

Message from the Chair

It has been a year of much change and, looking ahead, there is plenty more on the horizon.

We have had three changes to our Council membership, a new appointment to Chief Executive and a move to new premises. You can read more below about our new team and I look forward to working with them in their new roles. I'd particularly like to thank Council staff, who have managed the changes superbly as well as keeping on top of a heavy "business as usual" workload.

The new Pharmacy Services Agreement is a step in the right direction to recognise and more accurately quantify the contribution pharmacists make to the health of New Zealanders. We'll all watch with great interest as the LTC service is implemented in February. Pharmacists are being provided with greater opportunities to work collaboratively and "at the top of their scope" with the reclassification of medicines such as trimethoprim and the gradual rollout new services such as CPAMS. Council is reviewing the pharmacist scope of practice and competence standards to ensure that the pharmacist scope is future-proofed to enable emerging pharmacist services. There is an update on the progress of the review later in this issue.

In the last issue, I updated you on progress towards development of a Detailed Business Case (DBC) for a proposal that the RAs collaborate across all their functions (including regulatory, IT, finance and support services) to ensure better regulation of the health professions in New Zealand - for the benefit of the professions and the public. Progress is being made on selecting a project team to provide project management, analysis and strategy development support for the DBC Steering Group. It is expected that the DBC will be put to all RAs in April 2013 with each RA then able to fully assess the risks and benefits. I am pleased to report that work is proceeding on the basis that all RAs accept the scope of the work that the steering group overseeing.

And finally, as we head into the final weeks of the year, I would like to wish you and your families a merry Christmas and safe and prosperous New Year.

New Chief Executive for the Pharmacy Council

The Pharmacy Council is delighted to announce the recent appointment of Ms Claire Paget-Hay as Chief Executive.

Ms Paget-Hay has significant relevant experience in pharmacy regulation, organisational development, management, training and human resources. Having worked within the Pharmacy Council secretariat since the Council's inception, Ms Paget-Hay has extensive knowledge of the organisation and a clear vision of the work required to fulfil the Council's objectives. She has proven strengths in leading, organising and managing people, systems and processes and has the experience and capability to provide sound advice to Council, as well as to lead a strong secretariat and advisory team to fully support the Council.

Ms Paget-Hay replaces Bronwyn Clark who was at the helm of the Council as Chief Executive for 8 years. The Council would like to thank Bronwyn for her exceptional leadership and commitment to pharmacy in New Zealand and wish her well in her new role of Chief Executive Officer to the Australian Pharmacy Council.

Councillor Appointments Welcomed

Hon Tony Ryall, Minister of Health, recently appointed Dr Jeff Harrison, Ms Marie Bennett and Mrs Viv Gurrey to Council for a three year term which commenced on 8th November 2012.

Dr Harrison is a Senior Lecturer in Clinical Pharmacy at the School of Pharmacy at the University of Auckland teaching in both undergraduate and post grad programmes as well as supervising PhD research. His research interests are in clinical and pharmacoepidemiology with a focus on improving the safe, effective and cost-effective use of medicines – particularly in relation to cardiovascular disease and diabetes. Dr Harrison also gained extensive experience as a hospital pharmacist prior to taking up his role in academia.

Ms Marie Bennett is a community pharmacist owner of a busy West Auckland pharmacy. She has current advisory group roles with Waitemata DHB and is a Pharmacy Guild North councillor. Her special interest is in working with new pharmacy based, patient centred models of care.

Mrs Viv Gurrey, a layperson appointment, is currently the Chief Executive Officer of the largest parenting network and provider of support services for parents in New Zealand. She has extensive national and international experience in strategic business consulting, is a member of the Institute of Directors, holds positions in the non government (NGO) sector specifically relating to parenting, the community and families and sits on several Boards.

Hon Tony Ryall also reappointed Dr Andrew Bary and Mr Mark Bedford to Council. Dr Bary is now serving his third term and Mr Bedford his second term.

Council would like to thank the three outgoing councillors, Professor John Shaw, Mrs Jo Mickleson and Mrs Robyn Nicoll, for their significant input and dedication to Council and wishes them all the best in their future endeavours.

Congratulations to Silver Fern, Shannon Francois

The Pharmacy Council extends their congratulations to Shannon who was called into the Silver Ferns squad for the Australian leg of the recent quad netball series. Shannon is currently contracted to the Southern Steel in the trans-Tasman ANZ Championship. She has played for Otago in the National Provincial Championships since 2010 and made the New Zealand under-21 squad in 2011, playing against Australia in three tests. Shannon will be doing her internship next year with Bernie McKone so she can continue with her netball at representative level.

From the Council's Last Meeting

***New recertification programmes from 2013**

After finalising the new recertification framework and the accompanying guidelines earlier this year, Council received three applications to deliver continuing professional development programmes.

From 2013, all pharmacists need to enrol in a new programme, and we are pleased to advise that both the Pharmaceutical Society and the Pharmacy Guild will provide programmes next year.

Council has granted approval for the programmes until 2016. As the programmes are new, they will be monitored for the first year and reviewed in 2014. This allows time for providers to develop the programmes further.

A copy of the recertification framework is available here. For more information on recertification requirements and APC declarations in 2012, see 'Recertification and your Annual Practising Certificate' in this newsletter.

***Intern Assessments Consultation**

The Pharmacy Council recently consulted on a proposal for new intern pharmacists' assessments and we received 105 responses. A consultation feedback report with responses to the main questions and concerns raised in the feedback will be posted on our website before the end of January.

At its recent meeting, Council decided that the multiple choice exam and new Assessment Centre will be implemented in 2014.

Consultation Update

***Pharmacist Prescriber - Consultation on the list of medicines**

In July 2012, HWNZ asked PCNZ to consult on a list of medicines and controlled drugs to be included in the regulations for pharmacist prescribers. The draft list was released for consultation by the Pharmacy Council of New Zealand (PCNZ) on Friday 24th August 2012. PCNZ consultation closed on Friday 21st September.

A total of twenty-three submissions were received and PCNZ was very pleased with the thoughtful and constructive nature of these submissions. Feedback showed strong support for the draft list and a number of substances were deleted which were identified as having no current human therapeutic use. The full report on the consultation will be placed on Council's web-site in the next few weeks.

Health Workforce New Zealand is now finalising the regulations that will enable Council to Gazette and implement the Pharmacist Prescriber Scope of Practice.

Projects Update

***Major Review – Pharmacist Scope of Practice and Competence Standards**

A big Thank You to the more than 220 pharmacists who attended the first round of Scope of Practice and Competence Standards workshops and for providing us with such a rich source of information from which to start shaping the future of the profession.

The next step is to analyse this information and look closely at frameworks from other jurisdictions. A Reference Group has been engaged to provide advice and guidance to Council throughout the review. The membership of the Reference Group includes:

- ▶ **Sandy Bhawan** - Clinical Advisory Pharmacist, Te Awakairangi Health Network
- ▶ **Chris Jay** – Pharmacy Manager, Hutt Valley DHB
- ▶ **Murray Adams** – Community Pharmacist, Palmerston Nth
- ▶ **Maree Jensen** - Academic Director / Pharmacist, Auckland School of Pharmacy
- ▶ **Julie Kilkelly** – Community Pharmacist, Greymouth
- ▶ **Jane Abel** - Clinical Project Manager/Pharmacist, Midland CPG
- ▶ **Dan Wright** – Lecturer in Clinical Pharmacy, Otago School of Pharmacy
- ▶ **Liz Johnstone** – PSNZ ENHANCE Professional Development Programme / Community

Pharmacist

The revised scope and competence standards will be available for consultation in mid- 2013 with the project scheduled to be complete by December 2013.

We intend to provide an opportunity for you to provide further input to the project via an electronic discussion platform. Keep a watch on Council's web-site and the next newsletter for details about this.

Recertification and your Annual Practising Certificate

By March 2014 all practising pharmacists will need to be enrolled in one of the two new programmes and to have completed learning worth at least 20 points. In the meantime, when you renew your APC next year (March 2013) you will still be asked to provide details of your participation in the current ENHANCE programme. As in recent years you will be asked to:

- declare you have completed a practice review (including a review against the new competence standard 1) within the last 5 years, and advise when that was
- state the actual number of CPD Outcome Credits you achieved in the 12 months to 31 March 2013 and
- tick the competence standards that form part of your practice

A recertification audit is planned for mid 2013. This audit will be a retrospective review of records under the current programme (ENHANCE), and will verify that pharmacists are participating and meeting the Council's recertification requirements.

Practice Issues

***Prescriber registration numbers**

The Optometrists and Dispensing Opticians Board recently contacted the Pharmacy Council to raise concerns over pharmacy entry errors when inputting the registration ID number belonging to the prescriber. The Board uses prescribing data to review prescribing practices and to ensure optometrists are prescribing safely. In reviewing this data and making enquiries, the Board has found that in almost all instances of optometrists allegedly prescribing unscheduled medicines, including medicines for hypertension, depression, asthma and reflux, the anomalies have resulted from registration ID entry errors. In addition, the Board has found that 25 percent of the data provided to the Board on optometrist prescribing is unusable due to incorrectly entered registration ID numbers (eg too many or too few numbers entered), which means the Board is unable to identify the prescriber and subsequently cannot make enquiries with them about their prescribing.

We acknowledge that some registration numbers, if hand written, are difficult to decipher and the Board has agreed to address this with its practitioners. However, we would ask that extra care is taken when inputting prescriber information, and if it is unclear, please call to confirm the registration number.

***Community Pharmacy contract and inappropriate behaviour**

Recruitment of patients into the LTC service is well underway for many pharmacies, providing opportunities to have a discussion with eligible patients about their needs relative to the service provisions within the contract. However this does not mean recruiting patients without their consent, nor does it mean arranging unnecessary prescriptions for patients to increase the number

of prescriptions dispensed under the core services component, as anecdotal reports indicate some pharmacies doing.

The new contract is an opportunity for community pharmacists to underline their value to patients and the wider health sector, and it is important that the profession isn't let down by the inappropriate behaviour of a few. Any unacceptable claiming or manipulation of LTC assessments to increase claiming can be reported to the relevant DHB Pharmacy Portfolio Manager or directly to the Ministry of Health on 0800 424 888.

***Importance of medicine reconciliation**

Medication errors are more common than we would wish and often occur when patients move between healthcare settings e.g. on admission to hospital or on discharge. Medicine reconciliation is an evidence-based process which can significantly reduce medication errors due to insufficient or incomplete documentation of medicine related information.

Medication reconciliation, as part of the LTC service requires that pharmacists establish the most accurate list possible of current medications the patient is taking, their allergies and adverse medicine reactions to ensure safe and effective medicine use. Providing patients or carers with an updated list when medicines are changed and encouraging them to maintain their own medicines list is, not only an important component of the reconciliation process, it can also help improve patient safety and reduce the incidence of medication errors that occur at interfaces of care.

An updated version of the Medicine Reconciliation Standard is available on the Health Quality & Safety Commission's website at www.hqsc.govt.nz/our-programmes/medication-safety/publications-and-resources/publication/94/

***Sound alike – Look Alike**

The Health Quality and Safety Commission continues to receive reports of mix-ups with look-alike generic medicines and is pursuing these with the stakeholders involved. The Commission recommends minimising the risk of an error by storing such identified medicines out of order or in an alternate location. In the same vein, we have also written to the PTAC Tender Medicines Sub-Committee asking that they encourage manufacturers or sponsors to consider the labelling already present in the New Zealand marketplace before approving new medicines or new labelling. The request concerned both generic eg the Dr Reddy range and branded medicines eg Neo-mercazole and NeuroKare. We acknowledge and accept that pharmacists have a duty of care in ensuring the correct medicine is dispensed; however, while there are a considerable number of medicines packaged in very similar livery, extra care must be taken to minimise selection errors.

Health Practitioners Disciplinary Tribunal Decisions

***Pharmacist Practises without an Annual Practising Certificate (APC)**

Colin Maxton Henderson, Dunedin

In May 2009 a condition of oversight was imposed on Mr Henderson's APC as he was found not to be meeting recertification requirements. In June 2012 the Council declined to issue Mr Henderson with an APC due to his non-compliance with the condition and his lack of participation with recertification. Mr Henderson was informed that he could no longer practise pharmacy. A member

of Council visited Mr Henderson to explain that he could no longer practise, and the implications this would have for him as the owner of a pharmacy.

Mr Henderson practised without an APC between June 2010 and October 2011. He said he was helping out the staff at the pharmacy and that any dispensing and compounding he did was checked by a pharmacist. The Tribunal held that Mr Henderson had practised unlawfully. It noted that 'the holding of an APC is a cornerstone requirement of the accountability regime of the Act'. The fact that Mr Henderson did not appreciate what legally constituted 'dispensing' and 'practising' was not considered a defence.

A second charge that Mr Henderson had knowingly misled the Council and acted in breach of an undertaking not to practise without holding an APC, was dismissed. The Tribunal stated that Mr Henderson's misunderstanding that he could undertake pharmacy tasks under supervision did not amount to misleading the Council.

The Tribunal censured Mr Henderson, imposed a \$2,000 fine and ordered him to pay \$22,525.00 towards costs.

The Tribunal's decision acts as a reminder to all pharmacists that participation in recertification and keeping up-to-date is a mandatory requirement. Failure to do so when applying for renewal of an APC may result in the application being declined. Furthermore, pharmacists must not practise when not holding a current APC. This includes 'helping out' and practising under the supervision of another practitioner.

The full decision is available on the Tribunal's website: www.hpdt.org.nz

HQSC New Zealand Serious and Sentinel Events Report 2011/2012 Released

The Health Quality & Safety Commission Serious and Sentinel Events Report 2011/2012 has recently been released. You will find this report, the associated media materials, a brief factsheet summarising the report's main findings, and links to individual DHB web sites with details of cases that occurred in those DHBs.

The Commission encourages you to circulate the report among your colleagues, read and discuss its findings, and to take note of the individual cases described. These stories involve real patients who have been harmed by the health care intended to help them, and reading them provides powerful motivation to continue striving for the safest possible care at all times.

The Commission is working with DHBs and other bodies to develop strategies and projects to improve patient safety and welcomes feedback on any aspect of the report. Please email comments to info@hqsc.govt.nz.

Christmas Wishes and Closing Times

The Council and staff would like to wish you and your family a very Merry Christmas, a safe and happy holiday season and all the very best for 2013.

Our office will be closed from midday Monday 24th December to Wednesday 2nd January inclusive.

How to Contact Us at the Council

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