

## Frequently asked questions

### Why is this analysis being undertaken?

- The background and context of the study can be seen here on this [link](#).

### What will the study examine?

- Consider a defined number of different pharmacy types and how their cost structures vary.
- Consider a defined number of different dispensing models and different clinical services, and the potential for interdependencies within and across these.

### What will the study not examine?

- Consider or examine the medicines reimbursement model.
- Consider pharmacy in GP practices, in secondary care, or outside of England.
- Explore the economic value of NHS Pharmacy Services.
- Directly assess whether pharmacies could deliver services more cheaply than GPs. We will not look at GP costs in detail.
- Consider alternative funding models beyond focusing on the impact of different services mix.
- Make policy recommendations regarding the future of community pharmacy services.

### Why should you participate in the analysis?

- The analysis has been designed independently to ascertain the current state of Community Pharmacy financial sustainability and viability of the sector.
- The findings and publication of the analysis has the potential to shape Community Pharmacy of the future.
- The more contractors that participate in the study the more representative it will be for the sector.

### Who should take part in the analysis?

- We would appreciate everyone's input, the more input we receive, the more robust the analysis, however, If you have already contributed to the initial data request, we will not require any additional information, and we thank you for support and input.

### What will be required?

- We will require financial and operational data relating to your business, it is advised you have your most recent accounts to hand before you commence the survey.
- Your time – we recognise how much pressure you are under; hence we have tried to make the data collection as streamlined as possible, but it will require effort and time on your side. However, we will supply guidance documents, drop-in clinics, and a dedicated helpline.

### What are the helpline details?

- If you have any questions about this survey, you can email our helpline at [EACP@iqvia.com](mailto:EACP@iqvia.com) or [helpline-qh@iqvia.com](mailto:helpline-qh@iqvia.com) or call us on 0800 783 1775 (lines are open 9am - 5pm, Monday to Friday). Please quote the project reference: Economic Analysis of Community Pharmacy.

### How will my data be used?

- Your data will only be used for the purpose of this analysis.
- We will not share your data with any third party.
- Your data will be anonymised and grouped into the relevant channel your pharmacy would sit in, for example Independents, DSP etc.
- Your data will be processed by Frontier Economics and IQVIA and will not be passed to any of the commissioning bodies or representative bodies.
- IQVIA and Frontier Economics will be the primary data handlers, both are ISO 27001 certified.
- Your personal data is held securely and processed in the UK accordance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018. The IQVIA privacy notice explains your rights about how your information is used, and how you can get in touch. You can see the notice [here](#).

### How will I be contacted?

- After you have expressed your interest in taking part in the analysis ([link](#)) you will be emailed by the following email EACP@iqvia.com – please check your spam folder on a regular basis as emails from this address may be directed to that folder.