

Supporting pharmacy through a COVID-19 emergency

9th July 2020

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Experience**

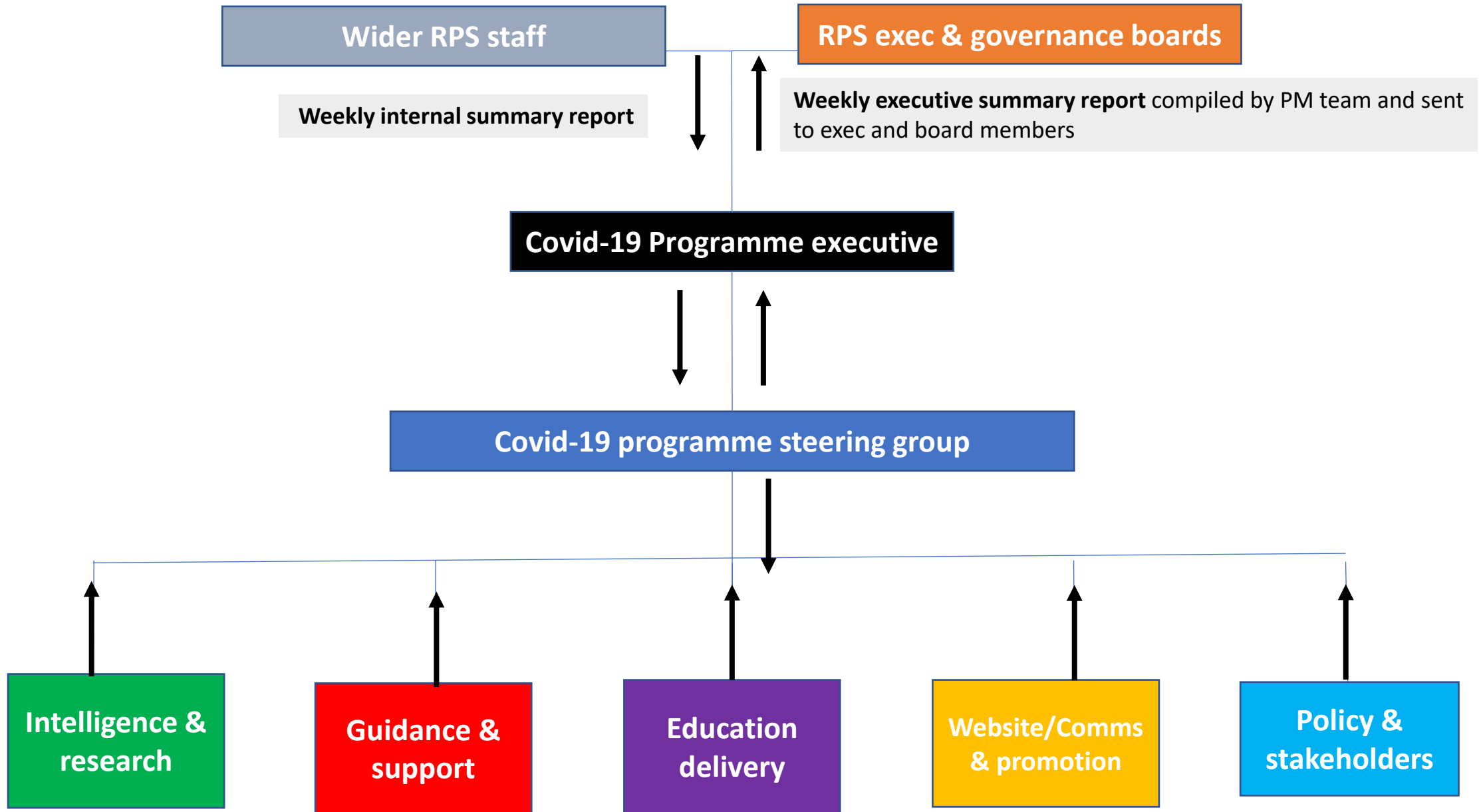




Programme purpose

- To support our members and the profession to continue to provide safe and effective pharmaceutical care to patients during the covid-19 pandemic
 - To improve and optimise the care of patients accessing pharmacy services during the covid-19 pandemic
 - To ensure members and the wider profession understand how to best protect themselves, colleagues and their businesses during the covid-19 pandemic
 - To promote and lead on a co-ordinated pharmacy approach to tackling the covid-19 pandemic
 - To advocate on behalf of the pharmacy profession in regards to policy and legislation relating to covid-19







Empathy

Agility

**Higher
engagement**

Collaboration

Leadership

Louder voice

Relevance

1 ethical framework

11 podcasts

6,500 pieces of intelligence

10,200 webinar registrations

4,834,482 social media impressions

47.97% average email open rate

38 new webpages built

1000 members directly supported

500% increase in online/print media presence

1,058,040 emails sent out

14,300 views of mental health FB videos

Our key performance indicators

Feedback from those who matter

Thank you for remembering your overseas colleagues, who for the most part are not considered in the big picture, since we are a minority.

I truly appreciate your support and resources you have made available on your website even for non-members.

Can I thank you and the team for the incredible amount of work you are all doing to help the profession at this time

Thank you for the brilliant work the whole RPS team are doing during the COVID-19 crisis. I continue to be impressed by the speed and quality of outputs which has positioned the RPS as the leadership voice of pharmacy

Fantastic support from @rpharms professional support, and a response on a bank holiday too

Thanks @rpharms really great to see all the work you are doing to help everyone transferring into new roles, #cpd for the next 5 years 😊 #RPSCovid19 #coronavirus #pharmacyheroes #upskilling



Great to see RPS championing and recognising all of us each day! Lets ALWAYS support each other and not bring each other down even when this climate is all over. Stay positive ❤️

Without [the RPS] we are voiceless

Thanks @rpharms team you've been brilliant the last couple of weeks. It's why I'll always be a member.

**ROYAL
PHARMACEUTICAL
SOCIETY**

**But, this isn't a
celebration**



RPS I&D Strategy

Published on 22nd June 2020

Developed/co-created with members/profession for members/profession – **it will evolve**

'No one should be left behind'

Intersectionality and a **sense of belonging**

Tackling hard/difficult issues and bringing about **action and change**

Collaboration/partnership needed

RPS to lead – impact/delivery **essential**

Need to be **agile and alive** to changing environment



What matters most to the pharmacy profession

In developing the I&D strategy for the pharmacy profession, we undertook a profession-wide survey to understand the opinions of our members and the impact of inclusion and diversity on them personally. We asked about their roles within pharmacy, and how they perceived I&D within the profession as a whole.

The survey was undertaken in August and September 2019 and 839 completed responses were received within the fieldwork period.

Areas to improve current support

Disability is the area where most respondents thought more could be done to support I&D in the services the profession provides; this was followed by age and race.



Barriers to working in pharmacy

66%

of respondents thought there were barriers to working in pharmacy. Disability was perceived to be the biggest barrier, followed by age, pregnancy and maternity.



Pharmacy considered a welcoming profession

Nearly two out of three



respondents felt that the pharmacy profession was welcoming. **12%** however, did not feel this was the case, and a further **25%** weren't sure.

Ways pharmacy is welcoming

Evidence to support pharmacy being a welcoming profession was mainly provided in examples of working with people from a diverse range of races and backgrounds and the importance of working as a team.



Ways pharmacy is not welcoming

Examples of the pharmacy profession not being welcoming were related to flexible working, disability and representation in senior positions.



A sense of belonging within the profession

On the whole, the pharmacy profession gave respondents a sense of belonging, however over half stated that this was 'most of the time', not 'completely'.



Confidence in authentic self

Three quarters



of respondents said they were confident being their authentic selves. However, this level of confidence is directly linked to the number of years working in pharmacy; **with experience, comes confidence**

Confidence in supporting others

Overall, respondents felt comfortable supporting both team members and service users with I&D. Once again however, experience within pharmacy played a direct role in confidence levels.



Importance for RPS to support I&D

83%

of respondents felt it was important for RPS to support I&D within the profession.



What RPS does well for I&D

RPS is recognised for successfully supporting some I&D areas, such as LGBT inclusion and efforts within communications to include a wide range of individuals in terms of their race.



What RPS could improve for I&D

The respondents were forthcoming with suggesting ways in which RPS could do more to support I&D. Some ideas were linked directly to protected characteristics and others related to reaching out to pharmacists at different stages of their career.



Our Pledge

- **Strategic priority I:**
Create a culture of belonging
- **Strategic priority II:**
Champion inclusive and authentic leadership
- **Strategic priority III:**
Challenge inclusion & diversity barriers



What we have done to date



Next steps for 2020

- Set up an inclusive action group: networking across the profession & delivery of our strategy
- Work with partners across the profession to address Black students' registration assessment pass rates
- Continue to improve I&D in RPS events, programmes and assessments through Equality Impact Assessments
- Address systemic workplace inequalities and discrimination across the profession
- Integrate I&D into RPS mentoring programme
- Early Careers Advisory Group launches, with an objective to improve the sense of belonging for all pharmacists

Ensure no one is left behind



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**A message from us to
you....**





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**Together,
we are pharmacy.**

