



STANDARD OPERATING PROCEDURE

THE PLACEMENT AND APPOINTMENT OF COMMUNITY SERVICE PHARMACISTS IN KWAZULU-NATAL

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Standard Operating Procedure:

TITLE: **THE PLACEMENT AND APPOINTMENT OF COMMUNITY
SERVICE PHARMACISTS IN KWAZULU-NATAL**

OBJECT: To describe the process for the placement and appointment of
Community Service Pharmacists to pharmacies in the KZN Department of Health

RESPONSIBILITY:

- a) Pharmaceutical System Development component
- b) Institution Support Services, Human Resource Management

LEGISLATIVE PRESCRIPTS:

Pharmacy Act (Act 65 of 1974)
Public Service Act (Act 103 of 1994)
Labour Relations Act (Act 66 of 1995)
KZN Policy for Community Service Officers 15 April 2010

GLOSSARY

CS	Community Service
CSP	Community Service Pharmacist
FWMP	Foreign Workforce Management Programme
KZN	KwaZulu-Natal
NDOH	National Department of Health
SAPC	South African Pharmacy Council
UKZN	University of KwaZulu-Natal

BACKGROUND:

Regulations (R1157) to the Pharmacy Act were published on 20 November 2000, making Community Service a requirement for registration as a pharmacist by the SAPC. Twelve months "satisfactory" service must be rendered. This period need not run continuously, and may be broken with retention of the time already served, but only under very specific conditions.

The Province has established a general policy of the placement of Community Service Officers. This document deals specifically with Community Service Pharmacists.

PRINCIPLES:**Role of the National Department of Health**

- The National Department of Health is tasked with implementing the program for all professions required to do CS, and must maintain a register of all persons applying for, and completing CS.
- The SAPC assists by granting limited registration to pharmacists until the completion of the CS obligation. They are expected to take action in cases of unprofessional conduct.
- The regulations require that a list of facilities at which a person may do CS be published in the Government Gazette. This is done annually.
- The SAPC further assists the NDOH by providing a list of all registered Interns and their addresses each year.
- The NDOH sends all interns an application form in April for their CS the following year. A letter of explanation as well as a list of available positions are included.
- The applicants are asked to select 5 different institutions from any Province or Service (SAMHS & Correctional Services), but not more than one choice per District.
- Provision is made to provide reasons why special consideration should be given to the request.
- Completed application forms must be posted back to the NDOH, who capture the data. The forms are sent to each Province or Service who then do the placement, and advise the NDOH.
- The NDOH must ensure the placement of all applicants before the places may be released. This is done at a National meeting called the “Ratification Meeting”.

Role of the Provinces / Services (SAMHS & Correctional Services)

- Each must appoint a representative (Coordinator) to attend Nationals meetings, and be responsible for functions at a local level, and a point of liaison.
- A list of institutions for Gazetting must be provided.
- A list of posts must be provided, giving the necessary details for the applicants.
- Provinces / Services are sent the completed application forms, and do the placement for their own institutions.
- Each Province or Service will send a job offer to the successful applicants. The applicant may accept or decline the offer.
- CSPs are appointed at Institutional level, but need to notify the SAPC and have their registration recorded. They are then issued a CSP registration certificate.
- The institution must submit a quarterly report to Pharmaceutical Systems Development for each CSP working at the institution. The forms are on the intranet, with the predetermined dates.
- On completion of the CS, the Province must issue a Certificate to this effect. These are authorised at Head Office, and sent to SAPC.

Bursary Holders

- Provision is made on the application form for the Intern to indicate if they are bursary holders. The only ones that will be considered are those received from either a Province or Service.
- The recipient of a bursary signs a contract with the Province or Service to work back a year for each year of bursary. The intention being that it is a means of producing graduates to fill needs within the Department.
- Community Service is counted as a year of payback of the bursary.
- Bursary holders will be posted to the Province (and if possible to the District) or Service who awarded the bursary.
- They need to list their choices, but may be sent to any other institution depending on the needs of the Department.

Foreign Nationals

- All application forms must be accompanied by a copy of the ID book.
- Foreign Nationals must get approval from the Foreign Workforce Management Programme (FWMP) of the NDOH if they wish to apply for Community Service.
- Any non-SA persons will be screened for the necessary visas / work permits.
- Qualifications obtained outside of the RSA would have to be approved by the SAPC before the process can continue.

General rules

- Each application is considered on its own merits. Special circumstances need to be motivated and supported with certificates (marriage, birth, medical).
- No discrimination may be made between Interns working in the Department of Health or those from private sector, neither between those residing in KZN and those from other provinces.
- No discrimination may be made on the basis of race or gender.
- No special consideration may be made on the basis of academic achievement, or good performance as an Intern.
- Letters from managers / tutors, pictures of family or pets will not be considered as motivation for preferential placement.
- Where medical reasons are given, they should pertain to the individual directly, but at the same time they are expected to be healthy enough to take up the position. We do, on occasions, require a medical certificate of good health.

PROCEDURE:**Notes on Practice**

- KZN makes a routine of Gazetting all our facilities each year.
- At a National level it was felt that the numbers of CSPs should be shared equally between the Provinces. A decision (opposed by KZN) was taken to allocate 10% of the total number of Interns to each of the 9 Provinces, and 5% to each of the Services.
- The number of facilities requesting CSPs is growing, but actual numbers of CSPs in KZN has declined significantly since the 96 of 2002.
- The posts submitted to NDOH is updated each year
- First priority is given to rural institutions where the likely-hood of recruiting staff is remote. Next are institutions where recruitment is difficult due to unfavourable circumstance / location. This would also include those institutions where the low level of the posts renders them unattractive, and difficult to fill. The Community Health Centres presently fall into this category. Then any that have high staff turn-overs. Lastly, institutions in major towns and cities, where casual staff are more likely to be available.
- Community Service should not be seen as an alternative to regular efforts to recruit staff.
- A visit is made each year to UKZN to brief students. A workshop is held for Interns each year around the time that application forms get sent out.

Allocation of places

- When the batch of forms is received, the names & demographics are entered into a spreadsheet. A computer-generated random number is assigned to each form.
- Pharmaceutical Systems Development constitutes a panel of 4 members (one of whom is from HR) to do the allocation.
- The list of available places is discussed in the light of the prevailing circumstances, and amended if necessary.
- Forms are sorted according to institution of first choice.
- The institution with the largest number of requests is usually done first.
A selection is made based on:
 - a) bursary
 - b) special circumstances (marriage, school-going children, health)
 - c) proximity to home (we try to avoid moving people around unnecessarily)
 - d) available alternative choice,
 - e) somebody already working at an institution, see (b) above,
 - f) where cases leave little to choose between, the random number decides.
- Unsuccessful applicants get considered for their next choice, and if choices run out their application is returned to the NDOH for inclusion in the second round placements. They need to apply again and choose from a shortened list of institutions. If unsuccessful again they move to the third round.

Special Cases and Late starters

- “Special” cases e.g. where for some reason the person cannot take a post away from home as well as applications for late starts are referred by NDOH for placement by the province. These cases require that additional places are made available. Such placements are made in accordance with any special needs and the requirements of the service at that time.

Appointment

- The HR component at Natalia (Institution Support Services) sends out letters of appointment to all those placed once the placements have been ratified at the National meeting of CS Co-ordinators.
- Pharmaceutical System Development will then publish a list of all placements.

Appeals and Objections

- Appeals and objections are dealt with on a case by case basis.