieved
	Establish peer review processes	Achieved
	Pilot ePortfolio review process	Achieved
	Conduct ePortfolio reviews	Achieved
	Pilot Practice Review	Achieved
	Conduct Practice Reviews	Achieved
	Develop “Supporting practice” initiatives	Achieved

Figure 1: Extract from IOP Strategic Plan, outlining goals relating to competence development updated to reflect achievements since strategy launch in 2015

### ESTABLISH A CPD SYSTEM FOR PHARMACISTS

Over the past four years the focus of the IIOp has been directed towards the establishment and refinement of the infrastructure required to manage the new continuing professional development (CPD) system for pharmacy in Ireland. Since the IIOp's initial establishment in 2013, new elements of the CPD system have been introduced annually, resulting in a phased approach of implementation which has facilitated the profession in adapting to new requirements and ways of engaging with CPD.

In 2014, the IIOp was launched as an organisation focused on supporting and enabling pharmacists as they engage in CPD. In 2015, the IIOp ePortfolio was launched providing the pharmacy profession with a secure, online resource to plan and record their CPD. In 2016, the process of ePortfolio Review commenced, enabling pharmacists to meet new statutory requirements and demonstrate engagement with a new approach to professional development. In 2017, the IIOp completed the implementation of the new CPD system with the commencement of Practice Review, another statutory process, providing quality assurance regarding the competence of pharmacists in patient facing roles.

In 2017, the IIOp focussed on enhancing the capacity of the CPD system infrastructure to handle the volumes of reviews required. Over 1,200 pharmacists were invited to submit evidence of their CPD and over 70 pharmacists were invited to undertake a Practice Review.

### SUPPORT AND PROMOTE A CULTURE OF CPD AND ENGAGE WITH THE PROFESSION

The IIOp continued to support and promote a culture of CPD in the profession in 2017. Engagement events were delivered to expand the understanding of CPD and to provide appropriate support, where required. A range of quality assured training courses continued to be delivered through the IIOp virtual learning environment.

Once again the IIOp met colleagues from across the profession at their exhibitions at the annual conferences of the Irish Pharmacy Union (IPU), Hospital Pharmacy Association of Ireland (HPAI) and Pharmacists in Industry, Education and Research (PIER).



IIOp Practice Review Pilot Held in RCSI in April 2017

### ENCOURAGING PEER SUPPORT

The Peer Support network was, once again, the backbone of the IIOp's engagement activities in 2017. The annual Peer Support Pharmacist training event provided the opportunity to reflect on how the role of Peer Support Pharmacists has evolved to respond to changing needs of the profession over the past four years. As part of the education programme at this training event, the importance of mind-set and attitude were discussed, with particular focus on how these can affect our perception of change. A presentation from our keynote speaker, Declan Coyle, was recorded and made available to all pharmacists on the IIOp website.

The IIOp also used the opportunity of the March event to facilitate qualitative research to understand the perspective of Peer Support Pharmacists in relation to their involvement in the IIOp to date. The findings from this research indicated that the Peer Support network was successful as both a mechanism of supporting pharmacists through the implementation of the new CPD system, and as a platform from which pharmacists could become involved in the evolution of their profession. This research was presented, alongside other IIOp research posters, at the 77th FIP World Congress of Pharmacy and Pharmaceutical Sciences 2017 in Seoul, South Korea, and at the 7th All Ireland Pharmacy Conference in Dundalk, Co. Louth. In September 2017, the Peer Support Pharmacists reconvened for a workshop specifically focused on the ePortfolio Review process.

In addition to the Peer Support Pharmacist Network, the IIOp also promoted a culture of peer support in the profession more generally by providing support to pharmacists who were organising local information

## PATHS TO OUR VISION: THE COMPETENCE PATH

events in their areas. The peer pharmacists who had been involved in the pilot Practice Review joined us at our Practice Review Roadshows to share their experiences. In every IOP newsletter, pharmacists from all walks of the profession shared insights from their ePortfolio, and the IOP team provided individualised guidance to the hundreds of pharmacists who contacted us through the helpdesk or called into the office.

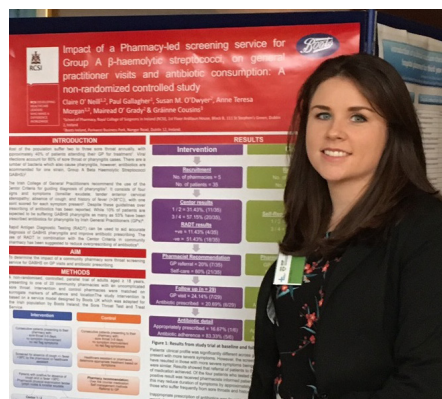
### DELIVERING INFORMATION EVENTS

In 2017, the IOP delivered four distinct categories of event to address particular needs within the profession.

To support newly registered pharmacists in understanding their CPD obligations, the IOP initiated monthly introduction webinars. These events are specifically designed to address the needs of pharmacists who are new to the PSI register, but also prove popular among registered pharmacists who may have missed previous engagement events.

Throughout autumn 2017, the IOP ran IT workshops for pharmacists who sought additional support in using the online system. To ensure that these workshops were targeted where they were most needed, we appealed to the profession to guide us in organising them. One such event took place in Boyle, Co Roscommon, in November 2017, following contact from a community pharmacist suggesting we organise an event in a local learning centre. The IOP booked the venue and provided two peer-support pharmacists to facilitate this event. The pharmacist who made the request used his network to spread the word and brought 15 colleagues together for the workshop. Feedback from the event indicated that attendees left feeling much more confident about CPD and using the ePortfolio. The IOP will continue this practice in 2018 and we hope to see more pharmacists stepping up to bring an event to their locality.

In October 2017, over 1,200 pharmacists were notified of their inclusion in ePortfolio Review 2017/2018. With most pharmacists now familiar with using the ePortfolio, the focus of the IOP's information events was to provide guidance on the ePortfolio Review process. Throughout autumn and winter 2017, the IOP Peer Support Pharmacists facilitated 18 ePortfolio Review webinar events and 9 ePortfolio Review and CPD Information events. These events were aimed primarily at pharmacists who had been called to participate in the 2017/2018 ePortfolio Review, though many events were also attended by pharmacists who had not been called but were simply curious about the process and what it entailed.



All Ireland Pharmacy Conference Best Poster Prize Winner:  
Ms Claire O'Neill

In September and October 2017, the IOP introduced the Practice Review process to the profession through a nationwide roadshow. A particularly popular aspect of the roadshow was the panel discussion, which included pharmacists who had been involved in the Practice Review pilot. These pharmacists answered questions about the new process and gave first-hand accounts of what to expect. Open and frank discussion has become a hallmark of the IOP, and this was the nature of the roadshow events, with the majority of pharmacists providing post-event feedback that it was a very effective way of addressing their information needs.

### PROVIDING TRAINING PROGRAMMES

The provision of quality assured accredited training programmes for pharmacists forms an important part of the IOP competence path. In 2017, the IOP delivered a range of 15 online training programmes.

The modular training approach adopted for training programmes covered under S.I. No. 449/2015 the Medicinal Products (Prescription and Control of Supply) (Amendment) (No. 2) Regulations legislation once again allowed pharmacists to quickly and conveniently identify the appropriate training required to attain certification to deliver a range of vaccination services to their patients.

Throughout 2017, the IOP continued to offer a range of face-to-face training programmes with topics ranging from personal development and leadership skills to patient care in specific clinical areas. In autumn 2017, the Supporting Mental Health in Pharmacy Practice workshop was delivered as a webinar for the first time, providing pharmacists who had completed the online training programme with a convenient way to access the practical learning element of this blended learning initiative.



### ESTABLISH QUALITY ASSURANCE PROCESSES

The IOP has responsibility for a range of quality assurance processes, including training programme accreditation, ePortfolio Review and Practice Review.

### ACCREDITATION

The accreditation processes of the IOP were established in 2014 and have been used since then to ensure adherence of training programmes to the accreditation standards and requirements of the Pharmaceutical Society of Ireland. The legislation states that such accreditation is valid for a maximum of a three-year period. New processes were established during 2017 to facilitate continued accreditation of training programmes that had previously been accredited, introducing efficiencies in the accreditation process whilst maintaining quality assurance.

### ePORTFOLIO REVIEW

In January 2017, the IOP ePortfolio Review submission window opened for the first time. The 256 pharmacists who had been selected for review during 2016 had a three-week window in which to submit an extract of their ePortfolio cycles. All submitted cycles were assessed against a set of automated standards, with a ready reckoner enabling pharmacists to gauge if they were on track to meet these standards before the submission window closed. Following the automated review, 20% of the total submissions were selected to undergo peer review. In cases where the required standards had not been met, pharmacists had the opportunity to resubmit cycles for further review. In May 2017 the final outcomes of the ePortfolio Review were released with 91% of selected pharmacists meeting the standard. (review the final ePortfolio Review outcomes displayed on page 8 of this report.)

Following the completion of the ePortfolio Review in May, the IOP undertook an analysis of the process, engaging with participants to evaluate how it could be improved. Following this Review, improvements to the ePortfolio system were implemented in the summer of 2017 ahead of the selection of the second cohort for ePortfolio Review.

In May 2017, the ePortfolio review Standard Setting group met to agree the standards for the 2017/2018 review. This group was made up of pharmacists from a variety of practice settings and they were responsible for ensuring that the standards expected in the ePortfolio Review were fair and manageable for pharmacists.

In October 2017, the IOP communicated with the 1276 pharmacists selected for ePortfolio Review to outline what the process involved, to inform them of the standards and to signpost the support information available. The IOP also developed a quick guide which was posted to all pharmacists selected for review. This “IOP at a Glance” guide highlighted the main elements of the IOP website and ePortfolio. These pharmacists will submit their ePortfolio extracts in January 2018.

### PRACTICE REVIEW

The final portion of the statutory instrument relating to the CPD for pharmacy in Ireland is Practice Review.

The purpose of Practice Review is to ascertain if pharmacists practising in patient-facing roles demonstrate an appropriate level of competence in dealing with patient care in four key areas: clinical knowledge; the ability to gather and interpret information from and about patients; patient management and education; and communication (including counselling) skills. Pharmacists have the opportunity to demonstrate competence through two key components – Standardised Pharmacy Interactions (SPIs) and Clinical Knowledge Review (CKR).

In April 2017, the IOP held a pilot Practice Review, with 25 pharmacists attending a practice review event. All of the structures and processes relating to Practice Review were established in advance of the pilot and an intensive process of review and refinement was undertaken after the event. Over 80 pharmacists participated in the development and the review of the event, with feedback indicating high levels of satisfaction that the process is robust and fair. Many of the pharmacists who were involved in developing the process or participating in the pilot attended the Practice Review roadshow events to share their insights and experiences with their pharmacy colleagues. The general consensus is that whilst this process represents an additional burden for the profession, pharmacists understand the value of a process which provides assurance of the quality of care that is provided to patients by pharmacists.

In December 2017, the PSI provided information to the IOP of the first group of pharmacists who were randomly selected to participate in the April 2018 Practice Review. The IOP has invited this group to the first practice review events, which will take place on 21 and 22 April 2018. The completion of this process will mark the final step in the establishment of the new CPD system for pharmacists in Ireland.

## PATHS TO OUR VISION: THE LEADERSHIP PATH

“...the IOP can help to accelerate the development of leaders: through boosting the culture within which nascent leaders are formed; through exposing pharmacists to new ideas and models from within pharmacy leadership and elsewhere; through providing resources for leadership development; and through contributing to a more questioning environment where we debate the future direction of pharmacy and the possible trajectories for pharmacists.”

Supporting the Pharmacy Journey, The Irish Institute of Pharmacy Strategy 2015-2018

LEADERSHIP		
Goal	Action/Initiative	Timescale
Support leadership within the profession	Deliver leadership training courses	Achieved
	Establish networks for leadership support	Achieved
	Develop networks with other stakeholders	Achieved
	Liaise with other healthcare professions	Achieved
	Work with other CPD bodies internationally	Achieved
	Encourage peer support networks	Achieved
	Establish “think tanks”	Achieved

Figure 2: Extract from IOP Strategic Plan, outlining goals relating to leadership development updated to reflect achievements since strategy launch in 2015.

#### LEADERSHIP PATH GOAL: SUPPORT LEADERSHIP WITHIN THE PROFESSION

The expertise of pharmacists working at all levels of the Irish healthcare system, underscored by the unparalleled quality assurance offered by the new CPD system, provides a strong base from which pharmacists could provide greater input to healthcare in Ireland. In 2017, the IIOp continued to support current and future leaders to harness this potential.

#### DELIVERING LEADERSHIP TRAINING PROGRAMMES

In 2017, the IIOp once again offered a range of quality assured training programmes focussed on the core competency domains of Professional Practice, and Organisation and Management Skills. These skills are of great significance in developing leadership skills. With dates in spring and autumn 2017, the RCSI institute of Leadership Personal Development Training Programme was delivered, enabling pharmacists from all practice areas to develop their self-management skills. The Superintendent training workshops were also delivered in late 2017 by

Pharmapod. These were aimed at pharmacists wishing to learn the skills relevant to the role of the Superintendent Pharmacist. The HSE Opioid Substitution and Needle Exchange Programme and the Diagnosis and Treatment of Suspected Narcotic (i.e. Opioid) Overdose and the Supply and Administration of Naloxone Training Programmes were delivered throughout the year, enabling pharmacists to make a direct impact on the lives of patients.

#### ESTABLISHING NETWORKS WITHIN PHARMACY

The IIOp hears consistently, particularly from pharmacists working in a community setting, that pharmacy can be an isolating profession. Since the establishment of the IIOp it has been working to build networks within the profession. In 2017, the IIOp continued to support the Dual Qualified Pharmacist group which was established for pharmacists who are also qualified as doctors. The IIOp also supported the Irish Association for Palliative Care, by hosting an online community of practice which enabled communication across the network.



IIOp Peer Support Pharmacists at a Training event in August 2017: (L-R: Sarah Clarke, Breda Heneghan, Noel Stenson, Cicely Roche)

## PATHS TO OUR VISION: THE LEADERSHIP PATH

### DEVELOPING NETWORKS WITH OTHER STAKEHOLDERS

Developing relationships with other healthcare professions and working collaboratively can only benefit patient care. In May 2017, the IOP, in collaboration with the RCSI School of Pharmacy, welcomed colleagues from East Tennessee State University (ETSU) for an educational masterclass focused on developing inter-professional practice in the provision of healthcare. The masterclass, which took place on 27 May 2017, was entitled 'The Journey to Team Based Healthcare'. This event focused on inter-professional collaboration in the Irish context and involved roundtable discussions on the challenges facing the Irish healthcare system. The IOP took advantage of this visit to record a discussion which further contextualised the issue of inter-professional practice for the Irish setting. This discussion included contributions from an Irish GP, Dr Kieran O'Driscoll, and Pharmacist, Mr Paddy Byrne, who have been working collaboratively in the treatment of patients at the National Rehabilitation Hospital. This recording was released as a podcast in June 2017.

### WORKING WITH OTHER CPD BODIES

In October 2017 the IOP co-hosted the 8th All Ireland Pharmacy Conference, in partnership with the Northern Ireland Centre for Pharmacy Learning and Development. This biennial cross-border conference provides the space for pharmacists to discuss practice based research and to network with colleagues working in different practice settings. The main conference took place on Tuesday 17 October 2017, with over 80 posters displayed as part of the conference exhibition. A judging panel awarded the best poster prize to Ms Claire O'Neill, for her poster entitled "Impact of a pharmacy-led screening service for Group A  $\beta$ -haemolytic streptococci on general practitioner visits and antibiotic consumption: a non-randomized controlled study". Collaboration with other CPD bodies internationally, particularly across the UK, continued throughout 2017, with meetings generally focussed on the implementation of FIP's Pharmaceutical Workforce Development Goals.

### ENCOURAGE PEER SUPPORT NETWORKS

The IOP's peer support network continued to play a central role in the IOP's work, as described within the Competence path of this document.

### ESTABLISH "THINK TANKS"

During 2017, the IOP facilitated the development of a number of "think tanks" in the areas of accreditation (arising from the work with Life Long Learning in Pharmacy), pharmacy leadership (arising from the work with FIP) and inter-professional collaboration (arising from the "The Journey to Team Based Healthcare" masterclass). These provided fora for exploration of these key issues, and will inform the evolution of the IOP's role in each area.



## PATHS TO OUR VISION: THE RESEARCH PATH

“the Research path...will be significantly shaped by the outputs of the PSI’s Future of Pharmacy Practice Project.”

Supporting the Pharmacy Journey, The Irish Institute of Pharmacy Strategy 2015-2018

The IIOp Strategy states that the IIOp will progress a research agenda in tandem with the competence and leadership agendas. This Research Path is to be shaped by the outputs of the PSI’s Future of Pharmacy Practice Project, the report of which is currently being considered by the PSI.

In 2016, the IIOp’s activities in relation to pharmacy practice research were deferred to facilitate PSI consideration of the Future of Pharmacy Practice Report. Whilst this was being undertaken, a small number of research projects were commenced to evaluate aspects of the evolving CPD system. The IIOp has also contributed to relevant conferences, in the interests of sharing the IIOp experience with the international pharmacy community, details of which are provided on the next page.

Whilst research relating to CPD evaluation is welcome, it is not what was originally envisaged when the role of research in the IIOp’s strategy was conceived. A director of pharmacy practice development has not been appointed as was originally envisaged and thus, a research strategy has not been produced.

In hindsight it was possibly over-ambitious to expect that the IIOp could lead an agenda of pharmacy practice research whilst simultaneously establishing a CPD system on a new statutory basis. In the next phase of the IIOp’s development, the question of its role in pharmacy practice research will need to be re-examined in the context of the IIOp’s strategic ambitions.

## IIOP PRESENTATIONS

### IIOP PRESENTATIONS IN ACADEMIC PHARMACY SECTION AT THE INTERNATIONAL PHARMACEUTICAL FEDERATION (FIP) WORLD CONGRESS, SEOUL, 2017.

- TITLE:** Developing a strategic plan for a new Institute of Pharmacy - The Irish Institute of Pharmacy experience  
**AUTHORS:** Duggan, B.; Drumm, S.; Bradley, C.
- TITLE:** Review of the outputs of a pilot ePortfolio review process to support quality assurance of CPD in Ireland  
**AUTHORS:** Morrow, K; Bourke, F; Reast, A; Saenz Saralegui, S; Bradley, C.
- TITLE:** Exploring pharmacists' perspectives on involvement in a peer support network.  
**AUTHORS:** O'Hagan, J; Saenz Saralegui, S; Sheehan, K; Porter, R; Moriarty, F; Collins, R; Bradley, C.
- TITLE:** Developing an online training programme to support the supply and administration of salbutamol in pharmacy  
**AUTHORS:** Scott, M; Drumm, S; Bourke, F; Duggan, B; Bradley, C.
- TITLE:** Developing a pilot Practice Review Process to support quality assurance of pharmacy practice in Ireland.  
**AUTHORS:** Scott, M; Drumm, S; <sup>1</sup>, Duggan, B; <sup>1</sup>, Arnett, R; Bradley, C.
- TITLE:** Developing a strategic plan for a new Institute of Pharmacy - The Irish Institute of Pharmacy experience.  
**AUTHORS:** Duggan, B; Drumm, S; Bradley, C.
- TITLE:** Developing a modular approach to training on the administration of medicines in an emergency situation in Ireland, using a hybrid of face-to-face and online training programmes.  
**AUTHORS:** Duggan, B; Reast, A; Saenz Saralegui S; Bradley, C.
- TITLE:** Developing a continued accreditation process for pharmacy education programmes in Ireland.  
**AUTHORS:** Drumm, S; Duggan, B; Bradley, C.
- TITLE:** Developing educational materials to address a range of learning styles - insights from a training programme for pharmacists in Ireland.  
**AUTHORS:** Morrow, K; Duggan, B; Saenz Saralegui, S; Reast, A; Bourke, F; Bradley, C.

## LOOKING AHEAD

The establishment phase of a new CPD system for Irish pharmacy is now complete. A review of the IIOIP's strategic objectives demonstrates that it has achieved its ambitions within the competence and leadership paths, whilst its ambitions relating to research remain outstanding.

The IIOIP has delivered on its commitment of acting as a compass for the profession, as articulated in the strategy. We have guided the profession to its desired destination... that of having a robust system of quality assurance for pharmacist engagement in CPD, pharmacist competence (for those in patient-facing roles) and pharmacy continuing education programmes. We have played an important role in moving pharmacists, individually and collectively, closer to realising their potential

in achieving a Healthy Ireland. We have been supportive and enabling, and the profession has felt the benefit of that.

During 2018, the current contractual arrangement between RCSI and the PSI in relation to the hosting of the IIOIP comes to an end. This will provide an opportunity for the PSI to reflect on what has been delivered during the first contract and will inform how the IIOIP should evolve in future years. These reflections will be further informed by the outputs of a PSI commissioned review which was undertaken by Crowe Horwath during 2017 and by the PSI's own strategic plan. A public procurement exercise will be undertaken to identify a suitable host for the next phase of the IIOIP's journey. Thus, during 2018, the first phase of the journey ends and the next phase will begin.

## WORKING FOR THE PROFESSION, THE IIOP STAFF AND PEER SUPPORT PHARMACISTS



The staff of The Irish Institute of Pharmacy in April 2017



IIOP Staff and Peer Support Pharmacists at a training event held in January 2017



## IIOP GOVERNANCE AND 2017 STEERING GROUP\*

### IIOP GOVERNANCE

The governance of the Irish Institute of Pharmacy is set out in the contract between the RCSI and the PSI. The governance structures which have been established ensure that the IIOP achieves its strategic goals, delivers its annual work programme cost-effectively and meets all contractual requirements.

Responsibility for the strategic oversight of the IIOP lies with the IIOP Steering Group, which met on 4 occasions during 2017.

### IIOP GOVERNANCE AND 2017 STEERING GROUP\*

NAME	ORGANISATION	MEETING ATTENDED IN 2017*
Professor Kieran C Murphy	Pharmaceutical Society of Ireland Representative	1 out of 2*
Dr Martin Henman	Trinity College Dublin School of Pharmacy Representative	3 out of 4
Mr Eugene Renehan	Community Pharmacy Representative (Groups)	4 out of 4
Mr Fintan Foy	Pharmaceutical Society of Ireland - Public Interest Nominee Representative	4 out of 4
Ms Maria Creed	Hospital Pharmacy Representative	2 out of 4
Ms Caroline Mcgrath	Pharmaceutical Society of Ireland Representative	1 out of 2*
Mr Jack Daly	Pharmacists in Industry, Education & Regulatory (PIER) Representative	2 out of 4
Dr J J Keating	University College Cork School of Pharmacy Representative	1 out of 4
Ms Margaret Doherty	Community Pharmacy Representative (Independent Pharmacies)	3 out of 4
Professor Paul Gallagher	Royal College of Surgeons in Ireland School of Pharmacy Representative	4 out of 4
Mr Eamonn Quinn	Department of Health Representative	2 out of 4
Ms Kate Mulvenna	Chairperson of the IIOP Steering Group	4 out of 4
Ms Liz Hctor	Irish Pharmacy Union Representative	4 out of 4
Dr John Michael Morris	Industry, Education & Regulatory Representative	2 out of 4
Ms Sandra Cooke	Pharmaceutical Society of Northern Ireland Representative	2 out of 4
Ms Claire Keane	Hospital Pharmacists Association of Ireland Representative	3 out of 4

\* The number of meetings/attendance varies due to varying dates of appointment and completion of terms in office.



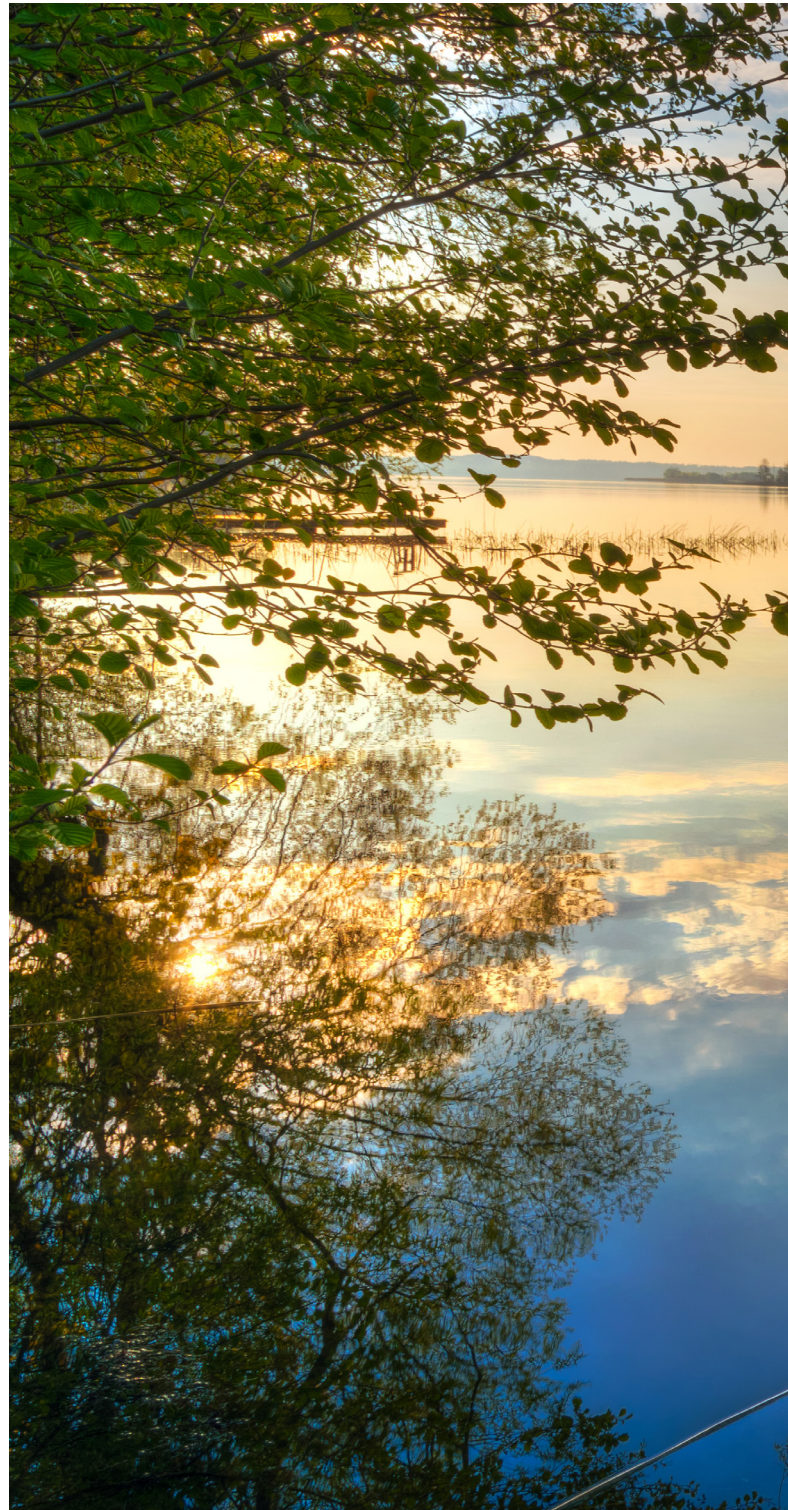
[facebook.com/iiopinfo](https://facebook.com/iiopinfo)



[twitter.com/iioparmacy](https://twitter.com/iioparmacy)



[linkedin.com/company/  
irish-institute-of-pharmacy](https://linkedin.com/company/irish-institute-of-pharmacy)







**IIOP**

Irish Institute of Pharmacy  
Textile House, 5 Johnson Place  
Dublin 2, D02FP84, Ireland

**T** +353 (0)1 402 5115

**E** [info@iiop.ie](mailto:info@iiop.ie)

**W** [iiop.ie](http://iiop.ie)

