



**IRISH
PHARMACY
UNION**

The voice of
community pharmacy

IPU MEMBERS OUR NO. 1 PRIORITY

You're not alone.
We're with you.
We're on your side.



www.ipu.ie

The IPU provides expert professional, contractual and business advice to members to support and assist you in running your pharmacy and successfully delivering a vital healthcare service to your patients.



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What do we provide?

The IPU provides expert professional, contractual and business advice to members to support and assist you in running your pharmacy and successfully delivering a vital healthcare service to your patients.

The IPU exists to:

- Advocate, advance and protect the role of the pharmacist at the centre of primary healthcare;
- Value and demonstrate the contribution pharmacy makes to our patients and communities;
- Promote, challenge and support our profession to embrace opportunity;
- Cherish our heritage and traditions; and
- Mentor the next generation of pharmacists.

As part of your membership package, we support your professional and service development through education and training courses to enhance your knowledge as a pharmacist and by advocating for extended professional roles for community pharmacy. We can help you with all HSE remuneration and pharmacy contract-related issues and in the resolution of reimbursement disputes. In addition, we will support you in dealing with PCRS and PSI inspections, Fitness to Practise, claims investigations, advice and guidance on medicines and pharmacy legislation, and any other issues that arise.

We make ongoing representations to the Department of Health, HPRA, HSE/PCRS, PSI, DAFM and other bodies, seeking to minimise the legislative and administrative burden on pharmacies and presenting constructive proposals on an efficient, cost-effective and practical approach to pharmacy regulation.

Membership of the IPU provides you with the information and resources you need for an efficient, patient-centred pharmacy.

What's in it for you?

Membership of the IPU provides you with a voice in influencing policies and strategies that affect your profession. The IPU supports members in numerous ways.

Valuable resources are provided to assist with the running of your pharmacy including:

- **The IPU Product File**, an indispensable resource to run your pharmacy efficiently and is certified for ISO 9001 (Quality and 27001 (Information Security); and
- **SOPs, Guidelines and Protocols** to assist you in complying with the Pharmacy Act 2007.

Support & advice

- Provide assistance and advice on all claims-related issues including liaising and engaging directly with the HSE PCRS on your behalf;
- Representation at claims investigations carried out under the terms of the Community Pharmacy Contractor Agreement;
- Provide professional advice and support on ethical decisions and interpretation of medicines and pharmacy regulations;
- Support with Fitness to Practise (FTP) proceedings;
- Up-to-date information on all contractual negotiations and changes;
- HR advice, including a mediation and dispute resolution service, to ensure you are complying with Employment Law;
- A business intelligence service (HMR Ireland) to improve your pharmacy performance;
- Business advice and support on issues such as business regulations, retailing, data protection, business costs and much more;
- Confidential counselling, provided by Vhi Corporate Solutions; and
- Networking opportunities to meet your peers, exchange ideas and renew contacts face-to-face at IPU events, such as the IPU National Pharmacy Conference.



Real savings

- Real savings on a range of services, e.g. energy bills, insurance, health insurance, medical devices etc.;
- Free membership of IPU Academy, which is a cost-effective way of keeping your skills and education up to date;
- Reduced rates on IPU training courses and events to help you advance your pharmacy skill level;
- Help with promoting and developing your retail offering, with discounted rates on the IPU Retail Review service;
- Financial advice and assistance on issues such as VAT returns, insurance and pension schemes; and
- Register with Countdown at www.countdown.ie to avail of savings and discounts on a range of services.

How do we help develop the role of the Pharmacist?

Developing the role of the pharmacist is important to everyone in community pharmacy and is a high priority for the IPU. The IPU continuously promotes the professional role of the pharmacist amongst consumers, patients, policymakers and other key audiences, with real professional and financial benefits for members.

These include:

- Advocating on behalf of community pharmacy to Government and opposition politicians, Department of Health, Department of Business, Enterprise and Innovation, HSE, HIQA, patient and consumer groups and other relevant bodies;
- Preparing effective public affairs campaigns to engage with all political parties and ensure issues affecting community pharmacy are in the public eye;
- Working with relevant organisations to further develop community pharmacy, including additional services to patients;
- Promoting and advocating for the role of the pharmacist through the media;
- Making submissions to Government and other relevant institutions on behalf of members;
- Challenging the implementation of excessive regulation and the imposition of disproportionate or burdensome administrative requirements on pharmacies;
- Promoting the “*Think Pharmacy*” message to patients and members of the public via national marketing and advertising campaigns on TV, radio, in-store and through social media; and
- Running health promotions/campaigns in conjunction with patient groups or the HSE.

Ongoing support

The IPU provides a wide range of services and supports to all its members. Communication with members is a key priority and we keep members up to date with vital information through regular communications.

Internal communication channels include:

- IPU News – weekly eNewsletter, sent to your IPUMail address;
- GM – monthly mailing and email;
- IPU Review – monthly magazine;
- SMS service – texts are sent for important updates and deadlines;
- www.ipu.ie – a great source of information for members;
- IPU Yearbook & Diary; and
- Social media – regular updates on our Facebook, Twitter, LinkedIn and Instagram pages.

The IPU exists to serve your interests and needs. If there is anything we can help you with, please let us know. IPU staff are available to assist you with any queries you may have.

Want to talk to a member of our IPU staff?

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