

Thema 1 – Gweithlu sy’n Ymgysylltu, yn Llawn Cymhelliant ac yn Iach

Action 1 - Gyda phartneriaid, cytuno ar amrywiaeth o gamau gweithredu i’w rhoi ar waith, sy’n gwella iechyd meddwl a llesiant y gweithlu fferylliaeth

Mae fferyllwyr, technegwyr fferyllol a staff cymorth yn gweithio mewn rôl sy’n hanfodol i ddiogelwch. Mae bod wedi blino neu beidio â chanolbwyntio yn gallu arwain at ganlyniadau difrifol i’r cyhoedd, os bydd camgymeriad yn cael ei wneud. Rhaid i amgylcheddau a threfniadau gweithio iach gynnwys seibiannau sy’n rhoi cyfle priodol i staff orffwys, ac efallai y bydd angen gwaith cydlynu rhwng timau Byrddau Iechyd neu Glystyrau Gofal Sylfaenol er mwyn cynnal mynediad at wasanaethau

Action 2 - Datblygu canllawiau cynllunio swyddi fferylliaeth a phecyn cymorth a fydd yn sicrhau’r cydbwysedd cywir o ran darparu gwasanaethau, datblygu eich hun ac eraill, arweinyddiaeth, ymchwil ac arloesi pan fydd cyflogwyr yn eu rhoi ar waith

Mae’r broses cynllunio swyddi yn cydnabod yr angen i ddatblygu pobl a sefydliadau ochr yn ochr â digon o gapasiti i ddarparu gwasanaethau. Er mwyn helpu i drawsnewid a defnyddio fframweithiau datblygu gyrfa, bydd cynlluniau gwaith yn cael eu datblygu ar gyfer pob rôl yn y tîm fferylliaeth sy’n darparu gwasanaethau’r GIG, a bydd AaGIC yn monitro’r cynnydd a wnaed i’w rhoi ar waith

Action 3 - Bydd Arolwg Staff y GIG, neu arolwg cyfatebol, yn cael ei ymestyn i gynnwys y rheini sy’n gweithio i gontractwyr y GIG yn ogystal â’r rheini a gyflogir gan y GIG, er mwyn asesu’r cynnydd a wnaed o ran ymgysylltiad, profiad a llesiant staff

Drwy ymestyn Arolwg Staff y GIG y tu hwnt i’r rheini a gyflogir gan y GIG er mwyn cynnwys y rheini sy’n gweithio i gontractwyr y GIG yn y gweithlu fferylliaeth, gallwn gyflwyno dull cyson o fonitro a mesur profiadau gweithwyr. Bydd hyn yn cynnwys sgôr mynegai ymgysylltu parhaus sy’n ein galluogi i nodi profiadau staff ar draws gwahanol leoliadau, grwpiau proffesiynol a nodweddion gwarchoddedig

Action 4 - Dylid adolygu a datblygu’r catalog electronig, ‘Catalogue of Workforce Solutions’,¹⁶ sef casgliad dibynadwy o ymyriadau i leihau’r pwysau ar y gweithlu fferylliaeth.

Mae’r catalog hwn yn gasgliad o ymyriadau, sydd eisoes wedi cael eu profi yng Nghymru, a all leihau pwysau difrifol ar y gweithlu wrth ddarparu gwasanaethau fferylliaeth y GIG. Mae’r atebion hyn yn cael eu cofnodi mewn catalog digidol, sydd ar gael i’r holl randdeiliaid. Bydd y catalog dan ofal AaGIC hyd at fis Mawrth 2024, pan fydd penderfyniad yn cael ei wneud ar ddefnydd/buddsoddiad pellach fel dull o rannu arferion da

Thema 2 – Denu a Recriwtio

Action 5 - Datblygu dull cynhwysol a strategol ar lefel Cymru gyfan i hyrwyddo'r holl vrfaoedd sv'n berthnasol i dimau fferylliaeth vna Nahvmru

Prosiect tymor byr i gwmpasu a datblygu cynllun strategol cynhwysol ar gyfer gwneud rolau fferyllol yn fwy atyniadol, gan gynnwys profiad gwaith yn yr ysgol, lleoliadau yn ystod gwyliau, digwyddiadau agored a digwyddiadau recriwtio ar gyfer maes fferylliaeth yng Nghymru. Yn benodol, bydd hyn yn cynnwys gwaith allgymorth ychwanegol i sicrhau bod amrywiaeth ein gweithlu yn adlewyrchu amrywiaeth ein cymunedau, gan gynnwys ysgolion Cymraeg, cymunedau â lefelau uchel o amddifadedd ac ardaloedd gwledig lle mae'n anodd iawn llenwi swyddi gwag ym maes fferylliaeth. Bydd yn adeiladu ar gynnwys presennol Hyfforddi, Gweithio, Byw ³⁰ a Tregyrfa ³¹ ar faes fferylliaeth, ac yn cefnogi'r cynlluniau ar gyfer y gweithlu iechyd meddwl a gofal sylfaenol.

Action 6 - Creu a rhannu sylfaen dystiolaeth sy'n disgrifio swyddi ym maes fferylliaeth a phecyn yr holl fuddion a fydd yn cadw'r gweithlu fferylliaeth presennol ac vn denu gweithlu fferylliaeth v dvfodol

Prosiect tymor byr i asesu a chrynhoi'r cynigion swydd a phecynnau denu ar draws y system. Sicrhau adnodd ymchwil (drwy Ymchwil Fferylliaeth Cymru neu Gymrodorion Clinigol AaGIC) i gasglu barn, ar lawr gwlad, am y cynigion swydd y mae pob grŵp staff ym maes fferylliaeth yn chwilio amdanynt. Bydd yr hyn a ddysgir yn cael ei rannu â phob cyflogwr i'w ddefnyddio mewn cyd-destun lleol i greu swyddi gwerth chweil a fydd hefyd yn diwallu anghenion gwasanaeth y dyfodol.

Action 7 - Datblygu atebion pwrpasol i wella'r cyfraddau denu a recriwtio i rolau fferylliaeth mewn ardaloedd lle mae'r natur wledia vn creu her benodol

Canfod a darparu atebion i'r anghymhellion sy'n gysylltiedig â denu gweithlu fferylliaeth i ardaloedd gwledig a dal gafael arnynt, drwy ddefnyddio dull amlbroffesiwn.

Action 8 - Datblygu llwybrau gyrfa Academydd Clinigol ac Ymchwilydd Clinigol ar gyfer gweithwyr proffesiynol ym maes fferylliaeth, gan sicrhau mynediad teg at vffleoedd cvllido a hvfforddiant

Gweithio gyda Pharmacy Research Wales a phartneriaid eraill i ddatblygu llwybrau gyrfa ymchwil ar gyfer gweithwyr proffesiynol ym maes fferylliaeth, a sicrhau mynediad teg at gyffleoedd cyllido a hyfforddiant ym maes deintyddiaeth a meddygaeth.

Action 9 - Er mwyn cefnogi'r gwaith o roi fframweithiau datblygu gyrfa ar waith yn gyson ar draws holl feysydd gwasanaeth y GIG, mae'r holl ddisgrifiadau swydd ar gyfer rolau fferylliaeth yn cael eu mapio'n unol â sgiliau a chymwyseddau fframweithiau gyrfa cenedlaethol cydnabyddedig ym maes fferylliaeth (er enghraifft, v Gvmdeithas Fferyllol Frenhinol)

Prosiect i helpu i ddynodi swyddi fferylliaeth yn ôl lefel yr ymarfer neu'r cymhwysedd angenrheidiol yn unol â'r fframwaith datblygu gyrfa perthnasol, yn hytrach nag yn ôl lleoliad y gwaith (a Band i'r GIG).

Ar gyfer y GIG, cwmpasu'r cyfle i ddiweddarau proffiliau swyddi fferylliaeth fel bod disgrifiadau'n cyd-fynd â sgiliau a chymwyseddau'r fframwaith datblygu gyrfa penodol ar gyfer fferylliaeth

Theme 3 – Seamless Workforce Models

Action 10 - Improve public awareness and understanding of the changing pharmacy roles in healthcare

A national media campaign to improve public understanding of how pharmacy roles and services are transforming. This will retain public trust and support a reduction in workforce pressures through appropriate accessing of services.

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

Short-term project to scope the current understanding and learning needs of our Health and Social Care Partners about the new 'Initial Education and Training Standards',³ 'A New Prescription',¹⁵ and 'Transforming Access to Medicines', and explore how working relationships and interfaces with pharmacy services will change to benefit the public.

Improved understanding will help with development of referrals pathways that include pharmacy and support seamless working. Findings will be taken forwards into relevant fora which will include, for example, the Primary Care Workforce Strategy, Strategic Programme for Primary Care and Urgent and Planned Care workstreams

Action 12 - Agree and implement a Consultant Pharmacist Strategy Wales

This work will increase the pool of 'consultant-ready' pharmacists in Wales. Where there is service need in clinical teams, where patients have complex medicines needs, this will support development of consultant pharmacist posts providing clinical career pathways that will retain specialist pharmacists and better support medicines education, training and research agendas for the whole multi-professional clinical team

Theme 4 - Building a Digitally Ready Workforce

Action 13 - Commission a digital pharmacy project to complete a horizon scan of technological advances that will impact pharmacy workforce roles

Commission work to complete a scoping exercise, including literature review and engagement on the implications of emerging technologies on pharmacy workforce roles and training in the next 5 and 10 years. Work with Digital Health and Care Wales and other digital partners, such as Tec Cymru, to understand how digital workplans will impact pharmacy roles

Action 14 - Develop consistent generic digital skills, competencies and behaviours within the pharmacy workforce using the HEIW Digital Capability Framework

Assess and develop the knowledge skills and competence of the pharmacy workforce, training needs will be identified and supported against the HEIW Digital Capability Framework²⁶ for Healthcare in Wales so everyone can engage with new technologies that deliver clinical advances. This will include identifying and creating Digital Champions and networks to support operational transformational and collaborative work

Action 15 - Develop Digital Clinical Leaders within Pharmacy to influence and lead digital transformation

Identify the individuals in pharmacy to develop against The Digital Skills Academic Framework, an academic pathway for clinicians to develop digital, technology and informatics skills to shape the health care digital revolution.

This supports advanced clinical staff developing additional skills to bring technology into their clinical practice (e.g. Artificial Intelligence and Robotics) to improve specific clinical outcomes in a service user group.

Following on from the success of Clinical and Nursing Information Officer roles, supporting implementation of the Welsh Nursing Care Record, we will explore the potential of the role of Chief Pharmacy Information Officer to support electronic advances relating to medicines.

Theme 5 - Excellent Education and Learning

Action 16 - Expand the access to immersive technologies for the pharmacy workforce during their healthcare education and development in Wales

Pharmacy is increasingly engaged with the co-ordinated centralised vision for embedding immersive technologies across healthcare education and training with the HEIW digital team. This may include scoping the ways that enhanced digital and simulation-led learning can be used to support the integration of complex problem solving and improve multi-professional team working and learning at all stages of the pharmacy career development pathways

Action 17 - Ensure all HEIW funded training programmes are delivered in accordance with the HEIW Quality Framework

This includes Quality planning; from 'needs assessment' to 'commissioning', Quality Management; with enhanced monitoring, Quality Assurance; through audit and evaluation and Quality Improvement; through developing best practice.

Action 18 - Explore the opportunities for multi-sector training opportunities for pre-registration pharmacy technicians

Short-term project to scope the benefits and needs to transform pharmacy technician training to a multi-sector experience

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

Education and training will be made available across career pathways to ensure the pharmacy workforce can respond to the changes genomics and advanced therapy medicinal products will bring to practice

Action 20 - From 2026 all new pharmacist registrants in Wales will be supported to follow the Royal Pharmaceutical Society Foundation, Advanced and Consultant level framework

Career progression will be competence based and registrants will need to achieve RPS credentials to progress from post-registration foundation to advanced or consultant practice

Action 21 - Improve access to central resources which support career development frameworks for all roles in the pharmacy team

As part of the annual Education and Training Plan HEIW will review resources available to each pharmacy workforce group (support staff, professional trainees, pharmacy technicians and pharmacists) at each level of credentialing and we will address any gaps.

Action 22 - Increase numbers of Designated Supervisors, tutors and mentors at all stages of pharmacy career frameworks

Short-term project to scope and report on options within and outside pharmacy to grow numbers of Designated Supervisors, tutors and mentors to meet the growing pharmacy workforce need. Support will need to be multi-professional.

Action 23 - Increase multi-professional training opportunities for pharmacy professionals

Despite evidence of the benefits of multi-professional learning, there are limited opportunities for pharmacy professionals to train with others.

Scope and highlight priority areas for multi-professional development for national training programmes for each pharmacy staff group and for post-registration career frameworks. Progress these with professional partners.

Theme 6 – Leadership and Succession

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.

All those supporting NHS service provision must engage with Compassionate Leadership Principles if we are to succeed in providing compassionate care through our services. We will increase engagement with leadership development offerings through the HEIW Gwella website and develop signposting to pharmacy support staff and professionals at each stage of the pre- and post-registration, advanced and consultant level frameworks. Compassionate leadership will help create cultures where employees feel valued safe and empowered to improve care.

Action 25 - Develop and deliver clinical and professional leadership solutions aligned to the Workforce Strategy for Health and Social Care that reflect the pharmacy workforce requirements

Effective medicines leadership at team and service level is essential to the quality of health services and can be provided by pharmacy professionals. Whilst we must avoid a silo approach in the development of our leaders, there is an argument to suggest that we need to increase momentum in the roll-out of leadership development where the pharmacy workforce has historically been underdeveloped.

Action 26 - Deliver and develop professional leadership solutions that align to the leadership strategy for health and care in Wales and reflect the pharmacy workforce requirements

The quality of senior leadership is essential to the positive culture and working environment in pharmacy services. Initial support targeted at senior pharmacy leaders will support them to develop collective and compassionate leadership culture for junior staff coming through.

Theme 7 - Workforce supply and Shape

Action 27 - Improve access to workforce information and ensure visibility of pharmacy data and outcomes in HEIW Education to Employment Pipeline

Work with partners so that pharmacy workforce information is available quarterly for all pharmacy sectors by staff group, health board and cluster by aligning datasets for NHS, general practice and community pharmacy workforces

Action 28 - Introduce a systematic analysis of data and workforce planning for a sustainable pharmacy workforce to enable better data driven commissioning

Assemble a group to identify current and future risks and opportunities to pharmacy workforce sustainability who will monitor progress with developing a workforce reflective of our population's diversity, Welsh language, and cultural identity. Escalate issues needing to be addressed with partners. Explore what processes can be implemented in the UK to raise awareness of major trends affecting pharmacy, gathering external information for forecasting to aid responsiveness and resilience as seen in the American Pharmacy Forecast

Action 29 - Develop workforce planning skills amongst pharmacy professionals in all health boards and all sectors and across different clinical specialities

Support pharmacy practitioners in the service to influence or produce speciality workforce plans for their area of practice, (local, regional, or national) prioritised in line with National Clinical Plans. This may include access to multi-professional developments or part-time short-term secondments to access HEIW resources.

Action 30 - Collaborate to ensure a clear narrative for pharmacy roles and workforce development running through all Integrated Medium-Term Plans with local adaptations

Clear proactive messaging from the professions via workforce plans for Health Boards as part of the IMTP and commissioning cycles. This includes general practice and community workforces, which represents the majority of the pharmacy workforce.

Action 31 - Report on the feasibility of a wider range of 'supply' options into the pharmacy registrant workforce.

Options appraisal work will explore the feasibility and priority of re-freshing 'Return to Practice', packages, developing pharmacy degree apprenticeships, undertaking international recruitment programmes, and creating a pathway to registration in Wales for displaced pharmacists and pharmacy technicians with refugee status.