



Message from the Chair

Greetings from Sunny Tauranga. Speaking of weather, I trust you all didn't have too many dramas with the aftermath of Cyclones Deb and Cook. I am sure you will all share our thoughts and sympathy with the folks from Edgecumbe and other affected areas.

Council has been extremely busy since our last newsletter which hasn't been helped by the need to relocate to temporary office space whilst the remedial work required following the Kaikoura earthquake is assessed and undertaken. We are still unsure of how

long this will take as we rely on many other organisations (engineers, building owners etc) to come up with solutions before we can consider our future options.

Snippets from our April Council meeting

As with all Council meetings, we received a substantial finance report and these are reviewed and approved with lots of scrutiny.

APC Online - This was achieved on time and on budget and I am sure you will have found this a much more convenient way to renew your APC. Certainly the staff have appreciated that they no longer have to do this large amount of work manually within a very short time frame. APC Online, was the first phase of our Business Capability Improvement Programme (BCIP) and we will be rolling out other phases progressively that will enable a lot more integration in what we do, how we do it and what information we can gather and use from all of our processes.

Code of Ethics Review - The first draft of this was examined and will be presented for approval to go out for consultation after the June Council meeting. This is a substantial piece of work and I thank sincerely Pam Duncan, our Professional Standards Advisor for leading this work. There is also a substantial guidance section on Complementary Medicines. The new Code aligns with that of the Medical Council and also the Pharmaceutical Society of Australia. I encourage and welcome your feedback on this important document.

Health and Safety - Council has this as a standing item at all Council meetings to ensure that we are meeting all of our commitments under this new legislation.

Role of the Pharmacist - Cognisant of the changing role of the pharmacist as well as the changing models of care, the Pharmacy Action Plan etc, we are working in collaboration with the Pharmaceutical Society of NZ (PSNZ) which is very important as it will inform the way forward for our profession. We are being expected to become much more integrated with the provision of primary health care in the community and roles for highly specialised clinical pharmacists are evolving across the healthcare sector.

Council Korero Te Reo Māori

At each Council meeting we have a session on Te Reo, ably led by Arthur Bauld and Leanne Te Karu. I have personally found this very enriching. Amongst other things, we have all learned to deliver a mihi, and at our last Council meeting spent some time on the pronunciation of place names. This may sound simple until you are challenged to break the components of the place name down, said backwards, and then work out what the name is. I trust many of you have engaged with cultural competence components in your CPD.

Stakeholder Engagement

This has been a priority of this current Council. We often hear about how siloed the health sector is, and the need to break this down. Council meets regularly with all of the sector players and we value these close working relationships. Most importantly is our ongoing and strong relationship with PSNZ. Although we have different mandates, we are the only two organisations that over arch the entire profession. We appreciate and encourage their willingness to work closely with us, both at an operational and at a governance level, for the future benefit of the profession and the public who receive the raft of pharmacy services.

Mark Bedford
Chair

*“promoting
enhanced wellbeing
through
excellence in
pharmacy practice”*

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Message from the Chief Executive

Kia ora

It was great to have recently attended the Society's Symposium in Dunedin. It was a fantastic programme, with a number of engaging speakers and an excellent opportunity to meet up with some new and familiar faces within the profession. Council will also be represented at the Wellington and Auckland symposiums and so, please don't hesitate to come talk to us and let us know if you have any thoughts on the work of the Council. Unfortunately, we cannot attend the Nelson / Marlborough symposium.

Back in the office, the team has done a superb job in being able to process a lot more APC renewals in a much shorter time than was the case last year. We have heard, in the main, that the online registration process for most of you was a vastly improved experience. There is still some work to process some applications that have raised a few questions or those we have not heard from. In terms of the system though we are very pleased and excited to keep the development of it going. Next phases will include online registration for interns, graduates and return to practice etc.

Speaking of office – yes the Council's office unfortunately has caused us quite a bit of disruption. Just after the last newsletter (back in February) we needed to vacate 80 The Terrace, as remedial work requirements were identified following the Kaikoura earthquake (in November 2016). The team worked remotely (from homes, cafes, other offices around town) for a while, while we set-up a new temporary office. At this stage, we do not have any certainty on when the remedial work is going to be completed on 80 The Terrace and therefore how long we will need to operate in a temporary space. We apologise if any of you experienced difficulties getting hold of us while transitioning to a temporary office. We now have a phone system in place that enables us much greater flexibility to operate the systems from wherever we are.

As mentioned in the last Newsletter, the Council is also in the process of planning its work programme for 2017/18, budget and the overarching business plan. As the profession continues to advance towards the vision of the Pharmacy Action Plan we are finding our workload is growing almost exponentially. The Council is passionate about monitoring and where necessary, reviewing the Competency Standards to ensure that they are fit for the future roles that pharmacists will play in an integrated healthcare model. We also need to make sure accreditation standards remain fit for purpose for the education providers and our assessment processes are encouraging and helping students gain the qualifications that set them up for the future pharmacist roles. In addition, we need to keep enhancing our processes to manage registrations, re-certifications, complaints and disciplinary actions in a way that we can learn from and adapt to set the standards and scopes of practice that guide the profession to fulfil the roles that are demanded by a patient centric healthcare environment. Some of the key priorities, which we will discuss in more detail once Council members have considered and agreed with the Business Plan for 2017/18 financial year, will include:

- Determining the appropriate regulatory requirements following Government's review and revised Medicines legislation;
- Participating with the sector on defining and then setting appropriate standards around the future role/s of pharmacists;
- Appropriate policies that encourage and influence the education providers;
- Robustly managing the complaints and disciplinary processes;
- Ensuring we put in place approaches and systems that are suitable for the demands of the future (e.g. further enhancements to online registration) and then making sure we can take the trends from the information, financial and non-financial, that we gather to enable a proactive regulatory environment that helps guide and lead the sector to the future desired state of the pharmacy profession.

Hope you all manage to stay dry and warm as the winter months set in. Take care.

Michael Pead
Chief Executive

Annual Practising Certificate (APC) Online

Council extends a huge “thank you” to pharmacists for embracing our new APC Online application process rolled out this year. The feedback received has been extremely positive with most comments commending the ease and speed of the application process. Improvements on our Public Register have also been welcomed with information now being displayed in real time and including practising status information.

For the team at Council the new Online system has proven to be a winner. Time and resource has been saved with most applications automatically being processed and only applications flagged by the system requiring personal attention.

For the profession, the benefit of each applicant being automatically audited for recertification compliance will ensure

competence is maintained at the highest level. We have already started to improve our in-house processes for next year. We have also identified how you can help make the renewal process more streamlined. This includes ensuring:

- Your contact details, including your email address, are current on your Council online account
- You have completed the required ENHANCE continuing professional development activities and have recorded these on the ENHANCE website at least two days before you make your APC application
- You can make your payment either from a personal bank account using on line banking or using a credit/debit card.

APC Online

Continued Professional Development (CPD) Annual Quality Review How does it work?

Council's [recertification policy](#) outlines the continuing professional development (CPD) requirements you must meet before you can be issued with an APC. Declarations of compliance that you make during your APC renewal application are verified by Council using data from ENHANCE, the approved online recertification programme. Starting this year, every practising pharmacist's CPD points were verified as part of the online APC application.

Several months after points verification for recertification, Council undertakes a Quality Review of the CPD records of a sample of pharmacists, most of whom are selected randomly. This group's ENHANCE records are reviewed in more depth to provide Council with an overview of the profession's participation in CPD.

Meaningful participation in CPD is one way of providing assurance that you are maintaining, and even enhancing, competence in your practice of pharmacy. Council uses this and other mechanisms to protect the health and safety of members of the public. The annual Quality Review confirms for Council that the profession is engaging in CPD that is meaningful, relates to pharmacists' work roles, and results in improved practice.

Council contracts a small team of practising

pharmacists to review the ENHANCE records and evidence of assessments for the selected sample of pharmacists. Reviewers come from a range of pharmacy careers, including community, hospital and non-clinical roles. Most have had extensive experience in reviewing CPD records and, to calibrate their thinking, they review several records as a team before reviewing their allocated set each year. Throughout the review period, reviewers discuss and collaborate to ensure consistency. Brief, constructive feedback is provided to each reviewed pharmacist. Occasionally a pharmacist may be referred to the ENHANCE team for more CPD support.

The main purpose of the annual Quality Review is to provide Council with information about the quality of pharmacists' professional development and to inform decisions on future requirements for individual CPD or for the recertification framework and programme. The Pharmaceutical Society, provider of the ENHANCE programme, undertakes its own, year-round review of the quality of individual pharmacists participation in CPD and their recording of learning online. This is separate from the Council's annual Quality Review and encompasses feedback to support an individual pharmacist's engagement with ongoing professional learning and their recording of that learning in ENHANCE.

CPD

Funded Flu Vaccine

The Ministry of Health initiative to fund pharmacist flu vaccinations for over 65 year olds and pregnant women from 1 April 2017 is an exciting opportunity for pharmacists to contribute further to population health. The Ministry bulletin on this initiative was circulated by Council in late March and can be accessed on the Ministry website [here](#).

It is important that all influenza immunisations you administer are recorded on the National Immunisation Register (NIR) via ImmuniseNow. Please ensure that you follow the Ministry process outlined in the FAQ section of the immunisation fact sheet for pharmacists to ensure that you are registered for each pharmacy site where you will be administering vaccinations.

To administer the funded vaccine you must be an authorised vaccinator, as detailed in the Immunisation handbook and have a District Health Board contract. Remember to maintain your pharmacist vaccinator status by completing the required training and first aid updates, and notify Pharmacy Defence Association (PDA) when these have been completed.

It is very important for pharmacists to report any adverse drug reaction reports to the Centre for Adverse Reactions Monitoring (CARM) and any errors to the Medication Error Reporting Programme (MERP) via the Pharmacovigilance web portal. <https://nzphvc.otago.ac.nz/>. Reports do not need to be lengthy and MERP would also like to know about any difficulties accessing the NIR, problems with vaccine storage or supply.



Accredited Pharmacist Vaccinators

The following information in our March 2016 Newsletter advised that it is **not necessary** to inform Council that you have been accredited as a vaccinator.

An amendment to the Ministry of Health Immunisation Advisory Committee (IMAC) booklet, (Immunisation Handbook 2014 (3rd edn, published December 2016) removes the requirement to notify Council of your vaccinator status. The Pharmaceutical Society will be maintaining a record of pharmacist vaccinators. Since the Competence Standards for the Pharmacy Profession 2015 were implemented, administering medicines has been identified within the pharmacist scope of practice. The Pharmacy Council Vaccinator Register is no longer being updated and has been taken off our website.

Council recommends pharmacists enter any vaccinator certification activities into their ENHANCE records on the Pharmaceutical Society's website and retain hard copies of the documents. Pharmacy Defence will require you to have records of these qualifications to provide assurance that you have the appropriate qualifications and level of competence to safely administer vaccines.

If your level of competence in this area comes into question, you will be expected to be able to provide evidence of your vaccinator certification status.

Supply of Pharmacist Only Medicines for the treatment of animals

A member of the public recently complained to Council that a pharmacy refused to supply Phenergan as a Pharmacist Only Medicine to treat her dog's allergic condition. The complainant was upset at the refusal when she had previously purchased it for her dog from several pharmacies in the region without hesitation.

Council confirmed that pharmacies should not be supplying human medicines for animal treatment unless on prescription from a veterinarian. Whilst not "illegal", pharmacists are not trained in the treatment of animals and therefore do not have the competencies required to ensure the medicine is clinically safe and appropriate. Many human medicines are not licensed for animal use and may be toxic to animals, therefore it is unsafe to supply any medicine for animal treatment without a prescription from a vet.

Further information can be found in a statement from the Veterinary Council of NZ titled, "[Statement on the Discretionary Use of Human and Veterinary Medicines by Veterinarians](#)".

Companion selling with dispensed medicines

Pharmacists and their staff are encouraged to consider the way in which companion products are recommended to patients collecting prescription medicines. There is a fine line between ethical and unethical behaviour, particularly when viewed from the perspective of the patient and the treating practitioner.

This was highlighted in a recent complaint to Council by a General Practitioner. The patient received the prescribed medicine in a bottle with a label attached, promoting a complementary medicine. This could easily be viewed by the patient as though the prescriber had endorsed or recommended the product.

The most ethical approach to this situation is that when a clinical decision has been made by a pharmacist that an additional product may be beneficial to the patient the pharmacist should provide information to the patient in person, outlining the risks and benefits to enable the patient to make an informed choice.

Companion sale labels should not be attached to prescribed medicines. An internal pharmacy process reminding the pharmacist to discuss any additional potentially beneficial products with the patient is a more ethical approach.

It is important for this to be discussed with all pharmacy employees to ensure an agreed protocol for companion selling meets ethical requirements of the profession.

Compounding Advisory Group (CAG) Meeting 31 March 2017



Photograph courtesy of Dave Woods

A group comprising representatives of various organisations with expertise and interest in promoting safety with compounded oral liquid formulations, recently met at the Pharmacy Council offices in Wellington to set out their workplan for the next few months.

In addition to reviewing and updating the standard formulation batch sheets on the Emixt database of oral liquid formulations on the Pharminfotech and Pharmaceutical Society websites, the group's primary function is to ensure that the NZ population has access to safe oral liquid formulations – where they exist as proprietary products or are compounded by pharmacists in community or hospital situations.

Council congratulates the Advisory Group collectively for its work and thanks each of the members, and their respective organisations for their contributions in promoting compounding safety. We have recently sent out a safety alert on behalf of the group to reiterate important points for pharmacists dispensing and compounding oral formulations. This alert and topics related to compounding and formulation safety can be found on the Pharmacy Council [website](#).

It is vital that any safety or stability concerns with compounded oral liquid formulations, near misses or errors are reported to the Medication Error Reporting Programme (MERP) so that the concerns can be acted upon and appropriately managed. Reports can be made anonymously if preferred <https://nzphvc.otago.ac.nz/merp/report/>



Te Hapai Hauora Award 2017

THIS IS AN AMAZING OPPORTUNITY

Be recognised

Being selected as a finalist and ultimately a winner greatly increases the career profile of individuals and increases brand value for organisations.

It is an opportunity to review projects or a business and realise the proactive and innovative approach that led to its success. These are the projects that raise the industry benchmark and allow everyone to learn, which benefits us all and more importantly all our customers.

Apart from the peer and industry recognition, through *Pharmacy Today* magazine, this website and the awards evening, there is a financial prize. Each category winner receives a \$1,000 package apart from Future Pharmacist of the Year which receives a \$2,000 package. The category winners then have the further opportunity to win the overall Supreme Award valued at \$3,000 giving a category winner the potential to win an overall total prize valued at \$4,000.

The entries are open now and will close on the 31 May 2017.

[Awards Evening](#)—Saturday 22 July 2017

Go to the Pharmacy Awards website to find out full details

www.pharmacyawards.co.nz



Call for Nominations for positions on the Health Practitioners Disciplinary Tribunal

The Ministry of Health has recently published an advertisement seeking nominations/ applications for appointment to the Health Practitioners Disciplinary Tribunal [here](#) . Please note that the closing date for applications is **Thursday, 1 June 2017**.

All applications must be made using the online Ministry of Health Careers system and be accompanied by a completed and signed [Declaration Form](#).

They are currently seeking applications/nominations for the following health practitioner positions:

- Dental Hygienist member
- Dispensing Optician Member
- Medical Laboratory Technician members
- Midwife members
- Pharmacist members
- Psychologist members



[Terms of Reference](#) for the HPDT appointments.