

2019 ANNUAL REPORT OF IPU EXECUTIVE COMMITTEE

FINANCIAL STATEMENTS
YEAR ENDED 31 DECEMBER 2018

EXECUTIVE SUMMARY



The information contained in this document is confidential to IPU members.



IPU PHARMACY CONFERENCE 2019

PROGRAMME OF EVENTS

FRIDAY 10 MAY

12.30pm – 3.30pm	APPEL Preceptor Training – Supporting 4th-year Student Pharmacists on their Journey to Practice Dr Maria Donovan & Eimear Ni Sheachnasaigh <i>The Burren</i>
3.00pm – 6.00pm	Registration
3.30pm – 4.00pm	Exhibition Hall; Tea/Coffee/Water <i>Inis Mór 1&2</i>
4.00pm – 5.00pm	Maximising the Return from your Dispensary Data – a hmR Presentation Alan McCormick <i>Veranda Lounge</i>
	5 Ways to Increase Your Wellbeing at Work (No Matter How Busy You Are) Séamus Ruane MPSI <i>Inis Mór 3</i>
5.00pm – 5.30pm	Exhibition Hall; Tea/Coffee/Water <i>Inis Mór 1&2</i>
5.30pm – 6.30pm	The Pharmacist in an Atrial Fibrillation Clinic . . . A Model of Care Edwina Morrissey & Dr Rónán Collins Sponsored by Bristol Myers Squibb <i>Inis Mór 3</i>
7.00pm – 8.00pm	Exhibition Hall; Pre-Dinner drinks <i>Inis Mór 1&2</i>
8.00pm	Dinner <i>Marinas Grill</i>

SATURDAY 11 MAY

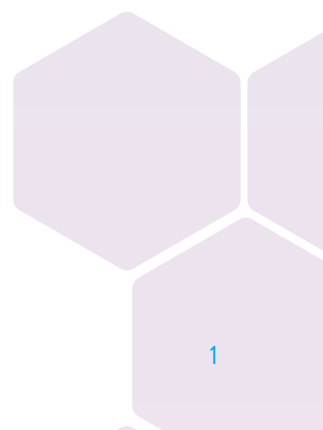
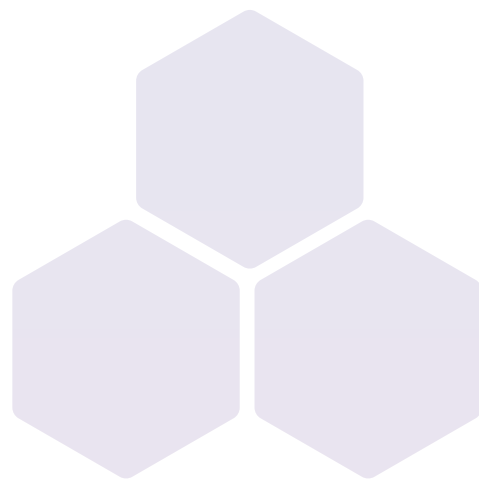
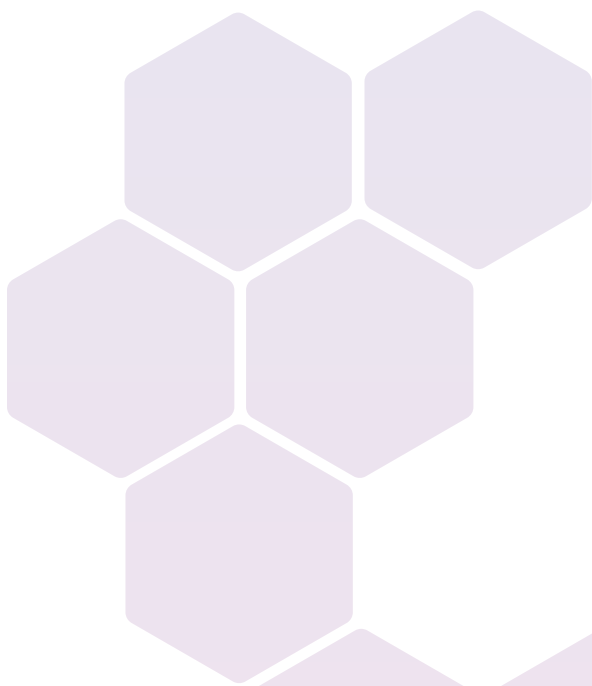
8.00am – 1.30pm	Registration
8.00am – 8.30am	Exhibition Hall; Tea/Coffee/Water <i>Inis Mór 1&2</i>
8.30am – 9.30am	Transform your Business using People, Process and Technology Jay Patel <i>Inis Mór 3</i>
	The Role of the Community Pharmacy Team in Supporting Palliative Care at Home Karen McKee In Association with the Galway Hospice <i>Veranda Lounge</i>
9.30am – 10.00am	Exhibition Hall; Tea/Coffee/Water <i>Inis Mór 1&2</i>
10.00am – 12.00pm	Plenary Session Simon Harris T.D, Darragh O’Loughlin, Robert Tsuyuki, Margaret Wing & Terence A. Maguire <i>Inis Mór 3</i>
12.00pm – 12.30pm	Exhibition Hall; Tea/Coffee/Water <i>Inis Mór 1&2</i>
12.30pm – 1.30pm	Economic Trends in 2019 and How they May Affect the Pharmacy Sector Jim Power In Association with Moore Wealth Management <i>Veranda Lounge</i>
	Eczema Diagnosis and Treatment: Tips and Tricks for the Community Pharmacist Dr Paul Ryan Sponsored by A.Menarini <i>Inis Mór 3</i>
1.30pm – 2.15pm	Lunch <i>Marinas Grill</i>
2.15pm – 3.00pm	Exhibition Hall; Dessert <i>Inis Mór 1&2</i>
3.00pm – 4.15pm	Panel Discussion: Sláintecare – The Future Shape of Healthcare Laura Magahy, Terence A. Maguire, Aileen Bryson & Daragh Connolly <i>Veranda Lounge</i>
4.15pm – 5.15pm	Leading Through Adversity Jack Kavanagh <i>Veranda Lounge</i>
7.00pm	Pre-Dinner Drinks Reception <i>Inis Mór Pre-Conference Area</i>
8.00pm	President’s Dinner & Ball <i>Inis Mór Ballroom</i>

SUNDAY 12 MAY

9.30am – 11.15am	Registration
10.00am – 11.00am	Leading, Delegating, Communicating – How will you Manage? Susan Madden <i>Inis Mór 1</i>
	The Challenges Presented by Breast Cancer Survivors Taking Antihormone Medication Elizabeth Summersby <i>Inis Mór 3</i>
11.00am – 11.15am	Tea/Coffee/Water <i>Inis Mór Pre-Conference Area</i>
11.15am – 1.15pm	IPU AGM – Reports & Motions <i>Inis Mór 3</i>
11.15am – 12.45pm	Support and Care for Cancer Patients – CPD for Pharmacy Technicians Sheila O’Driscoll <i>Inis Mór 1</i>
1.15pm	Lunch <i>Marinas Grill</i>

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EXECUTIVE COMMITTEE 2018-2020

President: Daragh Connolly
Vice-President: Eoghan Hanly
Hon. Treasurer: Caitríona O’Riordan

Regional Representative

Edward MacManus	Dublin
Stephen Nolan	North East
Carmel Collins	Mid-West
Canice Nicholas	North West
John O’Connell	South East
Padraig Loughrey	Midland
Caitríona O’Riordan	South
Oliver McGuinness	West

Community Employee Group

Rebecca Barry
Hazel Slevin
Sinéad Ryan

Past President

Vacant

Co-options

Adrian Dunne
Gemma Dwyer
Ann Marie Horan
Niamh Murphy
Caoimhe McAuley

NB: Up to five members may be co-opted by the Executive Committee

2019 IPU AGM AND IPU SERVICES LTD AGM

11.15AM – 1.15PM SUNDAY 12 MAY

(confined to paid-up members of the IPU)

AGENDA

Chairperson: : Mr Daragh Connolly, President

11.15am	1. Welcome
	2. One minute's silence in memory of pharmacists who died since the 2018 AGM
	3. Minutes of IPU 2018 AGM*
	4. Minutes of IPU Services Ltd 2018 AGM*
	5. Financial Report and Consolidated Accounts 2018
	a. Adoption of Audited Statement of Accounts of IPU
	b. Appointment of Auditors of IPU and IPU Services Ltd
	c. Adoption of Directors' Report and Audited Statement of Accounts of IPU Services Ltd
11.30am	6. Overview from the Secretary General
11.40am	7. Group Reports / Open Forum: Introduction and Update
	a. Pharmacy Contractors' Committee Report
	b. Community Pharmacy Committee Report
	c. Employee Pharmacists' Committee Report
	d. Communications Report*
	e. International Pharmacy Matters*
12.00pm	9. Report on Motions from 2018 AGM*
12.05pm	10. 2019 AGM Motions
1.05pm	11. Open Forum
1.15pm	Closing of AGM Procedures by IPU President Daragh Connolly

* These items are contained in a more detailed report on www.ipu.ie.

MESSAGE FROM THE PRESIDENT DARAGH CONNOLLY

It gives me great pleasure to welcome you to the annual IPU National Pharmacy Conference on its return to Galway, City of the Tribes and to present the IPU Annual Report which gives in great detail the work undertaken on your behalf by the Committees and staff of the IPU.

Dear Colleagues and Friends,

As I write, we await the tortured outcome of Brexit negotiations. It is abundantly evident that we, as a nation, have a very clear vision for our place in Europe and the world. As pharmacists, we fear the disruption Brexit could bring to our practices and to the exceptional continuity of care we deliver to our communities. On your behalf, the IPU has worked very closely with the HPRA, PSI and Department of Health to plan and mitigate for the inevitable disruption Brexit will cause. In the broader context Brexit evidences that, without a clear vision for its future driven by a consensus from its members based on realism and an understanding of other stakeholders, no representative body can achieve any of its objectives. I am very proud of the fact that the IPU remains the singular and authoritative voice of community pharmacy in Ireland, enjoying the overwhelming support of our members for our clear vision for the role and future of community pharmacists in Ireland.



A singular vision for the future of healthcare in Ireland exists and enjoys a cross party consensus and, simply put, Sláintecare identifies that the only way to fix our healthcare system is to invest in primary care. To date, the singular failure of Sláintecare is to “care for the people who care for the people”: the failure to reverse the FEMPI cuts that have left one in five hospital consultants positions vacant; young physicians turning their backs on a career in general practice, leading to three quarters of family practices being closed to new patients; and more than 300 community pharmacies, particularly in deprived and isolated communities, being unviable. Pharmacists young and old have shared their despondency about their futures in community practice through our in-depth study conducted on our behalf by Behaviour and Attitudes. Their opinions have laid out their day to day experiences and frustrations with HSE/PCRS red tape which takes so much of their valuable time and only result in denying their patients timely and appropriate healthcare. The contempt with which care-givers are treated, whether consultants, physicians or pharmacists, is no basis to build a future for our healthcare system. We have made our position abundantly clear to the HSE/PCRS that we cannot progress to give more value to the Irish people until they adopt a professional attitude becoming of their monopsonistic position.

Despite the intransigence of the HSE/PCRS, it shone through from our survey that being a community pharmacist remains a highly rewarding area of professional practice. The time we spend with our patients remains, as it has done for centuries, the cornerstone of our satisfaction as we help them and their families get the most from their health by being expert, relevant and accessible.

Pharmacists are overwhelmingly in favour of working to full scope and would relish the challenge to add more and more value to their communities’ healthcare by being freed to practice as colleagues do in Scotland, Canada and New Zealand. These ambitions are completely aligned with Sláintecare and our initial engagements with those charged with its implementation have been positive.

As ever the IPU will continue work with our partners and advocate for an equitable and sustainable future for community pharmacy which utilises to our fullest potential the accessibility and expertise and willingness of community pharmacists.

I was hugely heartened for the future of our profession through our collaboration with the Irish Pharmacy Students Association. It has always been the advice to the PSI from the Community Pharmacists Committee of the IPU that employer/employee relationship enjoyed by generations of pharmacists both at the outset and during their professional lives should not be restricted. Through very effective and coherent advocacy from both students and the IPU, the ban on payment of pharmacy students on work placement was reversed. To build on such a positive collaboration I will bring a motion to our conference to open Associate membership of the IPU to Irish pharmacy students so we can work more closely in the future.

We have lost esteemed colleagues since we last met in Wexford. I am reminded, through our work with the IPSA, that our former President and Trustee, Diarmuid O’Donovan MPSI, who sadly passed away suddenly in December, had been a tutor to 32 pharmacy interns during his career. Diarmuid’s unassuming and tireless dedication to his family, community, union and profession will be sadly missed, but his legacy will live on through his family, his community, his union and his profession, not just those 32 interns he helped become pharmacists.

The practice of community pharmacy in Ireland is in good hands. I and everyone in the IPU will continue to work tirelessly to advocate for pharmacists to achieve their full potential at every stage of their careers and to be properly rewarded for their efforts. With your continued support, our Union will build on our vision and successes for our futures, our families, our communities and our profession.



Daragh Connolly MPSI
President, IPU

2018 AGM MOTIONS AND REPORT ON ACTION TAKEN

The following motions were proposed in accordance with Article 30 of the Constitution. All motions were debated and considered by the meeting and then passed.

1. *“That this AGM calls upon the Department of Health and the Department of Public Expenditure and Reform to commence without any further obfuscation or delay a process to reverse FEMPI as it applies to community pharmacy contractors.”*
Proposed: Eoghan Hanly
Seconded: Michael Tierney
2. *“That this AGM calls upon the Department of Health to address health service capacity challenges and improve patient care through the introduction of properly resourced pharmacy-based services.”*
Proposed: Daragh Connolly
Seconded: Aidan Walsh

The reversal of FEMPI is a key objective for the IPU. Since the last AGM we made a detailed submission to the Department of Health setting out the case why FEMPI needs to be reversed for community pharmacy contractors. We had meetings with the Minister for Health, Department of Health Officials and Opposition Spokespersons on Health setting out, the effect FEMPI has had on community pharmacy and calling upon them to immediately commence the unwinding of FEMPI in recognition of the contribution pharmacy contractors have made in achieving significant savings for the state during the financial crisis. We outlined at every opportunity, that with the improvement in the economy generally, it is beyond time that the findings of the 2008 Dorgan report, index linked to the present should be implemented.

We have now got a commitment from the Minister for Health that he will engage with the IPU this year to commence the process of unwinding of FEMPI.

Since the last AGM, we made submissions to the Department of Health on the Expansion of the Pharmacy Vaccination Service, Health Service Reform and Implementation of Sláintecare, and a Service to Identify Hypertension and Atrial Fibrillation in the Community.

We met with the Executive Director of Sláintecare in October 2018 to put at their disposal the network of community pharmacies throughout Ireland to help them deliver convenient, accessible, high quality healthcare in every town, village and community in the country. We outlined the details of our proposals for a Minor Ailment Scheme, New Medicine Service and Access to Contraception. We presented a Proposal for a Community Pharmacy-Based Triage Programme to the Executive Director of Sláintecare in March 2019, outlining the triage services that could be offered in a community pharmacy: responding to symptoms (minor ailment scheme); emergency medicines administration; and minor injury management.

We had an official meeting with the Department of Health in December 2018 to discuss a number of the proposals that we have made over the past few years in relation to enhanced pharmacy services: Minor Ailment Scheme, Access to Contraception, NMS, MUR and broadening existing Vaccination services. At a meeting with the National Immunisation Office in March 2019, it was confirmed that it was now Department of Health policy that an HSE-reimbursed pharmacy pneumococcal vaccination service be introduced. The HSE is working to make this happen by October 2019. We are part of the HSE Working Group to establish treatment of patients with hepatitis C in community settings. It is intended to start rolling out the service in May 2019 to methadone patients.

At our meeting with the Minister for Health in March 2019, the Minister indicated that any new service would have to demonstrate a return on investment and would need to be backed up by data and research. We discussed in detail services such as Minor Ailment Scheme, New Medicine Service and Expanded Vaccination. The Minister clarified that there is a big push from Government to align all primary care services to the Sláintecare action plan for 2019.

3. ***“That this AGM calls upon the Department of Health and Health Service Executive to put in place a scheme to enable women to access contraception directly from their community pharmacist without prescription and without charge, regardless of eligibility.”***

Proposed: Elizabeth Lang
Seconded: Sheila O’Loughlin

In April 2018, we made a proposal to the Department of Health for a scheme by which women could access contraception directly from their community pharmacist without prescription and without charge. When the Minister for Health announced the setting up of a Working Group on Access to Contraception in February 2019, we proposed that the IPU be represented on the Working Group. We reiterated this proposal at a meeting with the Minister in March 2019.

The Minister replied in a letter on 29 March 2019, confirming that the Working Group is an internal group consisting of officials from the Department of Health but that an essential part of its work will be to consult fully and comprehensively with all stakeholders. The Minister commented that the IPU’s willingness to engage and contribute on this topic is very welcome and that the consultation process will enable the IPU to contribute fully to the work of the Group in the development of accessible, high-quality and cost-effective contraception services.

At our meeting with the Minister in March 2019, the Minister confirmed that the Working Group will report to the Minister by September 2019 to enable the Minister to include the relevant costs in the budget and it is hoped to have roll out of a service early 2020.

4. ***“That this AGM calls upon the Department of Health to amend current legislation to allow community pharmacists to substitute reference biological medicines with biosimilars.”***

Proposed: Brendan Quinn
Seconded: Anna Kelly

Further to the submission we made to the Department of Health’s public consultation on a National Biosimilar Policy in September 2017, we released a number of press statements over the last year, highlighting that if pharmacists were allowed to substitute biosimilars for reference biological medicines, the State could realise a potential saving of €370 million over the next three years with optimum biosimilar entry and penetration.

As part of a submission we made to the Joint Committee on Health in April 2019 on proposed amendments to the Health (Pricing and Supply of Medical Goods) Act, we proposed deletion of sections of the Act that prohibit pharmacists from substituting biosimilars for reference biological medicines.

5. ***“That this AGM calls upon all superintendent pharmacists to suspend completion of the PSI’s pharmacy assessment folder pending a full review and consultations between the IPU, superintendents and the PSI.”***

Proposed: Margaret O’Doherty

Seconded: David Jordan

The PSI conducted a review of the Pharmacy Assessment System through a public consultation in May 2018. They concluded that, from January 2019, the completion of the Pharmacy Assessment System would be reduced to once annually. Pharmacies received an updated set of booklets in March 2019. Alternatively, pharmacies can use the editable PDF version of the Pharmacy Assessment System available on the PSI website.

6. ***“That this AGM calls upon the IPU members not to cooperate with the PCRS in certain Administrative tasks, such as the online completion of the high tech stocktake, until the PCRS agrees to consult and agree with the IPU prior to making any changes which affect current practice.”***

Proposed: David Jordan

Seconded: Michael Tierney

The amended motion was put to the meeting and passed with three abstentions and one vote against. Since the last AGM the PCRS has engaged with the IPU through a number of fora including the Joint Consultative Group and the Joint Operational Group. The Pharmacy Contractors and Executive Committee have committed to a process of strategic reengagement with the PCRS. The PCRS has now formally acknowledged the role of community pharmacists in patient care and made commitments on new services and also committed to working to improve our relationship with the Department of Health in order to make progress on contractual reform and the unwinding of FEMPI. There was no strategic advantage to the IPU withdrawing from these administrative tasks during the past year but the matter will be kept in reserve and implemented if deemed necessary by the Executive Committee.

7. ***“That this AGM calls on the IPU to engage with the Higher Education Authority to demand that they fund all five years of the five-year Masters’ Degree Programme in Pharmacy.”***

Proposed: Richard Collis

Seconded: Edward MacManus

We wrote to the Higher Education Authority (HEA) in June 2018, urging them to reconsider their decision not to fund the final year of the five-year Masters’ Degree Programme in Pharmacy. We made it clear that the combination of increased fees and the fact that the internship is unpaid means it is not feasible for students from disadvantaged backgrounds to complete the pharmacy course.

The HEA responded to our letter in July 2018, confirming that the Free Fees Initiative criteria clearly state that, “Tuition fees will be paid in respect only of students attending full-time undergraduate courses (up to Level 8)”. Furthermore, the HEA had written to all universities clarifying that if the final year(s) of an undergraduate course led to a Level 9 qualification, those years would not qualify for free tuition fees.

We participated in the 4th year pharmacy students’ protest event and march in January 2019 in relation to payment for their intern placement. Following the march, the PSI and APPEL confirmed that, despite previous advice to the contrary, APPEL will not stipulate either non-payment or payment of placements and this will be a matter for placement providers to consider.

8. ***“That this AGM calls on the IPU to stand up for pharmacists and to demand and to deliver the end of the scapegoating of pharmacists by the PSI and other State bodies”***

Proposed: Michael Austin

Seconded: Edward MacManus

This motion was withdrawn and referred to the Executive Committee. The Executive Committee at their meeting of the 27 June 2018 discussed and considered the relevant motion and agreed no further actions would be taken on this motion.

9. *“That this AGM calls on the IPU to demand and deliver the reduction of PSI fees to reflect current economic reality and fees internationally.”*

Proposed: Edward MacManus

Seconded: Richard Collis

This motion was withdrawn and referred to the Executive Committee. The Executive Committee at their meeting of the 27 June 2018 discussed and considered the relevant motion and agreed no further actions would be taken on this motion.

10. *“That this AGM calls on the IPU to demand and deliver the implementation of the parts of the 2006 IPHA agreement that penalise drug companies for shortages.”*

Proposed: Edward MacManus

Seconded: Michael Austin

This motion was withdrawn and referred to the Executive Committee. The Executive Committee at their meeting of the 27 June 2018 discussed and considered the relevant motion and agreed no further actions would be taken on this motion.

11. *“That this AGM calls on the Minister for Health to engage with the IPU to deliver reform of the Health Service by utilising pharmacists as a core part of the primary care network.”*

Proposed: Roy Hogan

Seconded: Michael Austin

This motion was withdrawn and referred to the Executive Committee. The Executive Committee at their meeting of the 27 June 2018 discussed and considered the relevant motion and agreed no further actions would be taken on this motion.

12. *“That this AGM condemns the current duopoly of wholesalers that has destroyed competition in the sector, reduced margins, standards and returns while increasing drug shortages.”*

Proposed: Roy Hogan

Seconded: Michael Austin

This motion was withdrawn and referred to the Executive Committee. The Executive Committee at their meeting of the 27 June 2018 discussed and considered the relevant motion and agreed no further actions would be taken on this motion.

OVERVIEW FROM THE SECRETARY GENERAL DARRAGH O'LOUGHLIN

1. INTRODUCTION

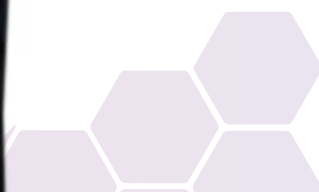
In 2018, Ireland had the fastest growing economy in the euro zone for a fifth straight year. Yet again, however, the economic improvements were not reflected in pharmacy fortunes, which have continued to deteriorate, due largely to downward movement in medicine prices and a squeeze on pharmacy reimbursements, coupled with higher business costs and salary inflation which is fuelled by increases in public sector salaries and the minimum wage. Research and analysis carried out for the IPU by EY-DKM Economic Consultants and Smith & Williamson accountants towards the end of 2017 indicated that pharmacies directly employ approximately 9,140 full-time and 7,300 part-time staff, and the sector's combined direct, indirect and induced contribution to national GDP exceeds €2 billion. However, financial sustainability remains a real concern for many pharmacy businesses and we have seen a number of business failures since last year's AGM.

2018 was a very difficult year in the relationship between the IPU and the HSE PCRS. Having previously reached agreement with them on a project due to be rolled out last year to enhance the electronic interface between pharmacy contractors and the PCRS, with initial deliverables including full visibility in dispensary systems of patient eligibility and patient-specific approvals, electronic submission of Dental and EU claims, managing owings,

and enhanced XML payment listing to allow pharmacy systems to fully reconcile claims and payments, we told the HSE PCRS in February 2018 that we were suspending our cooperation with this project.

Following a stand-off throughout the year, during which the HSE increased its inspection activity substantially and subjected individual pharmacists to ever-closer scrutiny, and IPU proposals to Government regarding health service reform were ignored and correspondence went un-answered as we were effectively frozen out of discussions, the Executive Committee and Pharmacy Contractors' Committee made a decision in October to strategically re-engage with the HSE on a broad agenda including the Interface Project in an effort to progress our relationship with the Department of Health. Since then, there has been some progress: we are now involved in discussions on new services such as the transfer of treatment for Hepatitis C from hospital to community pharmacy and we have had several constructive meetings with the Sláintecare Implementation Office on service reform and with the Minister for Health and his Department on the future relationship with pharmacy.

Since 2009, pharmacies have suffered almost a decade of decline. Pharmacists have delivered substantial productivity and efficiency gains, under a growing regulatory and administrative burden and in the face of increased demand and greatly reduced fees and revenues. The latest HSE PCRS statistics show that since 2009 per item dispensing fees have fallen by a sixth and fees paid per pharmacy have fallen by the same amount. Pharmacy medicine prices have fallen by 35.7% and the overall pharmacy medicines bill has fallen 28.1%, with an increase of 11.7% in items dispensed.



Despite pharmacists' cooperation with ever-tightening audit and validation obligations and increased administrative workload, and notwithstanding previous Government commitments, no reversal of FEMPI cuts to pharmacists' payments has yet been implemented. Achieving equitable treatment through an unwinding of these cuts remains the key focus of the IPU. We have lobbied extensively on the issue and have secured a Ministerial commitment that the process of engagement on the unwinding of FEMPI and contractual reform will begin in the current year and that pharmacy funding will move to "higher terrain". The recently announced agreement between Government and the IMO, which provides for a staged reversal of cuts to GP fees, will set our expectations.

The IPU exists only to serve the interests of its members. There are comprehensive reports in this publication which illustrate the wide range of activities that the IPU engages in. The Executive Committee which oversees the management of the IPU and the work of the three main IPU Committees – the Community Pharmacy Committee, Employee Pharmacists' Committee and Pharmacy Contractors' Committee – ensures the IPU's continued importance to and focus on the needs of practising pharmacists.

The new IPU Statement of Strategy adopted by the Executive Committee in 2017 commits us to making community pharmacy the driving force at the centre of the evolution of accessible, equitable and patient-focused primary healthcare, with clear and measurable objectives which will be reported on to all members.

The members of the IPU's various committees and sub-committees have worked hard all year to support, advance and protect the community pharmacy profession. The term of office of the current committees will finish at the end of 2019. We are lucky to have a great mix of pharmacists of ability and integrity volunteering to serve on IPU committees on behalf of all members – keeping the perspective and concerns of everyday practising pharmacists to the fore – and we hope that they will remain willing to do so into the future. The pooling of members' ideas, efforts and resources, matched with the enthusiasm of the pharmacists who give generously of their time, energy and experience, ensures that all pharmacists benefit from IPU support in their practices and their businesses and also ensures that we are here to advise and assist individual members whenever you need us.

2. MEMBERSHIP & PHARMACY OWNERSHIP (AS AT 11 MARCH 2019)

a. Membership of the IPU

Community Proprietors		856		
Industry & Wholesale		3		
Community Employees		1436*		
Hospital		0		
Army, Academic & Admin		2		
Associate Members		2	2,282	

b. Number of Community Pharmacies

Pharmacist Owned:				
Single shops	650			
Chains	796	1,446		
Non -Pharmacist Owned:				
Single shops		66		
Chains		273	339	(1,785)



2,100+

BNFs issued to members



800+

professional queries dealt with



3,881+

attendances at IPU Academy courses



1,000+

Participants in IPU Academy webinars



16,000+
Downloads
of the IPU
Product File



6,000+
Garda Vetting
applications
processed

c. Total Number of Chains (2 and over)

Two pharmacies	123	6	258
Three	44		132
Four	17	1	72
Five	12		60
Six	5	1	36
Seven	2	1	21
Eight	4		32
Nine	2		27
Ten			10
Twelve	2		24
Fourteen	2		28
Seventeen	2		34
Twenty-Seven	1		27
Thirty-Six	1		36
Thirty-Seven	1		37
Sixty-Three		1	63
Eighty-Four		1	83
Eighty-Eight		1	89
Associate Members	(790)	(273)	(1,063)

Notes on Employee Membership

787 are Supervising Pharmacists availing of the free membership for additional pharmacies. Three are Supervising Pharmacists in non-pharmacist owned pharmacies and are covered by the sub paid by the pharmacy. 76 are availing of the free first-year membership. 19 are joint pharmacy owners who pay a CE subscription.

3. ADMINISTRATION UNIT

The Administration Unit has three staff members. Róisín Molloy is responsible for all aspects of membership and the management of the Secretary General’s office. Patrice O’Connor looks after membership support and assists in the day-to-day running of the office. Ciara Enright, who works part-time as the IPU’s accountant, is Secretary to the Finance Committee. She maintains books of account and advises members on a range of taxation and accountancy issues.



4. IPU PRODUCT FILE UNIT

The IPU Product File is managed by Fiona Hannigan and her team: Ger Gahan, Tara Kelly, Eilish Barrett and Alan Collins. As well as supplying price updates and product information for members, they provide the following services and advice:

- Product sourcing;
- General queries on the IPU Product File;
- GMS pricing issues;
- Medicine Shortages; and
- Discontinued Lists.

IPU Product File Update

▪ **ISO Certification awarded to IPU Product File**

- Continued certification to ISO 27001:2013 and ISO 9001:2015 a awarded February 2019.
- ISO Certification maintained, through quarterly audits.

▪ **IPU Product File Distribution**

- Work on developing a new distribution method for the IPU Product File is complete;
- Piloting has begun on Web Service Distribution; and
- The FTP download of the IPU Product File will cease from September 2019.

▪ **Enhancements to the IPU Product File**

- Virtual Medicinal Product(VMP) Classification is now complete and is available via Web Service Distribution.
- SNOMED mapping is complete on the IPU Product File for Dose Form and Route of Administration and the process of mapping to Substance has commenced. We are working with SNOMED Ireland to included IPU Product File information in the first official SNOMED CT file for Ireland in April 2019.

- A web portal is being developed to allow manufacturers, suppliers and other licence holders to submit updates to the IPU Product File.

5. CONTRACTUAL ISSUES



The Contract Unit consists of two staff members, Derek Reilly, Contract Manager and Secretary to the Pharmacy Contractors' Committee (PCC), and Aoife Garrigan, Contract Administrator.

As PCC Secretary, Derek plays a key role in developing and promoting PCC initiatives and the resolution of issues arising with the HSE PCRS and the Department of Health. The Contract Unit spent much of the year liaising directly with the HSE PCRS on behalf of individual members in an effort to resolve the numerous contractual queries and payment issues that arose.

In addition to assisting with the above, Aoife is responsible for compiling information on raids and robberies that have occurred and highlighting any trends which can be identified. She is also responsible for notifying members of forged and stolen prescriptions in circulation via the IPU eNewsletter.

6. COMMUNICATIONS AND PUBLIC AFFAIRS



Jim Curran, as Director of Communications & Strategy, oversees the IPU's internal and external communications and is responsible for developing the IPU's strategy. The Communications Team, which includes Siobhán Kane and Ciara Browne, is responsible for promoting the interests of the IPU and the membership through effective communications with members, media, the public and other parties that influence the sector. Jim is responsible for overseeing business development and policy research, as well as the strategy statement for the IPU, which covers the period 2017 – 2021. Jim is also Secretary to the Executive Committee and represents the IPU in numerous external forums.

Siobhán Kane is Press and Communications Manager and is responsible for coordinating the communication activities for the IPU across multiple channels. She is also responsible for the IPU's public relations and dealing with the

media, as well as IPU publications, particularly the IPU Review and the Annual Report.

While Siobhán is on maternity leave, Sinéad Fennell joined the IPU in August 2018 to cover for Siobhán as Press and Communications Manager.

Ciara Browne as Communications and Events Executive is responsible for the managing and coordinating of the annual IPU National Pharmacy Conference. She coordinates advertising campaigns for the IPU, maintains the IPU's presence on social media channels, manages the IPU website, www.ipu.ie, and is an editorial associate of the IPU Review. Ciara is also responsible for the production of IPU News (the weekly eNewsletter) and the monthly GM.

Communications update since the last AGM

▪ Communications with Members:

Communications with members continue to improve, with the IPU website, IPU News (the weekly eNewsletter) and the IPU's social media channels all seeing a significant increase in engagement by members. The monthly GM is sent to members by email and post. Regular communications are sent to keep members up-to-date with vital current information to run an efficient pharmacy.

▪ Advertising Campaigns:

In 2018, the IPU updated its tagline across all advertising and social media campaigns to Think Pharmacy, to encourage members of the public to make pharmacy their first port of call for their healthcare needs and policy-makers to consider pharmacy as a location for new healthcare services. New TV and radio ads were developed for the 2018 advertising campaign, which consisted of three segments: a Hay Fever campaign, which consisted of a radio ad; a Think Pharmacy campaign, which consisted of a TV and radio ad; and a Flu Vaccination campaign, which also consisted of a TV and radio ad. The ads were themed with our new Think Pharmacy tagline and were broadcast at different stages throughout the year.

The radio ads received extensive airplay across national and regional stations and our TV ads were also well-received across multiple TV stations, including RTÉ One.



800+

Contractual queries received and members assisted



15

Individual pharmacists accompanied at meetings with the PCRS to resolve outstanding issues



500+

Items of media coverage



11

Official submissions made on behalf of IPU members



612,000

Views for our new TV ads

- **Publications:**
The IPU Review, IPU Yearbook & Diary and Annual Report are all produced in-house.
- **Annual Review:**
The Annual Review of the Sector is part of an ongoing annual series that authoritatively tracks changes in the economic and financial circumstances of community pharmacy. It enables us, as a representative body, to promote members' interests based on credible facts that are measured consistently over time. The 2016/17 review was carried out by Fitzgerald Power.

- **Submissions:**
The IPU makes submissions on behalf of members on a range of issues. A list of submissions is available in Appendix I of the full Annual Report published on www.ipu.ie
- **Market Research:**
The IPU commissioned market research amongst the general public on their pharmacy usage and attitudes towards pharmacy.



IPU National Pharmacy Conference

The annual IPU National Pharmacy Conference has been a great success since the inaugural event in 2011. Since then, the conference has grown and expanded to facilitate the needs of members. The conference is a great opportunity for members to come together in an educational and social environment and provides valuable networking opportunities for pharmacists. Over the weekend, pharmacists have the opportunity to build on their continuing professional development (CPD) and receive updates on the work of the IPU at the AGM. The President's Dinner & Ball is also held over the weekend of the conference.



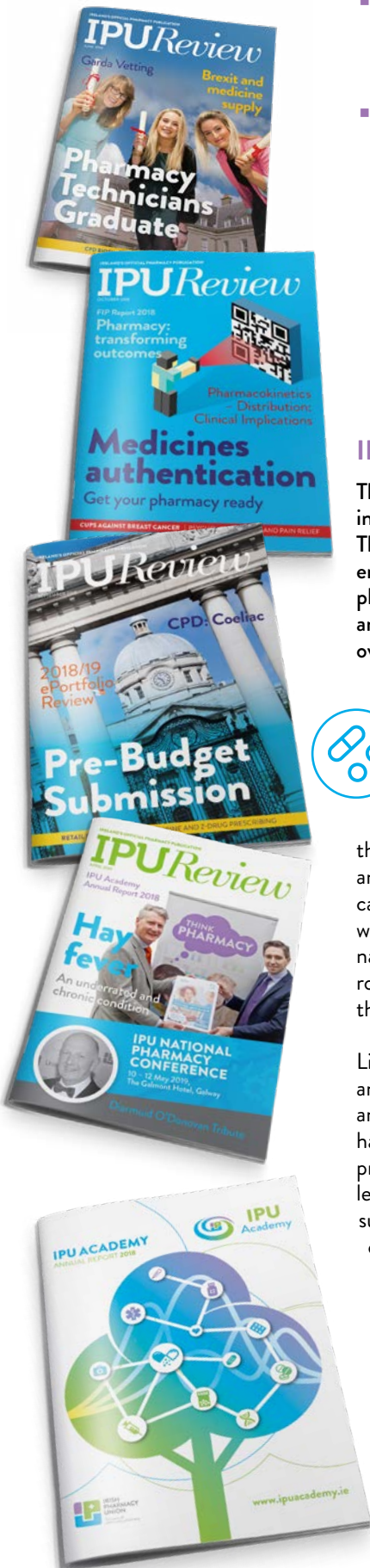
7. PHARMACY SERVICES

The Director of Pharmacy Services, Pamela Logan, coordinates all Professional, IT and Training matters within the IPU. Pamela acts as Secretary to the CPC and details of issues covered by this Committee can be found in the CPC report. She works with relevant departments and agencies, both nationally and internationally, to promote the role of the pharmacist. Pamela also represents the IPU at PGEU and FIP.

Liz Hctor is the Professional Development and Learning Manager and continues to drive and enhance IPU Academy. IPU Academy has gone from strength to strength in 2018, providing members with access to high-quality learning opportunities and offering them support and assistance in complying with their obligations under the regime of mandatory continuing professional development.

Liz also oversees IPUnet, the online web-based platform designed to support the delivery of pharmacy services, and represents the IPU on the Irish Institute of Pharmacy Advisory Group. Alma Barr and Sarahjane McCreery, Education Coordinators, help Liz with running IPU Academy.

Alan Reilly is our Head of Information & Technology, responsible for the development and implementation of the IPU's ICT strategy including EU regulations such as data protection and medicines authentication. Alan is also responsible for identifying current and forthcoming IT opportunities, investigating how technology will facilitate future activities, participating in the national eHealth agenda, and advocating the IPU's technological standpoint by liaising on behalf of the IPU with bodies such as Department of Health, Sláintecare, HIQA, eHealth Ireland, HSE, Healthlink, GPIT and others.



8. TRAINING & HR DEPARTMENT



Susan McManus, Training & HR Manager, organises and coordinates a selection of training courses for pharmacy staff. Janice Burke assists Susan in this department. 115 Pharmacy Technicians graduated on 11 March. There are 230 students at present participating in Year 1 and 190 students in Year 2 of the course. In addition, 531 attended continuing professional development (CPD) for qualified pharmacy technicians in 2018. 180 students completed the Medicines Counter Assistant (MCA) Course in 2018 in eight venues around the country and 19 students completed the Medicines Counter Assistant (MCA) Refresher Course. 135 students completed the Interact course. The seventh cohort in the Diploma in Leadership and Management commenced in September 2018, with 12 enrolments, while 29 students completed the Supervisory Development Course in 2018. We also continue to offer a Pharmacy Retail Sales course and the 'Medicines in Care Homes' training package and two new courses were added to the training programme in 2018: Basics in Health and Nutrition (12 enrolments) and Introduction to Employment Law and Employment Rights (13 enrolments).

The Dublin and Dun Laoghaire Education and Training Board (DDLETB) Pharmacy Sales Traineeship course was administered in a number of educational institutes and senior colleges around the country.

Susan also acts as Secretary to the Employee Pharmacists' Committee (EPC), co-produces the IPU Yearbook and Diary and Wall-Planner, and advises members on human resource issues.



Darragh O'Loughlin accepting the IPU Excellence in Business award in the category of Community Based Training Programmes, by the Public Sector Awards. The awards are made to companies or organisations which are deemed to "demonstrate outstanding service, continuity, track record and general excellence in business to the public sector, Irish companies, and to the people of Ireland".



1,381+
Pharmacy staff
took part in 12
IPU courses



Catherine Durrán, Boots, Clondalkin and Grace Dunne, Hickeys Pharmacy Coolock



Pictured at the IPU business briefing, which was held in Citywest Hotel on 26 June. Daragh Connolly, IPU; Larry Ryan, Behaviour & Attitudes; Dr Loraine Nolan, HPRA; Darragh O’Loughlin, IPU; Jason Bradshaw, JPA Brenson Lawlor; and Conall Ó’Móráin.



9. BUSINESS SERVICES

The Business Development Manager, Darren Kelly, is responsible for retail business services and retail advice to members, along with Jim Curran. Darren and Jim represent IPU members on a number of strategic retail forums that have enabled us to provide a platform for a structured engagement between the retail sector and relevant Government departments and agencies on areas such as crime prevention, Brexit, upward-only rent issues, town centre issues, retail and digital training. As part of the IPU Business Strategy to assist members in engaging with digital marketing and social media to enhance their business offering, we ran a number of training programmes for pharmacies in 2018.

The workshops were fully attended and feedback was extremely positive. We also ran a number of Sales & Merchandising and Customer Service training programmes around the country in 2018. All sessions were full and feedback from attendees was very positive.

Members are kept up-to-date with current legislation through notices in IPU communications. The business Tip of the Week has proven to be very popular with members and serves to highlight all services available within the IPU. A number of affinity schemes have been negotiated for members on a range of products and services; details are carried on the IPU website.

Darren operates the IPU Retail Review Consultancy Service, which is available to members at a discounted rate. Over 120 pharmacies have availed of this service to date. Darren visits pharmacies for a full-day retail review, develops a retail plan and implements the plan over the course of the day. The feedback from members who have availed of this service has been very positive. Members can contact the Business Department for advice and information on the Business Helpline at 01 406 1558.

Darren also oversees the general maintenance and upkeep of Butterfield House.

Joyce Mulpeter, our Member Relationship Manager, visited over 700 pharmacies this year. Joyce has also been working to highlight the Pharmacy Watch system from hmR to ensure that members can get the maximum information from the system to assist them in their business.

10. EXTERNAL CONSULTANTS

MKC Communications (PR Consultants); Coolamber (IT Consultants); John Behan (Industrial Relations and Strategy Advisor) and Sean McHugh (Industrial Relations Advisor) provide advice and support to the IPU as requested on an ongoing basis. Leaf Environmental has been retained as consultants to the IPU on matters regarding environmental and waste management issues. Legal advice is provided by DAC Beachcroft on an ongoing basis and by Beauchamps solicitors in relation to specific matters.

11. MAIN COMMITTEE MEETINGS

The number of committee meetings was:

	'18	'17	'16	'15	'14	'13
Executive Committee	6	5	5	7	7	5
Community Pharmacy Committee	3	3	4	5	4	4
Pharmacy Contractors' Committee	4	5	4	6	2	3
Employee Pharmacists' Committee	2	3	3	3	5	4
Finance Sub Committee	6	6	6	5	6	5
All Committee Meetings	0	0	0	0	0	1

12. CONCLUSION

The Pharmacy Watch service launched by Health Market Research (hmR) in 2014 has been adopted by more than 1,250 pharmacies and is delivering accurate and up-to-date information and best-in-class benchmarking and trend reports to participating members. It also provides the IPU with essential information and analysis on the evolving state of the overall pharmaceutical market and the impact of ongoing reimbursement changes, which allows for more effective engagement with Government, the HSE and the media, and proved particularly important in the submission made to the Assessment of Pharmacy Fees carried out for the HSE as well as providing essential data to support proposals to Government for enhanced pharmacy services and identification of margin opportunities for participating pharmacies. I would encourage all of you to participate, as the benefits to all of us increase with the number of participants, and the purpose of the project is solely to benefit IPU members.

As Secretary General, I am lucky to work with a great team in Butterfield House, who are fully united in their determination to represent and serve the community pharmacy profession to the best of their ability. We will continue to innovate in order to effectively assist our members in ever-changing circumstances, while working ceaselessly to represent, advocate for and defend the community pharmacy sector and individual pharmacists, and promote the valuable work that pharmacists do every day in every town, village and community in the country. We are grateful for the incredible support we get from our members, without which we could not function, and are incredibly proud to represent you. We are always keen to receive your feedback, either directly or via your committee members.



Darragh J O'Loughlin
Secretary General

PHARMACY CONTRACTORS' COMMITTEE (PCC) REPORT 2018-2019

The Pharmacy Contractors' Committee (PCC) is chaired by Eoghan Hanly, with Gráinne O'Leary as Vice-Chairperson. The Committee held four meetings in 2018 and two meetings so far in 2019. Two further meetings are scheduled for this year. The PCC's mission statement is:

Advocating and negotiating on behalf of community pharmacy contractors with government and its agencies to secure fair remuneration and equitable contractual terms for the delivery of services to patients.

Helen Deely, Programme Lead of the HSE SHCPP; Darragh O'Loughlin, Secretary General, IPU; Gráinne O'Leary, Pharmacist and member of IPU PCC; and Minister for Health Simon Harris TD.



The role of the PCC is to:

- Devise a strategy to ensure the Committee delivers on the IPU's priorities and strategic position;
- Negotiate with the Department of Health and the HSE on policy issues relating to pharmacy and on all issues relating to remuneration;
- Deal with matters relating to the contract and the community drug schemes;
- Provide leadership, information and advice to members to ensure they are claiming correctly for all medicines supplied and services provided under the contract; and
- Ensure that changes to the administration of the community drug schemes do not disadvantage members and that they are kept informed of such changes.

Over the past 12 months, the PCC has dealt with a variety of issues and has progressed a number of different items on behalf of the contractor members of the IPU. The following is a summary of some of the key issues dealt with since the last AGM.

FEMPI

In June 2018, a Submission was made to the Minister for Health demanding the unwinding of FEMPI for pharmacists. In the Submission, we pointed out that pharmacists have cooperated with a range of HSE audit and validation measures, which have come at a significant cost to pharmacies while being of no benefit to pharmacists or patients. The Submission demonstrated the urgent need to reverse cuts made under FEMPI and put in place a viable and realistic payment model that provides a sustainable dispensing fee across all schemes and that pharmacy dispensing fees must be increased at a minimum to the levels recommended by the Independent Body on Pharmacy Contract Pricing in 2008.

In December, we met with Department of Health Officials and again, outlining pharmacists' deep frustration at the unreasonable failure to commence the unwinding of FEMPI cuts and said that the ongoing decline in pharmacy revenues was causing significant financial strain in the sector, particularly in light of upward pressure on all costs. We demanded to know exactly when the long-promised exit pathway from FEMPI for pharmacists would begin.

The Department of Health explained that they would be engaging with representatives of each of the contracted healthcare professions under the new legislation (Section 42 of the Public Service Pay and Pensions Act 2017) to set out an exit pathway from FEMPI and introduce new fee schedules/contracts before the end of 2019. They reported that the Department of Health was currently engaging with GPs and did not have the capacity to engage with two professions in parallel.

In response to our demands to know where the €2.5 million originally promised to pharmacy in 2016 had gone, the Department of Health confirmed that it was still in the base funding, as there had been no agreement on how it could be distributed or allocated. The Department of Health confirmed that while the financial space in primary care is tight, money will be forthcoming for new primary care services in line with Sláintecare which improve health outcomes and provide value for money and benefits for patients.

There were also a number of other meetings with key politicians and opposition health spokespersons to set out our position and gain support on advancing our agenda.

PCRS Pharmacy Interface Project

The purpose of this project is to enhance the electronic interface between pharmacy contractors and the PCRS. The first deliverables of this project – electronic submission of Dental, EU claims, managing owings and enhanced XML listing – were initially due to be rolled out last year but, following a dispute between the IPU and the HSE, this did not happen.

We advised the HSE PCRS in February 2018 that our suspension of cooperation on the implementation of this project was due to an accumulation over time of numerous factors, including the failure of the Department of Health to stick to previous commitments to commence the unwinding of FEMPI cuts to pharmacy fees, the endless deluge of circulars and the increased administrative burden being placed upon contractors. Following a number of meetings towards the end of 2018, the Committees decided to re-engage with the PCRS on foot of a formal acknowledgement of our role in patient care and our expertise in the use of medicines and supporting patients, as well as commitments on new services and a desire to improve our relationship with the Department in order to make progress on contractual reform and discussions on fees.

In conjunction with the previously agreed project, the HSE PCRS has also agreed that we would work jointly with them to review the operation and administration of the States Community Drug schemes with a view to improving their efficiency, by streamlining and reducing the administrative burden on both the PCRS and community pharmacies and by moving as much paperwork as possible online. We have sought the release of funds from the Department of Health to support full implementation of Medicines Authentication and the Interface Project.

Joint Consultative Group

The purpose of the Joint Consultative Group (JCG) is to allow direct liaison, discussions, consultation and negotiations between senior representatives of the IPU and PCRS, with the objective of seeking agreement on matters pertaining to the administration of the Community Drug Schemes and associated remuneration and reimbursement of pharmacists. The JCG has met on six occasions in the past 12 months.

We addressed many issues on behalf of IPU members through the auspices of the JCG. These include ongoing reviews in relation to phased dispensing and the Incomplete Claims Protocol. We sought to mitigate and advocate on behalf of all members in relation to a wide range of items including, phased dispensing, Incomplete Claims Protocol, centralisation of DPS, High Tech Ordering Hub and probity issues.

We continue to highlight, through this forum, the increased burden being placed on pharmacy contractors by the HSE PCRS through excessive administrative arrangements and ever more onerous audit and probity.

Monitored Dosage System

Salutem Insights completed a study in early 2018 on behalf of the IPU on the 'Implementation of a Monitored Dosage System (MDS) to improve Non-Adherence in Ambulatory Elderly Patients on polypharmacy in the Irish Healthcare System'. A Submission was made to the Department of Health and the HSE for a specific fee to be paid to pharmacists for providing an MDS service.

Joint Operational Group

The work of the Joint Operational Group (JOG) involves arrangements for processing payment of claims and resolving claim-related queries/issues raised by individual community pharmacy contractors and other operational / administrative arrangements. The JOG met six times in the past year. This forum has proved beneficial in resolving the majority of issues raised on behalf of members.

We engaged with the HSE PCRS and nominated pharmacists to sit on investigation Committees under the Community Pharmacy Contractor Agreement, providing them with specific legal training, support and advice.

There has been an increase in the number of claims investigations and we provided assistance to members in responding to letters received from the HSE PCRS. We accompanied several individual pharmacists to meetings with the HSE PCRS to assist them in resolving outstanding issues achieving substantially favourable outcomes for all affected members.

COMMUNITY PHARMACY COMMITTEE (CPC)

REPORT 2018 – 2019

The Community Pharmacy Committee (CPC) is chaired by Elizabeth Lang, with Jonathon Morrissey as Vice-Chair. CPC's mission statement is:

CPC – working to serve and support community pharmacists in their practices and to promote and expand their role as pharmacists by continually developing professional, ethical, business and technological ideals and standards.

CPC is split into three sub-groups:

Professional Steering Group

Anna Kelly, Jonathon Morrissey, Sheila O'Loughlin, Brendan Quinn, Daragh Quinn, Clare Fitzell.

Business Steering Group

Mary Barry, Louise Begley, Pat Dalton, Roy Hogan, David Gormley, Paul Kenny (Aidan Walsh resigned in February 2019).

IT Steering Group

Tom Concannon, Noel Stenson. Ann Marie Horan (Exec) and Dan Burns (PCC) have been co-opted onto ITSG along with Jack Shanahan, David Reen, Joseph Haire and Ciaran Mulligan.

CPC has met three times since the 2018 AGM (May and October 2018 and February 2019), dealing with a wide variety of issues. The following is a summary of the key issues dealt with over the last 12 months under the headings outlined in the CPC Strategy 2018 – 2020 which was developed by CPC in May 2018.

*Daragh Connolly, IPU President,
with Minister for Health, Simon Harris TD*



PROFESSIONAL ISSUES

Promote the Role of the Pharmacist in Government and HSE Strategy

We met with the Executive Director of Sláintecare in October 2018 to put the network of community pharmacies throughout Ireland at their disposal to help them deliver convenient, accessible, high quality healthcare in every town, village and community in the country. We outlined the details of our proposals for a Minor Ailment Scheme, New Medicine Service and Access to Contraception. We presented a Proposal for a Community Pharmacy-Based Triage Programme to the Executive Director of Sláintecare in March 2019, outlining the triage services that could be offered in a community pharmacy: responding to symptoms (minor ailment scheme); emergency medicines administration; and minor injury management.

We had an official meeting with the Department of Health in December 2018 to discuss a number of the proposals that we have made over the past few years in relation to enhanced pharmacy services: Minor Ailment

Scheme, Access to Contraception, NMS, MUR and broadening existing Vaccination services.

At a meeting with the National Immunisation Office in March 2019, it was confirmed that it was now Department of Health policy that a HSE-reimbursed pharmacy pneumococcal vaccination service be introduced. The HSE is working to make this happen by October 2019.

Develop Services Frameworks for innovative pharmacy services

We are part of the HSE Working Group to establish treatment of patients with Hepatitis C in community settings. The first meeting took place in January 2019 and it is intended to start rolling out the service in May 2019 to methadone patients.

In addition to the initial Pharmacist services of a sharps service for injectable devices for Pfizer (Enbrel), Roche (RoActemra), Novo Nordisk (Norditropin) and Biogen (Benepali), NordicPharma launched the first patient education service for Nordimet in October 2018.

To help pharmacies who provide an injection administration service to patients, we produced an SOP for the intramuscular injection of NeoCytamen and an SOP for the subcutaneous injection of Prolia.



Darragh O'Loughlin, Secretary General, with the Minister for Health, Simon Harris TD, at the launch of the IPU and HSE Sexual Health and Crisis Pregnancy Programme (SHCPP) national public awareness campaign.

Engage with HSE Clinical Care Programmes to consolidate the pharmacist's role in chronic disease management

The IPU Pilot to Detect Hypertension and Atrial Fibrillation in the Community was carried out in 2018 in 68 community pharmacies and 1,194 people were checked in a two-month period. The aim was to identify those people 50 years of age and over who were at risk of hypertension or atrial fibrillation or both. An irregular pulse (possible atrial fibrillation) was detected in 5.5% of participants who were checked; 27% of participants were identified with high blood pressure (possible hypertension); both an irregular pulse (possible atrial fibrillation) and high blood pressure (possible hypertension) were noted in 2% of participants; 26% of all participants checked were referred to their GP; overall, 83% of participants were happy with the information they were given by the pharmacist who undertook the health check and 91% of participants said they were more aware of blood pressure and atrial fibrillation as a result of taking part in the pilot. The pilot report was launched in December 2018. We met with the HSE in March 2019 to discuss the roll-out of the service nationally.

We have a seat on Clinical Care Programmes for Respiratory Conditions, Sexual Health and Healthcare Acquired Infection and have facilitated community pharmacists on Rheumatology and Disability.

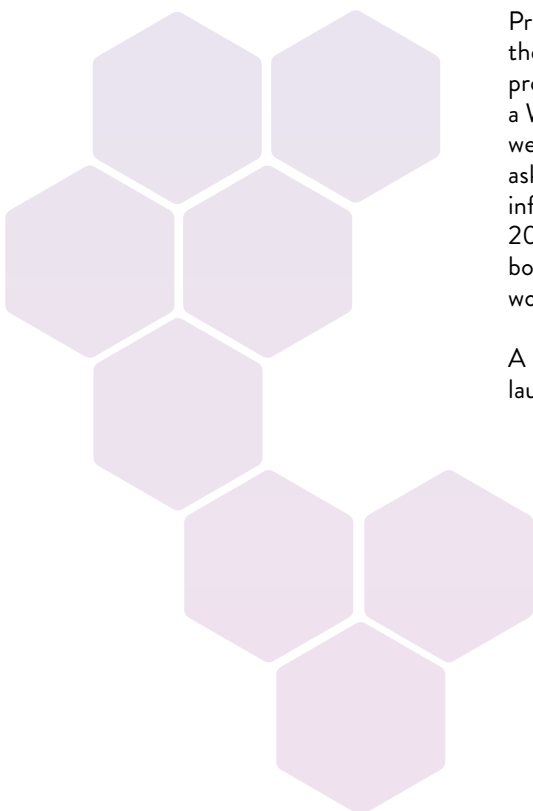


Pictured at the Pharmacycare launch of the Nordimet patient education service, L-R: Pamela Logan, Director of Pharmacy Services, IPU; Olive Kelly, Key Account Manager Nordic Pharma; Guen Kelly, Marketing Manager, Nordic Pharma; and Alan Moran, Group Managing Director, Hibernian Healthcare.

Develop strategies to facilitate pharmacist prescribing within the community practice setting

We met with the National Women's Council of Ireland (NWCi) in August 2018 and the HSE Sexual Health and Crisis Pregnancy Programme in September 2018 to ask for their support for our Access to Contraception proposal. The Department of Health has set up a Working Group on Access to Contraception; we wrote to the Minister in February 2019, asking to be included on the Group. At an informal meeting with the Minister in March 2019, he confirmed that no representative bodies would be on the Group, but the Group would certainly consider the IPU proposal.

A pharmacy-only version of sumatriptan was launched in October 2018.





Sinead McCool, Pilot Project Manager, Dr Declan O’Callaghan, Medical Director, Pfizer, Dr Angie Brown, Consultant Cardiologist and Medical Director, Irish Heart Foundation and Daragh Connolly, President of the Irish Pharmacy Union.



IT

Maintain the IPU Product File as the definitive file on the Irish market for medicines and medical devices

We are working with the vendors on ICT developments for pharmacy and Web Service Distribution of the IPU Product File. Virtual Medicinal Product (VMP) classification is now complete and is available via Web Service Distribution. Piloting has begun on Web Service Distribution and it is hoped to have a Web Service Distribution in place by September 2019. A web portal has been developed and is currently being tested; this portal will allow manufacturers, suppliers and other licence holders to submit updates to the IPU Product File. Work has commenced on creating Virtual Therapeutic Moiety (VTM) concepts in the IPU Product File. SNOMED mapping is complete on the IPU Product File for Dose Form and Route of Administration and the process of mapping to Substance has commenced, as an initial step towards the goal of healthcare systems interoperability and we are now mapping this to EDQM. We are working with SNOMED Ireland to include IPU Product File information in the first official SNOMED CT file for Ireland in April 2019. The IPU Product File continues to adhere to ISO standards and requirements, with on-going internal and external audits.

Promote the adoption of the IPU Product File as the HSE/eHealth Ireland National Medicinal Product Catalogue (NMPC)

In January 2018, we made an offer to the HSE’s Head of the Programme for Health Service Improvement to collaborate with the HSE and eHealth Ireland in the delivery of a high quality information service that will help to integrate the Irish health service and improve stakeholder access to medicinal information, namely the use of the IPU Product File as a main information source for the National Medicinal Product Catalogue. In June 2018, we forwarded the proposal to the Chief Information Officer (CIO) for the HSE and we met with him in July 2018 to further discuss the proposal. In February 2019, we brought the proposal to the attention of Sláintecare and the Head of eHealth in the Department of Health.

Continue to work with HIQA on the eHealth Standards Advisory Group (eSAG) and the development of pharmacy-related standards

In 2018, HIQA completed a revision of their International Review of ePrescribing. HIQA has a remit to provide advice and make recommendations to the Minister. In March 2018, the IPU joined an Advisory Group on ePrescribing; the purpose of the group was to bring together the key stakeholders in this area.

Taking into account the evidence from HIQA's international review and advice from its members, the Group developed recommendations relating to the governance and implementation of a national ePrescribing solution for Ireland and HIQA published the recommendations in October 2019.

In July 2018, members from the CPC ITSG and wider membership, represented the IPU on a HIQA working group revising its data model specification for ePrescribing and dispensing records. In September 2018, we participated in HIQA's eSAG working group on an Electronic Patient Summary Standard.

Work with all relevant stakeholders to deliver a national Primary Care ePrescribing System

In April 2018, we produced the IPU ePrescribing Specification for Community Pharmacy, a high-level specification of functional requirements to cover all dispensing scenarios in Irish pharmacies and the ideal technical solution necessary to support them. We held a public and targeted consultation to give all interested parties an opportunity to provide their feedback on this draft specification. The completed specification was published in October 2018 and made available to the Department of Health, the HSE, eHealth Ireland, Healthlink, HIQA and other stakeholders involved in delivering a national ePrescribing solution. In February and March 2019, we met with Sláintecare and the Head eHealth from the Department of Health to prioritise ePrescribing as a national project.

Work with all relevant stakeholders to deliver a national Shared Care Record which will inform the Electronic Health Record

As well as participating in HIQA's eSAG Working Group on an Electronic Patient Summary Standard (September 2018), the delivery of a national Summary Care record was discussed at the Sláintecare meetings in February and March 2019.

Work with the Department of Health and system vendors on the standardisation of dispensary systems with the aim of getting certification to comply with pharmacy regulations and ePrescribing standards

There is a legal requirement to have computer software independently validated and certified as set out in the Regulation of Retail Pharmacy Businesses Regulations. To that end, we produced and published the IPU Standard Dispensary System Specification in October 2018 to help the Department of Health with the certification process. In March 2019, the Department of Health engaged with stakeholders, including the system vendors, to progress with certification.

Left to right: Ciaran Mulligan MPSI (Moore's Pharmacy, Crumlin), David Doyle (IMVO), Robert Antal (IMVO), Alan Reilly (IPU), Leonie Clarke MPSI (IMVO).



Work with wholesalers and vendors to use the Pharmacy Internet Messaging Standards (PIMS) to facilitate real-time ecommerce ordering solutions directly from dispensary software

The HSE PCRS has developed a High Tech Medicines Ordering and Monitoring Hub. The PIMS protocol is being used in the central online system which interfaces between pharmacies and wholesalers.

Continue to work with the Irish Medicines Verification Organisation (IMVO) and all relevant stakeholders to implement medicines authentication in Ireland

Robert Antal (IMVO), Alan Reilly (IPU), Leonie Clarke MPSI (IMVO).
 Throughout 2018, we ran monthly articles in the IPU Review on Medicines Authentication and the implications of the EU Delegated Regulation for community pharmacy, as well as weekly items in the IPU eNewsletter. We produced an FAQ, reports and a checklist to assist members in preparing their pharmacy for the new law. We sent a 2D barcode reader to every pharmacy member in November 2018, as well as a letter advising members on the necessary steps and in December 2018 we presented a webinar on Medicines Authentication, explaining the principles of the EU delegated regulation. In the run up to the 9 February 2019 deadline, we raised concerns around manufacturers' and other stakeholders' readiness and we agreed an implementation plan with IMVO, the Department of Health, the PSI and the HPRA, where it was decided that the offences and penalties in the associated Statutory Instrument would not come into force until the whole system is stable.

Assess and prioritise pharmacy IT requirements and influence the development roadmap for dispensary system developments through system vendors and other providers of pharmacy software

Throughout 2018 and 2019, we met with the pharmacy system vendors to discuss ICT developments for pharmacy, PCRS circulars and developments in the IPU Product File.

BUSINESS

Business Policy

The Director of Communications & Strategy sits on the Retail Consultation Forum. Their pre-Budget 2019 Submission included a specific section on pharmacy-related issues including PSI fees, DUMP, Prescription Levy and Black Market activities. As part of the Retail Consultation Forum, we are involved in the Retail Digital Skills Working Group. This Group is now primarily looking at ways of making retail training available to staff who want to earn as they learn. This group met three times in 2018. The Director of Communications & Strategy made a presentation to the Retail Consultation Forum and the Minister for Jobs regarding the impact of Brexit on the pharmacy sector. We are also involved in the development of a Retail Apprenticeship with Retail Ireland Skillnet. This will take around 18 months of development but is progressing positively at the moment.

We have a number of pharmacies who have been summoned to appear in court regarding IMRO/PPI fees. We are awaiting the outcome of a possible test case based on the defence supplied by our legal team on the matter.

The Business Development Manager attends meetings of the National Forum on Retail Crime. The latest Garda analysis figures were delivered at the Forum meetings which identified that crimes against pharmacy were still higher than the retail average, with cosmetics being the most frequent item stolen.

In August 2018, the Director of Communications and Strategy, the Press and Communications Manager and the Business Development Manager met with members of IPHA to set up the Self Care Working Group to further the Self Care project.

Business Support & Training

14 Retail Reviews were carried out over the course of 2018. Eight Retail Consultations were also carried out and should lead to full reviews in 2019. Two Retail Reviews have been carried out so far in 2019.

Our Member Relationship Manager visited over 550 pharmacies in 2018 outlining IPU services and benefits for members. hmR recruitment and retention is also part of Joyce's business plan.



1,600+
 Scanners sent to members in preparation of FMD



660+
 Visits to pharmacies by our Member Relationship Manager



1,250
 Pharmacies registered with hmR Ireland

We ran a number of training programmes in 2018 in Digital Marketing, Retail Sales and Customer Services. The Diploma in Leadership & Management started again in September 2018 with another 12 students enrolled on the programme. Basics in Nutrition was a new course on offer in 2018 and we had 15 attendees in September 2018 and 18 attendees in January 2019. The Business Development Manager is working with Retail Ireland to develop a Retail Apprenticeship which will have a pharmacy retail module. The Business Development Manager completed a QQI Level 6 Manual Handling Instructor Course in November 2018 with a distinction. We will deliver this course to members in 2019.

Business Department Marketing

Tip of the Week in the eNewsletter has proven to be very popular since we introduced it in 2018 with all departments now using this initiative to highlight services available to members.

In June 2018, the Business Team hosted a Business event in conjunction with Davys and JPA Brenson Lawlor in the Citywest Hotel entitled "Pharmacy – What does the future hold?". Over 120 people attended this event.

Business Intelligence

The B&A Pharmacy Usage & Attitudes Survey results were released to members in June 2018.

The Annual Review of the Sector 2016 – 2017 was completed and released to members in June 2018.

The Annual Crime Survey was sent to members in January 2019.

The Member Relationship Manager is assisting members who are signed up to hmR and also working with hmR Ireland on the recruitment of pharmacies who have not signed up to the service.

EMPLOYEE PHARMACISTS' COMMITTEE (EPC)

REPORT 2018 – 2019

The Employee Pharmacists' Committee (EPC) represents the interests of community pharmacy employee members of the IPU. The EPC is chaired by Sinéad Ryan, who took over from Sheila O'Loughlin in February 2018, with Claire Fitzell as Vice-Chair, succeeding Elaine Clarke. Currently, there are 1,436 community employee members of the IPU, which comprises 63% of the full membership. The mission statement of the EPC is:

To promote the professional and economic interests of employee pharmacists and constructively engage with other Committees of the IPU and other stakeholders through the Employee Pharmacists' Committee.

The EPC met twice since the 2018 AGM (June and November 2018). The EPC continues to have active representation on other IPU Committees, with three employee representatives on the Executive Committee and four representatives on the Community Pharmacy Committee. This representation guarantees that the views of employee pharmacists are voiced and heard on the other Committees of the IPU, therefore empowering employee input into decisions and in the development and implementation of IPU policies.

Communications

The redesign of the IPU website has facilitated the development of the 'Employee Pharmacists' section of the site. Useful resources can be easily accessed by employee members and the EPC's objective is to continue to develop this online forum.

At the June 2018 EPC meeting, the Committee agreed to continue to promote the interests of employee pharmacists through IPU Review articles. The EPC's article published in the July 2018 issue on 'How will you manage?' drew attention to the pharmacist's role which includes managing and leading the pharmacy team through the ability to delegate and motivate. The article highlighted the IPU/ILM Diploma

in Leadership and Management two-year course that has been delivered in-house from 2013 supported by testimonials from Diploma graduates.

Events

In 2018, the Committee agreed to have an EPC representative attend the Clarity Locum Evening at the end of the year. The main objectives of attending were to engage with newly qualified pharmacists and to outline the benefits of IPU membership. Sinéad Ryan, made a presentation to pharmacists at this event on 20 November 2018; 45 new graduates signed-up to IPU membership.

Recruitment and Retention

The EPC liaised with Larry Ryan, Behaviour & Attitudes, to carry out research on the recruitment and retention of pharmacists. In conjunction with other Committees, the EPC was interested to gain insight into why people become pharmacists and what influences their career path, most specifically, in terms of pharmacists' interest in community pharmacy. This research has proved to be very important and the results of this survey has been communicated to the PSI and it has been reported on in national media including RTÉ and the journal.ie.

Student Pharmacists

The IPU was delighted to support student pharmacists with their successful campaign during the year and the EPC is looking for ways to engage with student pharmacists moving forward.

Representation and Services

The EPC will continue to pursue its objectives with intent and to actively represent the interests of employee members. It will also ensure that the IPU continues to provide services and support to employee members within the community pharmacy sector. The coming years will be trying for community pharmacy; therefore, it is vital that employee pharmacists have a representative body which supports them and advocates on their behalf. The EPC will continue to be this body and it recommends the involvement of more employees, on both a regional and national platform within the IPU, in order to strengthen the resolve of employee pharmacists, both in the IPU and throughout the profession.

Conclusion

The EPC urges employee members to use their membership to the full and keep themselves well-versed by reading the IPU weekly eNewsletter, General Memoranda, IPU Review and other information provided by the IPU. In June 2010, all IPU members were assigned an @ipumail.ie email account and the EPC continually reminds employee members who have not activated their account to do so without delay. The EPC would also recommend that employee members check the 'Employee Pharmacists' section of www.ipu.ie on a regular basis.



INTERNATIONAL PHARMACY REPRESENTATION



1. The Pharmaceutical Group of the European Union (PGEU) is the European association representing community pharmacists in 32 European countries including EU Member States, EEA countries and EU applicant countries. Overall, PGEU represents over 400,000 community pharmacists in Europe through their professional bodies and pharmacists' associations. PGEU's objective is to promote the role of pharmacists as key players in healthcare systems throughout Europe and to ensure that the views of the pharmacy profession are taken into account in the EU decision-making process.

The IPU is represented at PGEU by Darragh O'Loughlin, Head of Delegation, Daragh Connolly and Pamela Logan. We have been very active within PGEU over the past year, ensuring that community pharmacy is considered in a wide variety of EU Directives and Regulations. 70% of legislation in Ireland comes from EU Directives and Regulations so it is vital that lobbying is done at this level rather than waiting for transposition into Irish legislation.

2. The International Pharmaceutical Federation (FIP) is the global federation of national associations of pharmacists and pharmaceutical scientists and is a non-governmental organisation in official relations with the World Health Organisation. With 144 member organisations, FIP represents over four million experts in medicines, supporting the responsible use of medicines around the world. FIP's mission is to "improve global health by supporting the advancement of pharmaceutical practice, sciences and education".

The 78th Annual World Congress of Pharmacy and Pharmaceutical Sciences was held in Glasgow from 2 to 6 September 2018. The Congress was hosted by the International Pharmaceutical Federation (FIP) in collaboration with the Royal Pharmaceutical Society (RPS) and saw 3,014 people registered from 108 countries

The 79th Annual World Congress of Pharmacy and Pharmaceutical Sciences will be held in Abu Dhabi from 22 to 26 September 2019.



3. The IPU also meets with the Presidents and the CEOs of Pharmintercom countries (Australia, Canada, Ireland, New Zealand, South Africa, UK, USA) on an annual basis.

2019 AGM MOTIONS

The following motions, proposed in accordance with Article 30 of the IPU Constitution, are brought before the meeting for consideration:

1. **Proposed:** Jonathon Morrissey
Seconded: Anna Kelly
“That this AGM commends the Sláintecare Programme for engaging with the IPU to explore the healthcare role of the pharmacist and looks forward to the expansion of pharmacy services as part of reforming and modernising healthcare in Ireland.”
2. **Proposed:** John Mc Laughlin
Seconded: Jack Shanahan
“That this AGM calls on the HSE to pay for Blister Pack Dispensing in the following cases:
 - a. Hospital Discharge patients prescribed more than three drugs on discharge;
 - b. Psychiatric Patients;
 - c. All Patients over 80 years of age; and
 - d. Any Patients that clearly present an identifiable risk of making errors in their medications.”
3. **Proposed:** Daragh Connolly
Seconded: Sinéad Ryan
“That this AGM calls for the introduction of a new category of IPU membership for pharmacy students.”
4. **Proposed:** Sheila O’ Loughlin
Seconded: Sinéad Ryan
“That this AGM calls on the HSE PCRS and the PSI to review and reduce the level of unnecessary bureaucracy they foist on community pharmacists which risks exacerbating the exodus of young pharmacists from the profession.”
5. **Proposed:** Anna Kelly
Seconded: Denis O’ Driscoll
“That this AGM calls on the Health Service Executive to discontinue the approval process for Direct Oral Anticoagulants (DOACs) as it is no longer relevant.”
6. **Proposed:** Eoghan Hanly
Seconded: Michael Tierney
“That this AGM calls upon the Minister for Health, following the recent agreement with General Practitioners, to immediately commence substantive talks with the IPU to reverse FEMPI as it applies to community pharmacy contractors.”
7. **Proposed:** Richard Collis
Seconded: Edward MacManus
“That this AGM calls on the IPU to create a dedicated unit, which would deal with all policy matters and issues emanating from the PSI. This unit would regularly update members through the IPU Review of any and all developments that affect the practice of pharmacy. It would lobby and articulate on issues of concern and interest to members such as, Inspection Policy, Fitness to Practice, CPD. It would act as a focus for members interacting with the PSI, enabling the IPU to be seen as safeguarding the interests of the general membership.”
7. **Proposed:** Daragh Connolly
Seconded: Eoghan Hanly
“That the IPU Constitution be amended by the insertion of a new article 4.n. and the amendment of the existing article 4.m. in order to provide an alternative method for collection of membership fees in circumstances where the Health Service Executive ceases to make deductions from the professional fees payable to members under the Community Pharmacy Contractor Agreement and to remit same to the Pharmacy Contractors’ Committee of the IPU.”

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2018

1. Irish Pharmacy Union

Financial Reports and Accounts for Year Ended 31 December 2018

In accordance with the Constitution of the IPU, the Executive Committee submits the audited accounts for consideration by members. The full details of the accounts are available on the members' area of www.ipu.ie.

If the accounts are approved by the meeting, after their presentation, members will be asked to formally adopt the Accounts for the year ended 31 December 2018. In accordance with Article 26.b of the IPU Constitution, the Trustees have appointed JPA Brenson Lawlor as Auditors for the IPU and IPU Services Ltd. Members will be asked to agree the election of auditors. In this context, the following motions will be put to the meeting:

- a. *"That the Executive Committee Report and Audited Statement of Accounts of the Irish Pharmacy Union for the year ended 31 December 2018 as submitted to this meeting, be and hereby are adopted."*
- b. *"That this meeting agrees to the election of JPA Brenson Lawlor as Auditors for the IPU and IPU Services Ltd."*

2. IPU Services Limited

Financial Reports and Accounts for Year Ended 31 December 2018

At this Annual General Meeting of IPU Services Ltd, members are asked to consider the Directors' Report and the Auditor's Report on the Accounts for the Year Ended 31 December 2018. The full accounts and financial reports are available on the members' area of www.ipu.ie.

If the accounts are approved, members will be asked to resolve:

"That the Directors' Report and Audited Statement of Accounts for the year ended 31 December 2018 as submitted to this meeting, be and are hereby adopted."

Irish Pharmacy Union Report & Financial Statements for the Year Ended 31 December 2018

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IRISH PHARMACY UNION INFORMATION

President

Eamon Daragh Connolly

Vice President

Eoghan Hanly

Honorary Treasurer

Caitriona O'Riordan

Secretary

Darragh O'Loughlin

Registered office

Butterfield House
Butterfield Avenue
Rathfarnham
Dublin 14

Auditor

JPA Brenson Lawlor
Argyle Square
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Donnybrook
Dublin 4
D04 W9W7

Business address

Butterfield House
Butterfield Avenue
Rathfarnham
Dublin 14

Bankers

Allied Irish Banks Plc,
10 Main Street
Dundrum
Dublin 14

Solicitors

DAC Beachcroft
Fleming Court
Fleming Place
Dublin 4

OFFICERS' REPORT

Responsibilities of IPU's Officers

The Irish Pharmacy Union's ("IPU") Officers are responsible for preparing the annual report and the financial statements in accordance with applicable Irish law and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (Generally Accepted Accounting Practice in Ireland) issued by the Financial Reporting Council.

The financial statements reflect the activities of the IPU, and do not include the financial affairs of regional committees.

The IPU's Officers acknowledge their responsibility for ensuring that adequate financial controls are in place, and that competent financial management is employed. The IPU's Officers also understand and concur with the major judgements and estimates which underlie the financial statements.

In accordance with current accounting practice and financial reporting standards it is recommended that the IPU's Officers prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the IPU as at the end of the year and of the profit or loss of the IPU for that year.

In preparing these financial statements, the IPU's Officers are required to:

- select suitable accounting policies for the financial statements and then apply them consistently;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis.

The IPU's Officers are responsible for keeping adequate accounting records which correctly explain and record the transactions of the IPU, enable at any time the assets, liabilities, financial position, and profit or loss of the IPU to be determined with reasonable accuracy and to enable them to ensure that the financial statements comply with current accounting practice and financial reporting standards. They are also responsible for safeguarding the assets of the IPU and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Review of the development activities and achievements of IPU during the year

The Irish Pharmacy Union adopted a new Statement of Strategy during 2017, Putting Community at the Centre of Primary Healthcare in Ireland, under which it has continued to promote the professional and economic interests of its members throughout the year.

Other Services / Supports

At 1 January 2018 the IPU had 2,225 members. During the year, 231 members joined and 130 members cancelled or let their membership lapse. At 31 December 2018 the IPU had 2,326 members.

The IPU provides members with;

- A National Voice: The IPU represents more than 95% of community pharmacies in Ireland. We negotiate on behalf of all Community Pharmacies with the HSE, Government and other bodies in relation to a variety of issues, including the Community Pharmacy Contractors Agreement;
- Exclusive access to IPU Product File, with details of approximately 55,000 products and regular updates on products which have been discontinued, are in short supply etc.;
- Professional advice and support in relation to practice guidelines, compliance and regulation;

- Pharmacy and Retail Business advice and training for you and your employees;
- Up to date listing of Locum support available;
- Advice and support in relation to financial and employment issues;
- IPU website with members' only area and on-line information which can be tailored to individual pharmacies;
- IPU Publications including weekly e-newsletter, monthly General Memorandum, the IPU Review and the IPU Yearbook and Diary;
- Detailed information and advice on all Community Drugs Schemes and individual support in resolving claim and payment issues with HSE PCRS, which is an area of increasing activity;
- IPU NET, a web-based application to support members in the delivering and recording of services to patients; and
- IPU Academy, an educational service to support members with their Continuing Professional Development, which is now mandatory for all pharmacists.

The IPU also provides a significant number of training courses and other business supports to help IPU members develop their professional services, staff and business. In addition to providing advice on professional issues, the IPU issued a number of guidelines and protocols to assist its members in compliance with legislation and in the provision of new services. IPU also provides a whole range of other support and advice to members and members are encouraged to avail of these services. The IPU's business intelligence service hmR Ireland, which was launched in 2014 to provide members with benchmarking reports for their businesses and to provide essential data to support IPU lobbying and policy proposals on behalf of members, continued to develop and evolve and by year-end had in excess of 1,200 pharmacies sharing data. The value of the project was most clearly demonstrated when the IPU was able to calculate the precise cost to community pharmacy of the government's ongoing reference pricing policy, as well as the impact on pharmacy revenues of the August 2016 Medicines Pricing and Supply framework agreement between the Department of Health, the HSE and the pharmaceutical industry, for the purposes of responding to the HSE's Assessment of Pharmacy Fees in late 2017, and to support our analysis of the potential cost and resource benefit to the HSE of implementing proposed pharmacy services.

Review of the transactions and financial position of IPU, and an explanation of the salient features of the financial statements

IPU is conscious of the significant direct and indirect cuts that have been imposed on its members over the past few years and continues to lobby actively to have those cuts reversed. IPU is also conscious of the need to have a strong Union and a united voice to deal with the challenges we face as a sector and a profession and we have worked hard to keep our costs under control and deliver best value services and support to members.

It is important that IPU has sufficient funds to meet its liabilities and sufficient resources to promote the professional and economic interests of members and to continue delivering services and supports to them. The Executive Committee will keep the funding and resources of the IPU under continuous review and will apply the resources to the continuing support, development and advancement of the pharmacy profession and the interests of community pharmacy sector as a whole.

Eamon Daragh Connolly
President
 12 May 2019

Catriona O'Riordan
Honorary Treasurer
 12 May 2019

INDEPENDENT AUDITORS REPORT TO IPU MEMBERS

Opinion

We have audited the financial statements of Irish Pharmacy Union for the year ended 31 December 2018 which comprise the Statement of Comprehensive Income, the Statement Of Financial Position and the related notes. The relevant financial reporting framework that has been applied in their preparation is FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

In our opinion the financial statements:

- Give a true and fair view of the state of the entity's affairs as at 31 December 2018 and of its loss for the year then ended; and
- Have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and relevant legal and regulatory requirements. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the entity in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (Ireland) require us to report to you where:

- The Officers' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The Officers' have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the IPU's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The IPU's Officers are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters

Based solely on the work undertaken in the course of the audit, we report that in our opinion:

- The information given in the Officer's Report is consistent with the financial statements; and
- The Officer's Report has been prepared in accordance with applicable legal requirements.

We have obtained all the information and explanations which we consider necessary for the purposes of our audit.

In our opinion the accounting records of the IPU were sufficient to permit the financial statements to be readily and properly audited, and the financial statements are in agreement with the accounting records.

Based on the knowledge and understanding of the IPU and its environment obtained in the course of the audit, we have not identified any material misstatements in the Officers' Report.

Matters on which we are required to report by the Industrial and Provident Societies Act 1893 to 2018.

As required by Section 13(2) of the Industrial and Provident Societies Act 1893 to 2018, we examined the Statement of Financial Position showing the receipts and expenditure, funds and effect of the company, and verified same with the books, deeds, documents, accounts and vouching relating thereto and found them to be correct, duly vouched and in accordance with law.

Responsibilities of Officers for the financial statements

As explained more fully in Statement of Responsibilities in the Officer's Report, the Officers are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Officers determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Officers are responsible for assessing the IPU's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern

basis of accounting unless the Officers either intend to liquidate the entity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the IAASA's website at: [http://www.iaasa.ie/Publications/Auditing-standards/International-Standards-on-Auditing-for-use-in-Ire/International-Standards-on-Auditing-\(Ireland\)/ISA-700-\(Ireland\)](http://www.iaasa.ie/Publications/Auditing-standards/International-Standards-on-Auditing-for-use-in-Ire/International-Standards-on-Auditing-(Ireland)/ISA-700-(Ireland)). This description forms part of our auditor's report.

The purpose of our audit work and to whom we owe our responsibilities

This report is made solely to the IPU's members, as a body. Our audit work has been undertaken so that we might state to the IPU's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the IPU and the IPU's members as a body, for our audit work, for this report, or for the opinions we have formed.

Ian Lawlor
for and on behalf of JPA Brenson Lawlor
12 May 2019

**Chartered Accountants
Statutory Audit Firm**
Argyle Square
Morehampton Road
Donnybrook
Dublin 4
D04 W9W7

PROFIT AND LOSS ACCOUNT

FOR THE YEAR ENDED 31 DECEMBER 2018

	Notes	2018 €	2017 €
Income			
Subscriptions		501,724	534,344
Levy income		3,243,156	3,113,325
Other income		239,107	158,565
		<u>3,983,987</u>	<u>3,806,234</u>
Expenditure			
Payroll and related expenses		1,939,227	1,895,001
Travel and meetings		151,883	169,824
Members' expenses		180,730	153,491
Subscriptions paid		65,623	60,603
Depreciation		45,632	56,838
Staff costs		8,122	6,730
Other expenses		1,720,492	1,382,414
		<u>4,111,709</u>	<u>3,724,901</u>
Operating (loss)/profit			
Fair value gain / (loss) on investments	6	(127,722)	81,333
Gain / (loss) on disposal of investments		(65,440)	6,609
Investment income		(6,821)	189,671
Bank charges and fees		37,292	66,191
		<u>(4,696)</u>	<u>(3,692)</u>
(Loss)/Profit before taxation			
Tax		(167,387)	340,112
		<u>(322)</u>	<u>(70,631)</u>
(Loss)/Profit after taxation			
		<u>(167,709)</u>	<u>269,481</u>

The Statement of Comprehensive Income has been prepared on the basis that all operations are continuing operations.

BALANCE SHEET

AS AT 31 DECEMBER 2018

2017	Notes	2018	
		€	€
€			€
Fixed assets			
Tangible assets	5	891,591	922,326
Financial assets	6	5,840,589	5,945,844
		6,732,180	6,868,170
Current assets			
Debtors	7	1,769,701	1,926,799
Cash at bank and in hand		525,771	529,394
		2,295,472	2,456,193
Creditors: amounts falling due within one year	8	(229,287)	(358,290)
Net current assets		2,066,185	2,097,903
Total assets less current liabilities		8,798,365	8,966,073
Capital and reserves			
Revaluation reserve	9	398,048	406,902
Profit and loss reserves	10	8,400,317	8,559,171
Total equity		8,798,365	8,966,073

The financial statements were approved by the officers and authorised for issue on 12 May 2019 and are signed on its behalf by:

Eamon Daragh Connolly
President

Caitriona O’Riordan
Honorary Treasurer

IPU SERVICES LTD

ANNUAL GENERAL MEETING MINUTES

Clayton Whites Hotel, Wexford 29 April 2018

1. The notice convening the meeting was taken as read.
2. The minutes of the 2017 AGM were taken as read.
3. The Report of the Directors on the Accounts for the year ended 31 December 2017, previously circulated, was taken as read.
4. The Auditors' Report on the accounts for the year ended 31 December 2017, previously circulated, was taken as read.
5. The following motion was proposed by Michael Tierney, seconded by Brendan Quinn and carried unanimously:
"That this meeting agrees to the election of JPA Brenson Lawlor as Auditors for the IPU and IPU Services Ltd."
6. The accounts were presented by the Treasurer and on the proposal of Michael Tierney seconded by Elizabeth Lang it was resolved:
"That the Directors' Report and Audited Statement of Accounts for the year ended 31 December 2017 as submitted to this meeting, be and are hereby adopted."

This motion was carried.

In conclusion, the Honorary Treasurer thanked Ciara Enright, Secretary to the Finance Committee, and her colleagues on the Committee for all their work over the past year and their continued oversight over the IPU finances.

Signed:

Date:

IRISH PHARMACY UNION SERVICES LTD INFORMATION

Directors

Eamon Daragh Connolly
Darragh O'Loughlin
Eoghan Hanley (Appointed 29 April 2018)
Caitríona O'Riordan (Appointed 29 April 2018)

Secretary

Darragh O'Loughlin

Company Number
124242

Registered office

Butterfield House
Butterfield Avenue
Rathfarnham
Dublin 14

Auditor

JPA Brenson Lawlor
Argyle Square
Morehampton Road
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D04 W9W7

Business address

Butterfield House
Butterfield Avenue
Rathfarnham
Dublin 14

Solicitors

DAC Beachcroft
Fleming Court
Fleming Place
Dublin 4

DIRECTORS' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2018

The directors present their annual report and financial statements for the year ended 31 December 2018.

Principal activities

The principal activity of the company is the production of a yearbook and a monthly trade journal, the supply of drugs database information and the provision of business supports, courses and other CPD services to Irish Pharmacy Union members and their employees.

The results for the year ended 31 December 2018 are set out on page 7. The profit on ordinary activities for the year before taxation amounted to €306,505. After taxation of €nil the profit of €306,505 was transferred to Profit and Loss Reserves.

Directors and secretary

The directors who held office during the year and up to the date of signature of the financial statements were as follows:

Carmel Collins (Resigned 29 April 2018)
 Eamon Daragh Connolly
 Darragh O'Loughlin
 Stephen Nolan (Resigned 29 April 2018)
 Eoghan Hanly (Appointed 29 April 2018)
 Caitriona O'Riordan (Appointed 29 April 2018)

Results and dividends

The results for the year are set out on page 7.

No ordinary dividends were paid. The directors do not recommend payment of a final dividend.

Directors' and secretary's interests

The directors' and secretary's interests in the shares of the company were as stated below:

	Ordinary shares of €1.27 each	
	1 January 2018	31 December 2018
Carmel Collins	-	-
Eamon Daragh Connolly	-	-
Darragh O'Loughlin	-	-
Stephen Nolan	-	-
Eoghan Hanly	-	-
Caitriona O'Riordan	-	-

Irish Pharmacy Union holds 100% of the issued share capital of the company.

Accounting records

The company's directors are aware of their responsibilities, under sections 281 to 285 of the Companies Act 2014 as to whether in their opinion, the accounting records of the company are sufficient to permit the financial statements to be readily and properly audited and are discharging their responsibility by employing qualified and experienced staff, ensuring that sufficient company resources are available for the task and liaising with the company's auditor.

The accounting records are held at the company's registered office, Butterfield House, Butterfield Avenue, Rathfarnham, Dublin 14.

DIRECTORS' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2018

Post reporting date events

There are no post reporting date events which require disclosure.

Auditor

In accordance with the Companies Act 2014, section 383(2), JPA Brenson Lawlor offer their willingness to continue in office as auditor of the company.

Statement of disclosure to auditor

Each of the directors in office at the date of approval of this annual report confirms that:

- so far as the director is aware, there is no relevant audit information of which the company's auditor is unaware, and
- the director has taken all the steps that he / she ought to have taken as a director in order to make himself / herself aware of any relevant audit information and to establish that the company's auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of section 330 of the Companies Act 2014.

The entity has availed of the small companies exemption contained in the Companies Act 2014 with regard to the requirements for exclusion of certain information in the Directors' report.

On behalf of the Board

Eamon Daragh Connolly

Director

12 May 2019

Darragh O'Loughlin

Director

12 May 2019

DIRECTORS' RESPONSIBILITY STATEMENT

FOR THE YEAR ENDED 31 DECEMBER 2018

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with Companies Act 2014 and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (Generally accepted Accounting Practice in Ireland) issued by the Financial Reporting Council. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end date and of the profit or loss of the company for that financial year and otherwise comply with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies for the company financial statements and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and profit or loss of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements and Directors' Report comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Eamon Daragh Connolly
Director
12 May 2019

Darragh O'Loughlin
Director
12 May 2019

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF IPU SERVICES LIMITED

Opinion

We have audited the financial statements of IPU Services Limited (the 'company') for the year ended 31 December 2018 which comprise the statement of comprehensive income, the statement of financial position and the related notes. The relevant financial reporting framework that has been applied in their preparation is the Companies Act 2014 and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 December 2018 and of its profit for the year then ended;
- have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- have been prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (Ireland) require us to report to you where:

- The directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2014

Based solely on the work undertaken in the course of the audit, we report that in our opinion:

- The information given in the directors' report is consistent with the financial statements; and
- The directors' report has been prepared in accordance with applicable legal requirements.

We have obtained all the information and explanations which we consider necessary for the purposes of our audit.

In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited, and the financial statements are in agreement with the accounting records.

Matters on which we are required to report by exception

Based on the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified any material misstatements in the directors' report.

We have nothing to report in respect of our obligation under the Companies Act 2014 to report to you if, in our opinion, the disclosures of directors' remuneration and transactions specified by sections 305 to 312 of the Act are not made.

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the IAASA's website at: [http://www.iaasa.ie/Publications/Auditing-standards/International-Standards-on-Auditing-for-use-in-Ire/International-Standards-on-Auditing-\(Ireland\)/ISA-700-\(Ireland\)](http://www.iaasa.ie/Publications/Auditing-standards/International-Standards-on-Auditing-for-use-in-Ire/International-Standards-on-Auditing-(Ireland)/ISA-700-(Ireland)). This description forms part of our auditor's report.

The purpose of our audit work and to whom we owe our responsibilities

This report is made solely to the IPU's members, as a body. Our audit work has been undertaken so that we might state to the IPU's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the IPU and the IPU's members as a body, for our audit work, for this report, or for the opinions we have formed.

Ian Lawlor
for and on behalf of JPA Brenson Lawlor

12 May 2019

Chartered Accountants
Statutory Audit Firm

Argyle Square
Morehampton Road
Donnybrook
Dublin 4
D04 W9W7

PROFIT AND LOSS ACCOUNT

FOR THE YEAR ENDED 31 DECEMBER 2018

	Notes	2018 €	2017 €
Turnover		1,340,229	1,257,329
Administrative expenses		(1,312,807)	(1,186,358)
		<hr/>	<hr/>
Operating profit		27,422	70,971
Interest receivable and similar income	3	279,083	250,170
		<hr/>	<hr/>
Profit before taxation		306,505	321,141
Tax on profit		(39,010)	(41,381)
		<hr/>	<hr/>
Profit for the financial year		267,495	279,760
		<hr/>	<hr/>

BALANCE SHEET

AS AT 31 DECEMBER 2018

	Notes	€	2018 €	€	2017 €
Fixed assets					
Financial assets	4		345,000		345,000
Current assets					
Stocks	5				
Debtors	6	49,719		55,236	
Cash at bank and in hand		1,595,309		1,491,578	
		270,454		246,323	
			1,915,482		1,793,137
Creditors: amounts falling due within one year	7	(1,897,365)		(2,042,515)	
Net current assets/ (liabilities)			18,117		(249,378)
Total assets less current liabilities			363,117		95,622
Capital and reserves					
Called up share capital presented as equity	8		127		127
Profit and loss reserves			362,990		95,495
Total equity			363,117		95,622

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with Financial Reporting Statement 102 'The Financial Statement Reporting Standard applicable in the UK and Republic of Ireland'.

The financial statements were approved by the board of directors and authorised for issue on 12 May 2019 and are signed on its behalf by:

Eamon Daragh Connolly
Director

Darragh O'Loughlin
Director



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