



**GIG**  
CYMRU  
**NHS**  
WALES

Addysg a Gwella Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

# Event Summary

Launch of the HEIW Strategic Pharmacy Workforce Plan  
and World Café

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**30<sup>th</sup> June 2023**

## **Purpose**

The event brought together HEIW and stakeholders in a public launch of the HEIW Strategic Pharmacy Workforce Plan.

## **Format**

**Journey** - A series of short formal addresses recognised the joint endeavours of HEIW and partners in reaching publication of the strategic plan.

**Understanding** - Round-table conversations in a World Café created space for delegates to explore the 31 actions in the plan that were of particular interest to them.

**Commitment** - To conclude, individuals made pledges about how they or their organisation will work with HEIW to implement the strategic plan.

## **Background**

Health Education and Improvement Wales (HEIW) is dedicated to transforming the workforce for a healthier Wales. We are a Special Health Authority within NHS Wales and sit alongside Health Boards and Trusts. We have a leading role in the education, training, development, and shaping of the healthcare workforce in Wales, in order to ensure high-quality care for the people of Wales.

114 participants attended the event representing 43 organisations from across Wales from all sectors of healthcare, both from within and outside of the pharmacy workforce. There were an additional 58 participants who joined online. Appendix 1 contains a list of organisations which supported individuals to engage with the event.

## **Resources**

The HEIW website hosts the [HEIW Strategic Pharmacy Workforce Plan](#) and related resources. Hard copies of the plan are available on request via [HEIW.PharmacyWorkforce@wales.nhs.uk](mailto:HEIW.PharmacyWorkforce@wales.nhs.uk)

- [Catalogue of workforce solutions](#)
- [Careersville](#)
- [Pilot pharmacy leadership hub](#)
- [Pharmacy Train Work Live](#)

## **Event Programme**

The Event programme can be found in Appendix 2 with a master slide deck



## Eluned Morgan, Minister for Health and Social Care

*"The pharmacy workforce is integral to delivering our vision for Health and Social Care in Wales."* Acknowledging that the workforce plan is the output of a collective effort of partners across Wales over the past 15 months, Eluned Morgan stated that, *"the Welsh way of collaborative working can achieve results that benefit everyone"*.

Ms Morgan went on to state, *"The plan will be a vehicle for driving radical change and comprehensive improvements for the pharmacy workforce. It provides the opportunity to equip pharmacy professionals with the skills competence and confidence to take up their professional leadership role in relation to medicines use. This will of course be a challenge but a challenge that I know you are going to step into, through new ways of working and innovation and adapting to the changing needs and demands of pharmacy services as we continue to recover from the pandemic"*.

The Minister took the opportunity to thank the workforce again for working tirelessly to care for the people of Wales in the most challenging of circumstances since March 2020, stating she was, *"acutely aware of the frustrations of the workforce"*. And stating that addressing the challenge was, *"a priority for me and the wider NHS"*. The Minister gave specific mention to the need for staff rest breaks, protected learning time and implementation of both the Digital Medicines Portfolio and the Wales National Workforce Reporting System.

Ms Morgan closed the address looking to the future, *"Our destination is a new position where the workforce really experience that their wellbeing is at the heart of our workforce plans where staff are working in a supportive culture, that enables them to deliver the compassionate care that we know that you want to give"*.

## Jonathan Simms, Welsh Pharmaceutical Committee Chair



Mr Simms described the call from Welsh Pharmaceutical Committee in November 2021 to address the significant workforce challenges across all sectors of the profession, which led to the launch of strategic workforce plan today.

*"We often hear the term 'a burning platform', as a metaphor to describe a crisis situation, and explain the need for urgent change. And this fire has been smouldering for some time with the increased demand in pharmacy services across all care settings of the profession"*.

The Welsh Pharmaceutical Committee were pleased HEIW has led the important programme of work through engagement and consultation, but highlighted, *“As we now move forward to the implementation of the plan it is vital that all stakeholders work in partnership with HEIW to deliver the actions. This is going to need a commitment from all employers and leaders in care sectors within pharmacy and other partners”*.

Mr Simms concluded, *“the fire’s not out on that burning platform, but ... with the launch of the plan today, we now have somewhere to jump to which will deliver the workforce changes needed to drive service transformation and to deliver the improved pharmaceutical care for our patients in Wales”*.

### **Andrew Evans OBE, Chief Pharmaceutical Officer**

The Chief Pharmaceutical Officer’s opening statement recognised the great efforts, progress and perseverance of the pharmacy professions in Wales. Andrew Evans outlined a growing awareness of the value of pharmaceutical care having led to the rapid expansion of roles, not all of which had been planned for, in the last five to ten years.

Mr Evans stated the importance of having the professions wide, all-sector shared collective vision, ‘Pharmacy Delivering a Healthier Wales’, that describes how pharmacy will develop to meet the needs of those using the NHS. *“The vision is the destination for pharmacy in the future, and the plan is our direction, our map, our way of getting there.”*

Concluding, Andrew Evans said, *“Today is about each of us taking our first steps, whether that is personally, or on behalf of our organisation, and committing to make a contribution to deliver the actions that are set out in the workforce plan. If we do that, we will be supporting every member of the pharmacy workforce to realise their potential.”*



## Professor Margaret Allan, Pharmacy Dean, HEIW

Professor Allan asked *"So what next?"*, stating, *"A plan is only as good as what you do with it"*.

Prof Allan reassured delegates that work on implementation had already commenced in partnership with key leaders. The HEIW role was described as to, *"...facilitate a collaborative working model to progress the 31 actions...with stakeholders over the next 2 years"*.

Prof Allan stated that, *"Many of the actions in the plan will need vision and belief in the ultimate prize of a sustainable pharmacy workforce, who feel empowered and motivated to use their enhanced clinical skills for the benefits of our citizens of Wales"*, and concluded that, *"We may be on a burning platform but together we can put out the flames, and build a future platform we can stand on, proudly, and securely. HEIW looks forward to working with all of you to make this happen."*



## World Café

The 31 Table Hosts, who facilitated conversations, were drawn from a range of professions in HEIW alongside Royal Pharmaceutical Society, Association of Pharmacy Technicians, Health Boards, Trusts and Specialist Services, Community Pharmacy and Digital Health and Care Wales staff.



Two Table Hosts are also faces of the pharmacist attraction campaign, Train Work Live.

There were 60 written pledges, listed in Appendix 3, made during the event. We welcome any further expressions of interest to work with us during implementation or examples of exemplar practice under the 7 themes, through our mailbox [HEIW.PharmacyWorkforce@wales.nhs.uk](mailto:HEIW.PharmacyWorkforce@wales.nhs.uk)



## Next Steps

HEIW are completing a short piece of work, post-launch, this month. We are consolidating feedback from the launch event and prioritising our resources. We want a clear programme of work for implementation that individuals can plug-in to, with clear outputs.

We look forward to meeting you again, through a series of roadshow events later this year, where we will build momentum and pace by bringing implementation of the plan more 'local-to-you'.

# APPENDIX



## Appendix 1 - List of organisations who were represented by delegates

Academy of Medical Royal Colleges in Wales
All Wales Therapeutics and Toxicology Centre
Allied pharmacy
Aneurin Bevan University Health Board
APTUK
Avicenna Retail/CPW Board Member
Betsi Cadwaladr University Health Board
Boots UK
Bron y Garn Surgery, Maesteg
Bryntirion Surgery
Caldicot Medical Group
Cardiff and Vale University Health Board
Coedpoeth Pharmacy
Community Pharmacy Wales
Cwm Taf Morgannwg University Health Board
Digital Health and Care Wales
General Pharmaceutical Council
Health Education and Improvement Wales
HEFCW
Hywel Dda University Health Board
Knights Chemists Ltd and CPW
Llais
Llanharan Pharmacy Ltd
Meddygfa Tywi
NHS Executive
NHS Wales Shared Services Partnership
Pharmacy Delivery Board
Powys Teaching Health Board
Powys Teaching Health Board
Public Health Wales
RCGP Wales
Roath House Surgery
RPSGB
Social Care Wales
St Mary's Production Unit
Swansea Bay University Health Board
Swansea University
Sylvia Williams Chemist
Tesco Pharmacy
Ty'r Felin Surgery, Gorseinon
Velindre University NHS Trust
Welsh Ambulance Services NHS trust
Welsh Government

## Appendix 2 - Event programme and Master Slide Deck

<b>Event overview</b>	
<b>10:55</b>	<b>Virtual Broadcast Begins</b>
11:00	<b>Chris Jones CBE</b> Chair HEIW
11:05	<b>Pushpinder Mangat</b> Executive Medical Director, HEIW
11:15	<b>Eluned Morgan</b> Minister for Health and Social Care (recorded address)
11:20	<b>Jonathan Simms</b> Chair of Welsh Pharmaceutical Committee
11:30	<b>Andrew Evans OBE</b> Chief Pharmaceutical Officer for Wales
11:40	<b>Margaret Allan,</b> Pharmacy Dean, HEIW
<b>11:55</b>	<b>Virtual Broadcast closes</b>
<b>12:00-2:00</b>	<b>World Café</b>
<b>12:50-1:20</b>	<b>Lunch</b>

### Master slides



30th June Event  
Slide Deck.pdf

## Appendix 3 - Pledges

Theme 1 - Engaged, Motivated and Healthy Workforce	Theme 2 - Attraction and Recruitment	Theme 3 - Seamless Workforce Models	Theme 4 - Digitally Ready Workforce	Theme 5 - Excellent Education and Learning	Theme 6 - Leadership and Succession	Theme 7 - Workforce Supply and Shape
To be aware of services available to the pharmacy staff eg, employee wellbeing service.	I pledge to help out with recruitment on 18th October; available to help with this recruitment drive	To collaborate more.	I pledge to develop a Digital Clinical Leader in the Welsh Medicines Advice Service (WMAS) so that we can deliver a Once-for-Wales services of Medicines Advice through innovative technology.	To reach out and connect with the Primary Care Academies to a develop strategy to meet education and training needs within health Board	Progress with clinical leadership model with the inclusion of pharmacy. Work with HEIW to promote Gwella.	To continue to collaborate with planning and workforce colleagues to ensure a clear narrative for pharmacy roles and workforce development running through all the IMTPs with local adaptations
Job planning	I am able to attend any careers discussions or events to support attraction into Pharmacy Technical Services or workshops to help 'brand' us, plus careers development and Careersville	Consultant Pharmacist Strategy. Increase Understanding/ awareness pan-professions (including pharmacy itself).	Easier to use resources, technology - map of how to find.	Progress with clinical leadership model with the inclusion of pharmacy. Work with colleagues from access the Primary Care landscape to engage potential mentorship/Designated Prescribing Practitioner opportunities.	Equitable access to programmes for pharmacy technicians e.g. fellowships and leadership.	I pledge for my organisation to engage with HEIW and ensure that we consult and include workforce planning in our considerations for medicines strategy planning.
Work together on this theme.	Talking to school years, letting them know what a career in pharmacy offers.	To engage in the debate growing the thought and discussion of consultant pharmacists in primary care. Place, impact, delivery.	Help provide the platforms to enable a digitally ready workforce.	Peer support for technicians, offer training.	Familiarise with Gwella and how pharmacy (not just PHARMACISTS) can use this to give guidance and support future and current workforce.	Organisational workforce planning to identify opportunities (as opposed to 'pharmacy in a silo').
Job planning. General Practice undergraduate numbers - I will email the HEIW team.	I pledge to increase undergraduate awareness of rural areas of Wales to hopefully increase future attraction. Also happy to help with panel discussions re: role if needed	Consultant Pharmacist in Primary Care - I am interested in developing the above role.	Support by finding Digital Leaders for my organisation.	Provide equitable access to education and training for pharmacy technicians and collaborate with APTUK.	Happy to support the continuation (pilots etc) of the pharmacy page of Gwella. Does need HEIW pharmacy input to lead or to form a permanent team to manage and promote this site.	Academy to develop apprentice programmes in dispensing and pharmacy technician roles. Make the roles in community pharmacy attractive.
Job planning for all 8as and above by April 2024	I pledge to help with attraction and recruitment in community pharmacy.	Work together on this theme.	Undertake the Digital Capability Framework and establish capability of my team/organisation.	Review option to deliver multi-sector pharmacy technicians.		Work to look at data for service and workforce commissioning
Job planning for pharmacy staff - starting with staff working in managed general practices.	Would like to understand/help people into pharmacy, particularly in rural North Wales.	To support work around clarity and engagement of consultant practice.	Look at possible Digital Champions with community pharmacy to locally support their peers.	More access to Designated supervisors for independent prescribing, especially for community pharmacists. More opportunities for pharmacy students in our cluster hub.		Pharmacy - not just pharmacists. Educate all on that message.

Job planning.	Could potentially scope out rotational roles. This variety within their role may improve job satisfaction.	Continue to provide a voice to community pharmacy locally.		Continuous Professional development - structure/outcome, Guidance for DSMP's, Peer review structure, Continuing development framework expansion, Ongoing training, Governance structures.		
	Promotion of pharmacy roles in community pharmacy.	Create portfolio options with local health care providers for a more stable workforce.		Joined up educational sessions (GP and Pharmacy)		
	Develop bespoke solutions to improve attraction and recruitment	Primary Care Consultants.		Everything!		
	Continue to develop roles for cross-sector working opportunities			[Provide] Vaccination placements.		
				To lead discussions about inter-disciplinary training between students hosted by the practice to enhance sustainability issues and expand our capacity to host.		
				Continue support to develop independent prescribing roles in community pharmacy. Note strong bias towards sectors other than community pharmacy.		
				Work with Academy Workforce team in Hywel Dda Primary Care.		

