

## 2024 Pharmacy Pressures Survey: Team Members

Questions for Pharmacists, Managers and all Team Members working in  
Community Pharmacy

**This survey is open until 2nd April 2024**

### A. Intro Questions

1. Which region(s) of England are your pharmacies in?

- East of England
- East Midlands
- Greater London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire and Humber

2. What is your job title?

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Please answer the following questions for the pharmacy in which you spend most time working.

### B. Supply Chain Issues

3. How often are medicines supply chain issues affecting the pharmacy?

- |   |                               |
|---|-------------------------------|
| <input type="radio"/> Multiple time a day | <input type="radio"/> Monthly |
| <input type="radio"/> Daily               | <input type="radio"/> Rarely  |
| <input type="radio"/> Several days a week | <input type="radio"/> Never   |
| <input type="radio"/> Weekly              |                               |

4. Can you estimate how many hours the pharmacy team spends trying to obtain stock/alternatives?

- More than 2 hours a day
- 1-2 hours a day
- One hour a day
- Less than one hour a day

5. Which of the following have occurred as a consequence of medicines supply issues (please tick all that apply)?

- |  |  |
|--|--|
| <input type="checkbox"/> More patient owings issued  | <input type="checkbox"/> Patient aggression                    |
| <input type="checkbox"/> Patients inconvenienced   | <input type="checkbox"/> Additional stress for staff           |
| <input type="checkbox"/> Patient health put at risk (e.g. delays receiving urgent antibiotics) | <input type="checkbox"/> Extra workload for staff              |
| <input type="checkbox"/> Patient frustration   | <input type="checkbox"/> Communication with GP practice needed |

6. Do you have any examples or case studies of the patient impact and reaction to medicines supply issues that you would like to share?

Please do not share any patient identifying details



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### C. Staffing pressures

8. Is the pharmacy currently experiencing staff shortages?

- Yes  
 No

9. If yes, are these:

- Unfilled pharmacist vacancies  
 Other unfilled vacancies  
 Inability to source locums  
 Fully staffed, but staffing levels now not sufficient to meet patient demand

10. If yes, has the pharmacy had to close due to staff shortages (for any length of time)?

- Yes  
 No

11. Are staff shortages having any other impacts on the pharmacy and its patients (please tick all that apply)?

- |   |   |
|---|---|
| <input type="checkbox"/> Reduced opening hours  | <input type="checkbox"/> Increased waiting times for patients |
| <input type="checkbox"/> Stopping provision of non-Essential services                         | <input type="checkbox"/> Increased working hours for staff    |
| <input type="checkbox"/> Reduction in ability to offer services or provide advice to patients | <input type="checkbox"/> Increased pressure on staff          |
| <input type="checkbox"/> Other (please specify)   |   |

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### D. Impact on Patient Services

12. Is the pharmacy experiencing an increase in any of the following (please answer for all options) compared with this time in March 2023 last year?

	Yes, significant increase	Yes, small increase	No increase	Seeing reduction
Requests for healthcare advice - for minor conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requests for healthcare advice - for more serious conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requests from patients unable to access General Practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delays in prescriptions being issued by GP practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incorrect messaging from GP practices to patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicines supply chain/wholesaler issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informal referrals from General Practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Are patient services being negatively affected by the pressures on the pharmacy?

- Patients are not being impacted
- We are struggling but mostly managing to protect our patients
- They are being impacted but not critically
- They are being severely impacted

14. If patients are being impacted, do you have any examples of harm this has caused to the health or wellbeing of individual patients?

15. If yes, what has the impact on patients been? (please tick all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Taking longer to dispense prescriptions                      | <input type="checkbox"/> Unable to provide some locally commissioned services                   |
| <input type="checkbox"/> Unable to source some medicines and supply these to patients | <input type="checkbox"/> Unable to spend as much time with patients                             |
| <input type="checkbox"/> Waiting longer to seek advice from staff in the pharmacy     | <input type="checkbox"/> Unable to respond to patients' phone calls/emails as promptly as usual |
| <input type="checkbox"/> Unable to provide some Advanced Services                     |   |

Other (please state)

16. Have any of the following types of request for help from patients increased in the past 3 months?

	Increased	Decreased	No change
Help with symptoms - for minor conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with a long-term condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with symptoms - for more serious conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with ordering a repeat prescription	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with diagnostics or monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice on or requests for antibiotics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice on menopause, HRT, or other related topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other help (please state)

17. How is the pharmacy finding communication with GP practices this year?

- |  |   |
|--|---|
| <input type="radio"/> As normal                                    | <input type="radio"/> A lot harder than previous years            |
| <input type="radio"/> We can get through to the practice sometimes | <input type="radio"/> Worse than ever - we can rarely get through |
| <input type="radio"/> A bit harder than previous years             |   |

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**You are now more than half-way through. Thanks for your responses so far, just two short sections to go.  
We value your views.**

**E. Pharmacy First**

18. Is the pharmacy providing the Pharmacy First service?

- Yes  
 No

19. If yes, did you feel adequately prepared and ready to take on the new service?

- Yes, we were prepared and ready  
 Somewhat prepared and ready  
 Not adequately prepared or ready

20. When getting ready to provide the service, did you use any of the resources and information available from this page - [cpe.org.uk/pharmacyfirst](https://cpe.org.uk/pharmacyfirst)?

- Yes  
 No

21. Since providing the service has it added any pressures to your workload?

- Yes  
 No

22. What difference have you seen in the pharmacy / pharmacies as result of Pharmacy First?

- The pharmacy is busier than ever  
 There are more patients attending or contacting the pharmacy directly without a referral  
 We are dealing with more patient referrals than before  
 Our patients are benefiting from the service  
 Our pharmacists are enjoying using their professional skills to provide the service  
 Our pharmacy team hasn't experienced much of a difference

Other (please specify)

23. If you selected no to **Q18**, why is the pharmacy not signed up to Pharmacy First?

- Lack of capacity to take on the service
- Not yet registered but the pharmacy may do so later

Other (please specify)

24. Are there any further comments you would like to make about the Pharmacy First Service?

We would particularly interested to hear case studies about how the service has positively impacted your patients, but also comments on pressures and any concerns you have about it.



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**F. Morale and Resilience**

25. Is your work having an impact on your mental health and wellbeing?

- Yes - positive
- Yes - negative
- No

26. How well would you say you and the pharmacy team are coping with the current pressures?

	Not coping at all	Barely coping	Just about coping	Coping ok	Perfectly fine
Me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wider pharmacy team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. If you and the team are not coping well, what are the main problems?

- |   |   |
|---|---|
| <input type="checkbox"/> Lack of staff - due to unavailability of staff | <input type="checkbox"/> Patient abuse                              |
| <input type="checkbox"/> Lack of staff - due to insufficient funding    | <input type="checkbox"/> Workload                                   |
| <input type="checkbox"/> Patient requests for help with prescriptions   | <input type="checkbox"/> Problems sourcing medicines                |
| <input type="checkbox"/> Patient requests for healthcare advice         | <input type="checkbox"/> Introduction of new Pharmacy First service |

Other (please state)

28. Are there any further comments you would like to make about the ongoing pressures on community pharmacies?

Please feel free to share details of any ongoing pressures and concerns and how these are affecting you at work or in your personal life. Any stories that are used will be used anonymously.

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**Thank for your taking the time complete this survey, particularly at this very busy time. We value your views.**