

Pharmacy Delivering a Healthier Wales Delivery Board

Thursday 1st May 2025 – 10.00am to 12pm

Welcome & apologies

Chris Martin, Chair of PDaHW welcomed existing and new board members and staff to the meeting.

Attendees present: Elen Jones (part), Alwyn Fortune, Anna Croston, Sudhir Sehrawat, Ellen Lanham, Geraldine McCaffrey, Rhian Carta, Helen Dalrymple, Brian Moon, Rhodri Thomas, Jonathan Simms, Margaret Allan, Sarah Hiom, Kate Gardiner, Natalie Proctor, Gareth Tyrrell, Amanda Powell.

Apologies were received from Sam Fisher, Cath O'Brien Steph Hough, Emily Guerin, Kayleigh Williams, Emry Jones and Adam Turner.

Elen Jones provided an RPS update as follows:

Elen thanked the delivery board for their contributions during the Royal College discussion and the voting period, in which members voted favourably for transition to a Royal College.

She advised that some changes have been made and that she had taken up the new role as Acting Director of Pharmacy.

In addition to this role, Elen has been acting Director for England, and that position has now gone out for recruitment. The Wales Director secondment will be advertised in June.

Anna Croston is staying on 2 days a week to continue to support the PDaHW project and she will be joined by Hayley Jones, a Community Pharmacist who will also be working 2 days a week.

Chris Martin reminded the board that Margaret Allan will be retiring in June and on behalf of the PDaHW Delivery Board thanked her for ongoing support and commitment to the Vision and the profession.

The pharmacy dean role is out for advert now. With Chairs' permission we will share with PDaHW board for dissemination across networks.

Action – AC to circulate the job advert for the HEIW Pharmacy Dean role.

Approval of notes from previous meeting 30.01.25 and review of actions

The group approved the notes from the previous meeting, and there were no specific actions to review.

Approval of the updated Terms of Reference for Delivery Board and Working Groups

The updated terms of reference containing the change in membership were agreed by the Delivery Board with the following clarification to point 4.1 "The Delivery Board will normally meet quarterly. Additional meetings may be held more frequently if required and if necessary, decisions can be made from committee" clarify if committee refers to WPhC or Delivery Board.

Action – AC to review wording of Terms of Reference.

Action – AC to review Terms of Reference membership following the retirement of MA.

Review of Action Log following 30 January 2025

The only outstanding action is in relation to engagement with Llais Wales. This will continue to be progressed.

Update on 2028 Goal Setting – Alwyn Fortune

Alwyn Fortune provided an update on current progress of the delivery of the vision for pharmacy in Wales. He also shared the timeline for the work which showed the different stages.

He thanked the Delivery Board for their help with the events that were held across Wales. He advised that key themes from the engagement sessions will be reviewed along with the initial 2028 goal setting workshop with WPhC. Draft goals are being written over the coming months and additional information may be needed from some members, but the plan is to take the draft goals to WPhC on 2nd July for sign off. The intention is to launch the 2028 goals at the PDaHW conference in September 2025.

In discussion the issue of the England position was raised in relation to what will be the wider implications for the 2028 goals. It was noted that the Senedd Election next year signals no major reorganisation being planned in Wales, but the group agreed to keep a watching brief.

Enhancing Patient Experience Working Group Feedback

Anna Croston provided an update on the recent meeting in Sam Fisher's absence.

She advised that an opinion poll was carried out on the key themes, Wellbeing and prevention, Sustainability (environmental), National Priority areas and Research covering the potential goals.

Theme	Potential Goals/discussion
Wellbeing and prevention	Pharmacy teams will be supported and empowered to ensure there is an increased focus on prevention and wellbeing for patients.
	Pharmacies will continue to evolve to become wellbeing hubs for the communities they serve, with the roles of all members of the pharmacy team pivotal to supporting patients' health and wellbeing, helping them to make healthier lifestyle choices and a focus on prevention of illness.
	Development of the role of pharmacy staff e.g. healthcare support worker role/public healthcare assistant role.
	Pharmacy have a role in supporting the "Waiting Well".
Sustainability (environmental)	Need a stronger fell around green agenda.
	Your medicines, your health' campaign, PHW Greener primary care toolkit, RPS Greener pharmacy toolkit.

	PHW to support with drafting this goal
National Priority areas	We will ensure pharmacy involvement in National Clinical priority areas (national Clinical Networks)

The group determined that two areas needed addressing in one of the themes.

- Digital Capability of the workforce
- Sector sustainability

It was noted that tackling wellbeing and prevention signalled additional work for Community Pharmacists. Capacity needs to be released through Period of Treatment and the dispensing of gluten free products before adding to the workload.

Developing the Workforce Working Group Feedback

Margaret Allan provided an update on the recent meeting.

She advised that an opinion poll was carried out on the key themes, Workforce retention and Focus on prescribing, in relation to the potential goals.

Themes	Potential Goals/discussion
Workforce retention	<p>By 2028 we will describe/ establish attractive job offer for our workforce to address:</p> <p>Feeling valued and respected - How would you measure this?</p> <p>Opportunities for cross-sector working and multi-sector training.</p> <p>Advanced and consultant pharmacists working across settings.</p>
	<p>By 2028 we will plan our workforce to deliver the pharmacy services of the future and allow time to develop themselves and others across all pillars of professional practice</p> <p>Ensuring roles for the people we train to maximise their skills and competence for the benefit of patients</p> <p>Workforce plans in place for all main sectors of practice.</p> <p>Time to train.</p> <p>Embedding education and training within job plans including the development of themselves and others.</p> <p>Plan the workforce across all pillars of professional practice: leadership, education, research and clinical practice.</p> <p>The numbers of Welsh domiciled students retained within the workforce in Wales will increase.</p>

<p>By 2028 there will be clear role progression for Pharmacy Technicians and support staff across all sectors of practice</p> <p>Upskilling of the whole pharmacy team.</p> <p>Ensuring career pathways and role progression for all members of the pharmacy team.</p> <p>Career pathways need to be equitable across setting to negate the risk of a two-tier profession-credentialing is implemented for pharmacists.</p>
--

The group identified that there were two areas that needed addressing.

- Inclusion and diversity is lacking across all themes
- Digital capability of the workforce.
-

The group were asked to reflect on potential goals and had progress been made, and if not are we to continue those goals that need attention.

In discussion it was asked if there is a descriptor of what an advanced pharmacist does in all settings. Thoughts from the delivery board included focussing on “golden threads” that had been identified – Digital Capabilities and Sustainability and how to link these to national clinical priority areas across the vision.

It was noted that the roles of support staff and pharmacy technicians need separating out.

Seamless Pharmaceutical Care Working Group Feedback

Jonathan Simms provided an update from the Seamless Pharmaceutical Care Working Group. He noted that a RAG rating poll of the 2025 goals was undertaken and the highest proportion of reds were seen in the goal around pharmacy technician led initiatives for planned care and direct referral pathways.

Theme	Potential Goals/discussion
Referral	Follow patient journey with one shared care record via functionality on NHS App
	Directory of services - development of the service availability tool in CP to ensure fit for purpose e.g. scope of practice/times available
	Goal 11 to be carried forward - "Establish direct referral systems to and from pharmacy services, improving efficiencies in service delivery"
Discharge	Frame around minimising risk and harm - ensuring standardised process for discharge and action of DMRs

Prescribing in community	<p>In the next three years we want to attain a consolidation of prescribing, offering a consistent service with a broader uniform scope of practice aligning to the PIPS specification</p>
	<p>(e.g. 250 pharmacies offering Pips becomes 500 with consistency of access improved and scope reflective of the broader PIPs service)</p>
Triage and PIPs	<p>To ensure patients access the service in the most appropriate setting, develop consistency in terms of scope and availability of services through pharmacies in Wales to support better triaging of patients (a triage tool will be difficult to develop in this iteration)</p>

The group noted in addition that: -

- There needs to be direct referral pathways between pharmacy services across sectors.
- Pharmacy could play a bigger role in supporting with newly prescribed medicines.
- Service evaluation techniques with academic input are required to understand the value of pharmacy services.
- Environmental sustainability and waste needs addressing in a theme.
- IP services will not be maximised without using pharmacy technicians to their full potential.

The delivery board identified that digital is another golden thread within the Vision and that the referral piece needs to be carried forward into 2028. There was discussion around how many of the goals are aimed at the community sector and that additional focus is needed on primary and secondary care. There was additional discussion that to maximise the skillset of our pharmacy technicians, more needs to be done to develop the roles of support staff. It was acknowledged that a lot of focus has been given to pharmacist development in the past but more focus is needed on the development and role progression for support staff which will create a domino effect, releasing capacity for pharmacists and pharmacy technicians to work to the full potential.

Innovation and Technology Working Group Feedback

Anna Croston provided an update from the Harnessing Innovation and Technology working group in Cath O'Brien's absence.

Theme	Potential goals/discussion
EPS and ePMA	<p>Build around uptake of EPS and ePMA</p> <p>Goal building on goal 13 - "We will support pharmacy teams ensuring the expansion of the uptake of electronic prescribing across all pharmacy settings, including widening the uptake of and access to pharmacy services through the NHS app"</p>
NHS App	<p>Availability, promotion, patient awareness</p>

Medication related incidents and reporting	<p>Goal 14 needs to stay in some form and be built upon, speak with Lynette James, concerns highlighted that not seeing feedback/trends</p> <p>We will ensure feedback from medication related incidents is viable to facilitate learning, improvement and patient safety</p>
Digital Roadmap	<p>Link in with DHCW/Cath O'Brien around specific goal</p> <p>Digital maturity of our organisation - hardware, wifi, fitness for purpose</p> <p>utilising expertise of digital experts - Clinical informatics, Data analysts</p>
Building capacity	<p>Reflection on progress to date</p>
	<p>More to be done e.g. further shift to 56 day prescribing, removal of non value added products</p>
Pharmacogenomics	<p>Link in with Sophie Harding</p> <p>Awareness and basic level of knowledge of pharmacy professionals e.g. no. of pharmacists and pharmavy technicians who have completed a particular training programme</p> <p>We will support the workforce (pharmacy professionals) with access to materials to promote awareness and develop Pharmacogenomic understanding</p>

There was discussion that there is a lack of acknowledgment around the opportunities for the use of AI which could increase efficiencies. Additional comment was made that closed loop dispensing could build capacity.

Engagement plan and Champion's network

AC gave an update on progress with the Champion's network and PDaHW engagement to date. She reminded board members to sign up to the network if they haven't already done so and to share the links through their workplaces.

The board members were reminded that the PDaHW Conference will take place on Thursday 25th September 2025 at the Park Gate Hotel in Cardiff.

AOB and Close

SH provided a brief update on Pharmacy Research Wales and the refresh of the strategy. This is to be taken offline for discussion with NP.

Dates of future meetings:

Thursday 17th July 2025 10-12pm

Thursday 23rd October 2025 10-12pm

AC reminded the group to send Declaration of Interest forms and bios for the PDaHW webpages.