



# HEIW Strategic Pharmacy Workforce Plan

## Winter 2023/2024 Newsletter



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# Welcome

This newsletter will reach you as we are about to embark on taking the pharmacy workforce plans forward at pace. It will be critical in the coming months to have the input and commitment of all our stakeholders to shape and discuss the detail behind the workforce plans actions.

I appreciate that everyone is extremely busy within their day jobs, but I would hope we can all make time to play our part in the implementation of the workforce plan actions. It is only through a partnership approach that we can really make a difference for our current and future workforce.

**If you would like to contribute or share what you have been doing in line with the strategic pharmacy workforce plan, please email:**

[heiw.pharmacyworkforce@wales.nhs.uk](mailto:heiw.pharmacyworkforce@wales.nhs.uk)

You can read the full Strategic Pharmacy Workforce plan here:

[heiw.nhs.wales/files/strategic-pharmacy-workforce-plan/](https://heiw.nhs.wales/files/strategic-pharmacy-workforce-plan/)

You can view a summary of the 31 Actions here:

[heiw.nhs.wales/files/strategic-pharmacy-aims/](https://heiw.nhs.wales/files/strategic-pharmacy-aims/)

Follow our progress via the HEIW website here:

[heiw.nhs.wales/workforce/strategic-pharmacy-workforce-plan](https://heiw.nhs.wales/workforce/strategic-pharmacy-workforce-plan)

Or on social media:

[facebook.com/HEIW.NHS](https://facebook.com/HEIW.NHS)

[x.com/HEIW\\_NHS](https://x.com/HEIW_NHS)

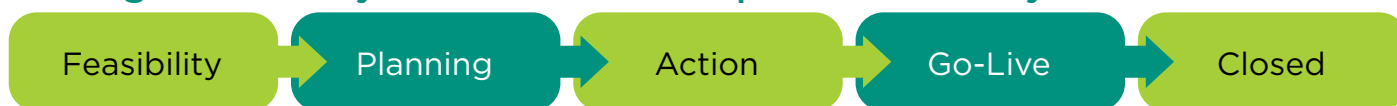
[linkedin.com/company/nhs-heiw](https://linkedin.com/company/nhs-heiw)

**Professor Margaret Allan, BPharm (Hons) FRPS,**  
Pharmacy Dean



# Progress to date

## Strategic Pharmacy Workforce Plan Implementation Cycle



## The Seven Strategic Themes



### Theme 1

#### Action 4

The electronic Catalogue of Workforce Solutions should be reviewed and developed.

#### Status

Go-Live

#### Update

The “Catalogue of Workforce Solutions” is a collection of interventions that have been used in Wales to alleviate workforce pressures when providing NHS pharmacy services. It has examples from all areas of the integrated care pathway in pharmacy.

The content was collected during our initial engagement, supporting the creation of the Strategic Pharmacy Workforce Plan between November 2021 and March 2022. The Catalogue provided a central point for best practice sharing.

HEIW committed to maintaining the Catalogue until March 2024 where a decision would be made on further investment as a method of sharing good practice. The Catalogue can be accessed here:

[Catalogue of Workforce Solutions - Overview | Rise 360 \(articulate.com\)](#)

We are very pleased with presentation and formatting as a method of sharing best practice. The catalogue will remain as a live resource that stakeholders can access, for a further 12 months.

As we shift resources and stakeholder engagement to focus on a number of complex Actions within the Workforce Plan, we will take the Catalogue approach as an exemplar template for sharing best practice going forward.



## Theme 2

### Action 7

Develop bespoke solutions to improve attraction and recruitment into pharmacy roles in areas where rurality is a specific challenge.

### Status

Planning

### Update

Throughout the development of the Workforce Plan, and our extensive engagement with stakeholders across Wales, it is clear that the challenges of attraction, recruitment and retention into rural areas are complex, and vary by geographical location.

Now our internal scoping activities are complete, we want to speak to stakeholders about the specific challenges in rural areas. We are proposing to run workshops in June and July to capture challenges and explore solutions across acute sector, community pharmacy and general practice.

Look out for further detail about the workshops during May, via established communications channels. Alternatively, you can register your interest now by emailing:

[heiw.pharmacyworkforce@wales.nhs.uk](mailto:heiw.pharmacyworkforce@wales.nhs.uk).

## Theme 3

### Action 12

Agree and implement a Consultant Pharmacist Strategy Wales.

### Status

Action

### Update

#### Consultant Pharmacist Posts

Research, Data and Engagement phases are complete. We have used feedback from our target audience to refine the content of our resource, prior to launch later this spring.

If you are an Executive, Director or Assistant Director, and would like to implement service improvement, through developing a consultant pharmacist role, then you can test our resource by emailing:

[HEIW.PharmacyWorkforce@wales.nhs.uk](mailto:HEIW.PharmacyWorkforce@wales.nhs.uk).

#### Consultant Pharmacist Credentials

In February, partners recognised the successful outcomes of an 18-month pilot Community of Practice (CoP) for Consultant Pharmacist Credentialing. From the CoP 66% of pharmacists attained the consultant pharmacist credential on first submission, compared to 51% attainment UK-wide.

Welsh Government and the Royal Pharmaceutical Society (RPS) called on partners to harness the commitment of newly credentialed pharmacists to support others attain the credential. Chief Pharmacists, credentialed pharmacists and Health Education and Improvement Wales are exploring potential models for a second phase.

## Theme 4

### Action 14

Develop consistent generic digital skills, competencies and behaviours within the pharmacy workforce using the HEIW Digital Capability Framework.

### Status

Action

### Update

The Pharmacy Workforce Plan team at HEIW have been working closely with our Digital Team to support and improve engagement by pharmacy staff with the Digital Capability Framework.

The Digital Capability Framework for healthcare in Wales helps individuals to identify the skills, competencies, and behaviours they need to participate fully, and safely, in digitised environments.

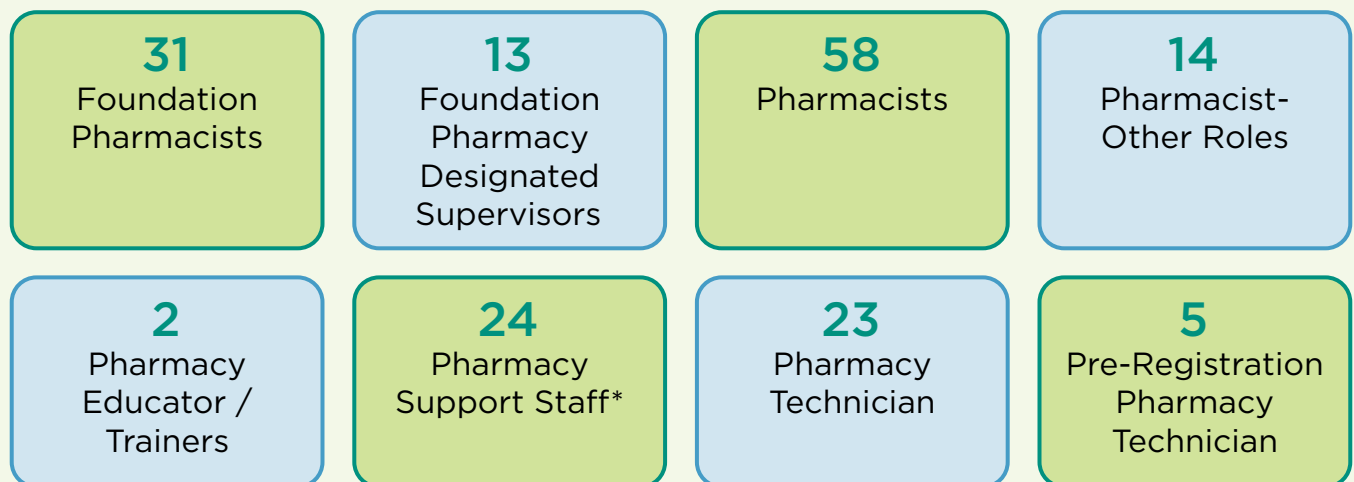
It is a tool people can use to help reflect on their digital capability and identify how to develop current knowledge and skills.

The Framework is accessible on the HEIW learning platform [Y-Ty-Dysgu](#).

Once completed the self-assessment tool can be used during annual appraisals, as continuing professional development to support professional revalidation.

Alongside the self-assessment tool there is also a repository of learning, mapped to all levels of confidence with signposting to external resources. Even those already confident with digital skills will have options to develop further if they wish.

It is good to see that people in the pharmacy workforce are starting to use the resource. Up to March 2024, **161 pharmacy staff** have completed the Digital Capability Framework:



\* Dispensing Assistants, Managers, Drivers

This number includes some staff with multiple roles or organisations.

We encourage you to find out where your digital strengths are, and how you can develop by completing the framework. If you have time, let us know how you got on [heiw.pharmacyworkforce@wales.nhs.uk](mailto:heiw.pharmacyworkforce@wales.nhs.uk)

## Theme 5

### Action 17

Ensure all training programmes are delivered in accordance with the HEIW Quality Framework.

### Status

Action

### Update

Progress has been made on a more collaborative approach to managing Quality outcomes across HEIW funded and commissioned pharmacy programmes.

HEIW are implementing new processes internally that will help capture consistent quality metrics and outcomes across all pharmacy training and education programmes.

This will fulfil our Duty Of Quality responsibilities and pharmacy regulator requirements.

Our focal point is October 2024 when the pharmacy team expect to provide new Quality Review meetings for all our training partners, with a renewed focus on the quality experiences of the trainee, trainer and training site. This will bring together feedback and outcomes from all pharmacy training activities.

### For more information on Duty of Quality:

<https://www.gov.wales/duty-quality-healthcare>

## Theme 5

### Action 19

Work with partners to develop proposals for the inclusion of genomics and advanced therapy medicines products within the education and training of the workforce.

### Status

Action

### Update

HEIW is home to a team of genomic experts. This includes a Clinical Lead for Pharmacogenomics, who is a practising pharmacist. Our expert team are working on a Strategic Genomics Workforce Plan for Wales with support from Genomics Partnership Wales (GPW).

The plan will ensure that we have the right size specialist workforce in genomic medicine. The wider workforce will also be equipped to respond with confidence to advances in care. For example, in future this may include genomic testing as part of day-to-day practice.

There will be a clear stepwise approach to developing the genomic knowledge and skills of the pharmacy workforce. Our team are working closely with many stakeholders across Wales. In December 2023, the team led the first 'genomics literacy week', giving a taste of all different aspects of genomics within a bitesize webinar series, with one webinar specifically on pharmacogenomics. Already, 37 pharmacy staff have engaged with our online learning.

You can access the HEIW genomics page for information on how to get started with genomics and signposts to education resources. For those ready to act, there are seven fully funded MSc genomics modules available through HEIW. There is a pharmacogenomic module offered by Bangor University and six other modules offered by Cardiff University on other genomic topics including infectious disease and cancer.

[Genomics - HEIW \(heiw.nhs.wales\)](https://www.heiw.nhs.wales)

## Theme 6

### Action 24

Establish tailored access routes for each pharmacy staff group to engage with the compassionate and collective leadership tools and resources available on Gwella.

### Status

Action

### Update

Senior acute service leads have completed pathfinder work over the last year with the HEIW Leadership team, which will now become part of the day-to-day business of HEIW. The Chief Pharmacists Group established a project to make sure that pharmacy have a functional and robust Gwella Pharmacy Leadership webpage, which will meet the specific needs of the pharmacy workforce.

This will be embedded in the leadership culture for NHS Wales. Significant progress has been made on a bespoke and visible pharmacy pathway, within the Gwella HEIW Leadership Portal. We are testing the site with pharmacy team members throughout April, May and June. Pending successful outcomes from testing, we plan to launch the new pathway this summer.

If you are interested in helping with the testing, please get in touch:

[heiw.pharmacyworkforce@wales.nhs.uk](mailto:heiw.pharmacyworkforce@wales.nhs.uk)

In addition to this work our HEIW Clinical Fellow has developed and launched a new resource focusing on compassion leadership hosted on Gwella. You can access this excellent resource [here](#).

## Theme 7

### Action 27

Improve access to workforce information and ensure visibility of pharmacy data and outcomes in HEIW. Education to Employment Pipeline.

### Status

Action

### Update

Our prototype Pharmacy Workforce Dashboard has been created to visualise existing pharmacy workforce and pharmacy trainee data. This new tool is undergoing internal validation. Some gaps in data have become more evident, for example visibility of the community pharmacy workforce.

We are developing a prioritised workplan for the next 12 months, with input from our partners, to close some of those gaps.

## Theme 7

### Action 28

Introduce a systematic analysis of data and workforce planning for a sustainable pharmacy workforce to enable better data driven commissioning.

### Status

Action

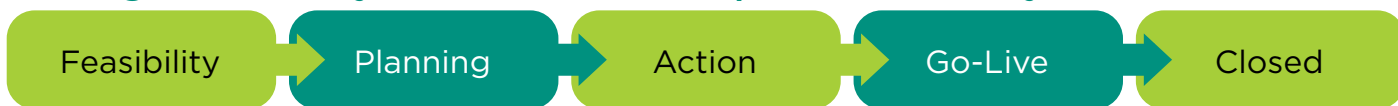
### Update

A Workforce Planning Sub-group of the Conference of Pharmacy Education Deans of the UK (CoPED) began in March. Initial working relationships are being developed between HEIW, NHS Education Scotland, NHS England and Northern Ireland Centre for Pharmacy Learning and Development.

The groups are sharing good practice and will be working to provide a high-level UK pharmacy intelligence report.

# 2024 Priorities & Next Steps

## Strategic Pharmacy Workforce Plan Implementation Cycle



## The Seven Strategic Themes



Alongside the activity mentioned in our update, we will be focusing our resources for the next 3 months on the following Actions. Stakeholder engagement will be key to shaping solutions and outcomes. We are excited to start working with you on their development and implementation.

### Theme 1

#### Action 2

Develop pharmacy job planning guidance and a toolkit which will bring the right balance of service delivery, development of self and others, leadership, research and innovation when implemented by employer.

### Theme 2

#### Action 9

To support consistent implementation of career development frameworks across all NHS services areas, all job descriptions for pharmacy roles are mapped to the skills and competencies of recognised national pharmacy career frameworks (e.g. Royal Pharmaceutical Society).

### Theme 3

#### Action 10

Improve public awareness and understanding of the changing pharmacy roles in healthcare.

#### Action 11

As a foundation from which to build more collaborative working with the wider health and social care workforce, improve the understanding of how all pharmacy roles are transforming.



# One year on

As we approach the first anniversary of the launch of the Pharmacy Strategic Workforce Plan in June 2023, we are preparing an annual review to look back over the good work that has happened since launch. Alongside our usual progress reports we will review and update on progress in the follow area:

- 🔗 Multi-sector training opportunities for pharmacy workforce
- 🔗 Increasing numbers of designated supervisors
- 🔗 The development of the Post-Registration Pharmacy Technician framework
- 🔗 The use of immersive technologies during education and development

# Get in touch!



We appreciate you taking the time to read this newsletter and thank you for your ongoing involvement in the activities that will contribute to shaping the future of the pharmacy workforce in Wales. If you are actively engaged in such initiatives and would like to share information about the work you are undertaking, we welcome your insights and updates.

The strategic pharmacy workforce plan team value your feedback. We would like to invite you to participate in a short survey about your recent experience. Please click on the link below to share your opinion:

[Feedback Form](#)

**You can also reach out to us via email at:**

[heiw.pharmacyworkforce@wales.nhs.uk](mailto:heiw.pharmacyworkforce@wales.nhs.uk)

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