

# Annual Review



Support

Recognise

Network

Lead

Develop

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# President's Message



## WHAT THE SOCIETY IS ACHIEVING FOR MEMBERS AND PATIENTS

After what was a turbulent year for the profession, with not only a challenging economy but some pretty seismic changes in the way pharmacists are expected to operate, I can't help feeling that we should all recognise and appreciate the stability that being part of the Royal Pharmaceutical Society brings.

With all the changes which took place last year it is worth reflecting on the fact that the RPS has consistently been right where it should be – at the heart of the profession and in a position to influence events for the benefit of members, and through them for the benefit of patients.

Throughout the year we have been fully engaged in work examining the medicines legislation landscape. This work has now evolved to look at rebalancing legislation and professional regulation. We will be working alongside Government, regulators and other stakeholders to ensure that the profession's point of view is heard. We acknowledge that a new progressive model is needed that allows innovation while ensuring public safety.

It is important that the RPS continues to utilise its seat at the top table, alongside the other healthcare professions, government, and other legislators, to ensure that the needs of its members and their patients are recognised and met.

Meanwhile, as we look away from the bumpy ride that 2012 turned out to be and ahead to a new year there will be a host of new and different ways in which we can support our members in what will no doubt be yet another challenging, but at the same time, exciting year with the launch of the RPS Faculty.

# From the Chief Executive



## PROFESSIONAL LEADERSHIP AT A TIME OF CHALLENGE

Last year was another busy one for the Society as we continued to deliver the services and leadership that members expect from their professional body. We supported them in delivering the best possible care for their patients, all the while continuing to raise the profile of pharmacists and pharmacy on their behalf.

The RPS has been sensitive to the challenges faced by its members during 2012 and to the customers of Pharmaceutical Press. I am delighted with many of the outcomes, both within the Society itself and its PhP operation, which continues to be a major force in publishing with titles such as the British National Formulary (BNF) and, of course, *The Pharmaceutical Journal*.

Last year the Society achieved an impressive improvement in its financial results with a healthy surplus for the year, compared with a deficit in the previous 12 months.

Savings delivered in 2011 and sustainable changes, plus effective management of Society business, has ensured delivery of objectives in 2012 and positions us well to implement the plans and investments for 2013 and the three year business plan.

All the changes and developments taking place in the NHS across all three nations of GB at present mean there is now, more than ever, a need for a professional body for pharmacists, supporting them to deliver their best for patients and the public. Following our stated aims to provide Support, Recognition, Networking, Development and Leadership for pharmacists, last year saw the Society undertaking preparatory work leading to the launch of the new RPS Faculty in June 2013. This will be the highlight of yet another eventful year.

**“I am proud to be part of the  
Royal Pharmaceutical Society”**

*Hospital Pharmacist, Member*

# Board Leadership

## ENGLISH PHARMACY BOARD

The English Pharmacy Board (EPB) met four times during 2012. Successful elections were held for all board positions this year. With over half of the newly elected EPB being new members a thorough induction was held on the day before the official first meeting in June.

The EPB was successfully represented at the three main political party conferences, leading fringe sessions and speaking on platforms with front bench politicians. This work at party conferences is the cornerstone of public affairs activity that goes on throughout the year involving meeting with politicians and their advisers, think tanks and speaking at Parliamentary meetings.

Another important piece of advocacy work occurred at the September RPS Conference where the NHS England Chief Executive, Sir David Nicholson, was to give a keynote address. Ahead of this the EPB Chair Shilpa Gohil, and Vice-Chair Ash Soni, along with the President, Chief Executive and Director for England held a breakfast meeting with Sir David.

At the meeting we pushed for the extended role of pharmacists in the new medicines optimisation agenda and the need for senior pharmacist appointments within the new NHS structures.

The EPB has been supporting members to get involved with new NHS organisations through the website as well as Local Practice Forum (LPF) meetings, a virtual health care reform hub and direct information about the Local Education and Training Boards (LETBs), Local Professional Networks (LPNs) and Health and Wellbeing Boards (H&WBs).

**“Good to see pharmacy represented more in the media... we still have a challenge to persuade colleagues of the good work being done by the Society”**

*Primary Care Pharmacist in England, Member*

## SCOTTISH PHARMACY BOARD

In 2012, the Scottish Pharmacy Board (SPB) held four formal meetings and a number of informal strategy days.

The SPB responded to the Scottish Government's Health and Social Care Integration consultation to highlight and strengthen pharmacy's positioning.

The SPB influenced the Review of Pharmaceutical Care in the Community (Wilson Review) through consultation responses and active engagement in a series of stakeholder meetings.

We launched our “Improving the pharmaceutical care of people in care homes” report to the Scottish Parliament and the NHS and developed a joint action plan with the RCGP, initially focusing on self-care and improving the care of older people. A dementia expert working group in partnership with Alzheimer Scotland will carry some of this work forward in 2013.

The LPFs held a series of successful events and we strengthened our stakeholder engagement and partnership working with patient

groups, health charities, academia and National Education for Scotland.

We fought pharmacy's corner in Parliament on medicines waste and methadone supervision issues and campaigned for pharmacists' access and input into an integrated electronic patient record.

The SPB is committed to advancing the profession of pharmacy in Scotland for public and patient benefit to secure the future of our members.

**“I feel that it is very important to be a member of the Society because it is only the Society that can truly represent the majority of pharmacists as professionals. I support the work of the Society in every aspect. Keep up with your good work”**

*Pharmacist on career break in Scotland, Member*

## WELSH PHARMACY BOARD

The Welsh Pharmacy Board held four meetings in 2012 and two strategy days.

Promoting the interests of the profession at strategic policy levels was a key aim. Responding to our evidence, the Welsh Government Health & Social Care Committee's inquiry into community pharmacy recognised that community pharmacy can do more to shape future health services. Its recommendations for the development of community pharmacy were supported in full by the Welsh Government.

Another key aim of the board was to support members in addressing patient safety and our November conference focused on the need for more evidence of pharmacy's impact on medicines safety.

The LPF network in Wales held events on GPhC standards for pharmacy premises and the “Quality improvement guide – pharmacy edition”, and a leadership event for steering groups.

We supported the delivery of public health campaigns and continued to support the Wales Professional Leadership course with Wales Centre for Pharmacy Professional Education and the National Leadership and Innovation Agency for Healthcare.

The board published *PharmaCymru*, its biannual newsletter, a bulletin, *PharmacE*, for politicians in Wales, a new digest of Welsh political news for members and a monthly column in the *Western Mail*. We provided expert comment on medicines for BBC Wales TV, radio and online and local media.

**“Visible improvements in leadership and media presence. Would like more focus on high quality education”**

*Community Pharmacist in Wales, Member*

## Medicines Safety First



In the wake of the Francis report into patient care at Mid Staffordshire NHS Hospital Trust, the need to keep patients safe in the use of medicines has never been so central to pharmacy.

We work to tackle safety issues whenever patients are most at risk. In 2012, in collaboration with royal colleges, patients and health professionals we developed professional guidance for medicines management during transfer of care, and our Professional Standards for Hospital Pharmacy Services, which help ensure patients receive a consistent quality of service and get the best outcomes from their medicines. Our report into care homes emphasised the need for a person-centred approach and integrated partnership working in caring for vulnerable patients.

We supported our members in improving their daily practice, partnering with 1000 Lives Plus to publish the "Quality improvement guide, pharmacy edition", which outlines how quality improvement methods can influence patient safety. Our Medicines Safety conference and symposium focused on the importance of multidisciplinary working and medicines use reviews and discharge medicines review as key tools for reducing risk of harm.

National media activity, such as our campaign to highlight the dangers of self-diagnosing and treating insomnia, promotes the pharmacist's role in keeping patients safe to the wider public.

Our strategy on medicines optimisation is helping pharmacists and patients understand why up to 50 per cent of patients do not take their medicines as intended. We are building on this work to develop a body of guidance and support materials ensuring that taking medicines is as effective, and as safe, as possible.

**"[Combating counterfeit medicines, working in partnership with GPs and the Quality Improvement Guide] presents a very important theme to bring the profession to a highest possible esteem. Our profession is undervalued thus it needs to be re-evaluated"**

*Community Pharmacist, Member*

## Information Management and Technology



The Society believes it is vital that Governments implement electronic health record sharing across their respective NHS systems to facilitate improvements in joined up person-centred care and enable a smoother and safer patient journey through the NHS. Successful delivery of pharmacy services in the future will depend on the availability of quality IM&T solutions.

Robust IM&T systems are fundamental to the effective development of therapeutic partnerships between patients and everyone involved in their care.

In Wales we have been campaigning for faster improvements to NHS IT and more effective sharing of patient information. Our joint statement with the Royal College of General Practitioners launched at the Welsh Assembly prompted the Welsh Minister for Health to confirm that IM&T is very important, and on the agenda of monthly meetings with health board chairs.

In England, we have been fully engaged with the National Programme for the Development of Generic Clinical Record Standards led by the Royal College of Physicians and have had significant input into the development of core clinical headings. We have also embarked on a project to develop a standard for the structure and content of a pharmaceutical care record via engagement with pharmacy system suppliers and members.

In Scotland, we have been advocating for pharmacists to have access and input into a fully integrated, shared electronic patient record, pushing for better sharing of information electronically between secondary and primary care and between health professionals, especially in the area of electronic discharge information. We look forward to the Scottish Government delivering on its commitment to allow pharmacists access to an accurate and up to date emergency care summary during 2014.

**"Links to GP surgeries are vitally important to safe and effective patient care. GP surgery reception staff often wield too much power and can be a barrier against effective communication between pharmacists and GPs. Opening electronic channels would be a quantum leap forward"**

*Community Pharmacist, Member*

## Influencing Policy and Legislation



The Society works with the Westminster Government, the Scottish Parliament, the Welsh Assembly, the General Pharmaceutical Council (GPhC), the Medicines and Healthcare products Regulatory Agency (MHRA), the NHS and other relevant organisations at strategic and local levels to ensure that legislative and regulatory frameworks for medicines or pharmacy are comprehensive and fit for current and future practice.

In 2012 we received and read over 100 consultation documents from the major stakeholders, and responded to two thirds reflecting the policy of RPS. These included:

- the MHRA medicine consolidation review, where the issue of changes to wholesale licensing was resolved following extensive negotiations
- the GPhC consultation on the development of the standards for pharmacy premises, where we were broadly supportive of the move towards system regulation but were strongly opposed to the self-selection of P medicines
- the Law Commission's review of health professional regulation, where we raised some thoughts on the composition of fitness to practise committees and supported a more cohesive approach to standards between the different healthcare professions.

The RPS has taken a proactive approach on the important issue of "assisted suicide" and the pharmacist's role within that process. The policy reflects our neutral stance to proposed legislation and highlights the need to respect the conscience clause for pharmacists and the role pharmacists play in end of life care.

In 2013 we will be developing our policy web pages and encouraging more members to get involved in the development of RPS policy and our consultation responses.

**"I have noticed an improvement in the last few years and hope the Society will redouble its efforts to ensure pharmacists are seen as equally important NHS professionals and related to as such"**

*Community Pharmacist, Member*

## Empowering Pharmacists and Improving Safety



Creating a culture which empowers pharmacists to focus on patient safety is a prime focus for the Society. The aim to make pharmacists feel that their environment supports rather than hinders professionalism was born from research we commissioned into the impact of the Responsible Pharmacist regulations in 2011. Our response was to create a movement within the profession to move from a "blame" to a "just culture": the key that would unlock the principles of a safer culture, namely openness, learning, reporting and information sharing to improve safety. Creating an environment where the same strong signals come from employers, commissioners, regulators and health professionals that patient safety is the top priority will mean that pharmacists are able to make an even greater contribution to safer care.

In 2012 we made sure these same principles are now part of the "Speaking up Charter" a national document supported by

Government, royal colleges and regulators that asks everyone in the NHS to take action to ensure whistle-blowing is encouraged and that public interest concerns are listened to and acted upon. We have supported our members in this through advice on whistle blowing and access to a dedicated whistle blowing helpline.

We have produced a quick reference guide outlining a "just culture" in easy to understand language for our members. To measure success we are conducting a series of surveys so that we can accurately measure and track how pharmacists perceive their work environment with regard to patient safety, and whether this perception is changing over time. We are using the results of these surveys to inform our decisions on how we can make the environment in which our members work more conducive to patient safety.



# Pharmaceutical Press



In 2012 Pharmaceutical Press has continued to face similar tough economic conditions to those encountered in 2011 but has been able to approach these from a much better position due to the major restructuring efforts and process review that we undertook in 2011. As a result we also realised one of the first major benefits from our process review, by delivering monthly updates of the BNF for the first time, allowing us to provide the profession with more frequently updated information to support them in the safe, effective use of medicines.

Other customer and membership focused developments saw us undertake a large piece of research into what pharmacists want from *The Pharmaceutical Journal*, particularly in a digital age. Early work based on these findings began at the end of 2012 and we hope to deliver some significant benefits from this throughout the year ahead, including an app, new online service and revitalised content.

Key publishing activities in the year saw a major new edition of 'The handbook of pharmaceutical excipients', a joint venture publication with the American Pharmacists Association, which promisingly exceeded our expectations in print. In addition, with the help of marketing input from the Society, we won the tender to continue publishing the Orange Guide on behalf of the Medicines and Healthcare products Regulatory Agency.

2012 also saw the appointment of a new managing director, Alina Lourie, who joined Pharmaceutical Press in July. Under the new leadership there has been a re-examination of the business and we have gained support from the Society to invest in developing our products and services. The areas for investment

cover digital services, expansion of our mobile offering and focus and investment on international opportunities.

One of our major achievements of the year was winning ISO 9001 accreditation for the whole business. This accreditation has been associated with improved business processes and performance, and more significantly, greater customer satisfaction. It also commits Pharmaceutical Press to a cycle of continuous review and improvement which we hope will ensure our processes remain fit for purpose and drive maximum value to the customer.

**“The present *Pharmaceutical Journal* editorial policy is the best and fairest that I have seen over 48 years and it provides an excellent cross section of information on both RPS policy and general pharmaceutical interest”**

RPS Member



To read more from the Annual Review 2012 please visit  
[www.rpharms.com/review2012](http://www.rpharms.com/review2012)

## Professional Standards, Guidance and Education



In 2012 our RPS Support service helped members with all aspects of their professional practice, providing an enquiry service and over 80 pieces of professional guidance covering a wide range of topics. *MEP 36*, our essential guide to pharmacy practice was published in July 2012 and included new guidance for pharmacists on clinical checks and counselling patients. We issued 84 support alerts to keep members updated with changes in legislation and practice and drug and device recalls and other important communications concerning patient safety in 2012.

We continued our work to develop professional standards and in 2012 we published Professional Standards for Hospital Pharmacy Services, which gives a broad framework to support chief pharmacists and pharmacy teams to improve services and to shape future services and pharmacy roles to deliver quality patient care.

In 2013 we will be publishing Professional Standards for Public Health Practice in Pharmacy, developed with the Faculty of Public Health and the Royal Society of Public Health, and a resource for pharmacy professionals to maintain and develop the quality of systems of care working with the Pharmacy Forum of Northern Ireland and the Association of Pharmacy Technicians UK (APTUK).

**“I must say I am thankful to the RPS. As a newly qualified pharmacist I find a lot of help and assistance on the website and it keeps me informed on current guidance and topics”** *RPS Member*

## RPS Faculty 2013



In 2013 we will be launching the RPS Faculty, our new professional recognition programme. As a Faculty member, you will have access to an e-portfolio where you can easily record your development opportunities. These will be useful as CPD records and, alongside some peer assessments and assessment of your area of expertise, for revalidation when it comes. In addition, you will have access to networks, peers, specialists, experts and mentors – an advantage many but not all pharmacists have and one that the RPS seeks to build to bring us

all together as a united profession. Recognition of your stage of development, through awarding of new additional post nominals, will mean your professional development is recognised by peers, other professions and by patients and the public.

Launching the RPS Faculty, alongside our growing portfolio of professional standards and guidance, support for research and evidence generation across the entire profession, demonstrates our shared vision of a Royal College for our profession.

## Science and Research



In 2012 we continued to provide our range of science and research resources, including articles and webinars. Through our prizes and debates we have sought to recognise excellence in pharmacists and pharmaceutical scientists at all levels of practice and have offered support and guidance to our members to fulfil their potential.

We undertook a planned series of longitudinal surveys with a representative cohort of members in order to accurately measure and track how pharmacists perceive their work environment with regard to patient safety, GB wide. On a local level we were able to provide support for members wishing to integrate research into their practice, for example, Morgannwg LPH's Community Pharmacy Interventions Audit.

We made a new collaboration with Pharmacy Research UK, a charity which supports excellence in pharmacy research to improve the health of patients and the public. We also formed a partnership with the Academy of Pharmaceutical Sciences and the Joint Pharmaceutical Analysis Group to ensure the Society's voice continues to be heard in discussions on pharmaceutical science and pharmaceutical analysis.

To further the Society's mission to promote pharmaceutical science, practice and education, our Chief Scientist appeared in the short film “What do pharmaceutical scientists do?” which was launched at the RPS and Sense About Science joint science reception in November. The team also made a number of media appearances during the year commenting on a diverse range of topics.

# Financial Review

<b>INCOME AND EXPENDITURE ACCOUNT*</b>		
<b>For the year ended 31 December 2012</b>		
	<b>2012</b>	<b>2011</b>
	<b>£'000</b>	<b>£'000</b>
Income	21,771	24,530
Expenditure	(21,652)	(25,734)
<b>Operating surplus/(deficit)</b>	<b>119</b>	<b>(1,204)</b>
Interest	108	86
<b>Surplus/(deficit) on ordinary activities before taxation</b>	<b>227</b>	<b>(1,118)</b>
Taxation	-	-
<b>Surplus/(deficit) after tax (pre pension reserve adjustment)</b>	<b>227</b>	<b>(1,118)</b>

\* See [www.rpharms.com/review2012](http://www.rpharms.com/review2012) for full audited 2012 RPS Non-Statutory Accounts

<b>BALANCE SHEET*</b>		
<b>As at 31 December 2012</b>		
	<b>2012</b>	<b>2011</b>
	<b>£'000</b>	<b>£'000</b>
<b>Fixed Assets</b>	<b>6,327</b>	<b>6,957</b>
<b>Current Assets</b>		
Stock	128	226
Debtors	4,297	5,091
Cash in hand and at bank	8,906	7,408
	13,331	12,725
Creditors: amounts falling due within one year	(4,907)	(5,158)
<b>Net Current Assets</b>	<b>8,424</b>	<b>7,567</b>
<b>Net assets excluding pension asset/liability</b>	<b>14,751</b>	<b>14,524</b>

## Overall Results

In 2012, the Society reported an operational surplus of £227k, after taking account of the remaining cost of restructuring which represents a significant improvement from the deficit in 2011 of £1,118k reflecting the clear practice of all employees to use our resources wisely.

In 2011 the Society reorganised its services and reduced its cost base so that the RPS would be a sustainable organisation for the future, focusing on delivering the services members want and consequently 2012 was a year of consolidation and further development. In May 2012, the RPS appointed a new Director of Finance and Resources who has worked closely with a strong RPS team to deliver a much improved financial position.

In September 2012, the Assembly approved a bold 3 year plan to invest in new products and services for members and this strategy is supported by a robust financial appraisal that will ensure the projects will deliver.

## Balance Sheet

As a result of the positive financial results, the strength and liquidity of the Society's Balance Sheet has improved significantly. Through cash generation from operations and a real push to get stocks down and debts paid on time, the cash balance at the end of 2012 was £1,498k better than 2011.

## Summary and Outlook

The Society continues to have strong support from the majority of pharmacists and pharmacy students across Great Britain. The benefits from our reengineering process will give relative stability and opportunities for growth in the services delivered.

Pharmaceutical Press, under the new Managing Director, continues the development of its online offering of strong global brands, increasing sales and longer term profitability. The development of the PJ and investment in new products is a priority for 2013.

There are strong financial controls in place to ensure we obtain value for money from everything we do to ensure a productive and sustainable future.