

Community Pharmacy Workforce Survey 2025

Guidance for how to complete the survey

Guidance Notes

About the collection

The data collection asks only about the follow types of staff:

- **Pharmacists and pharmacy technicians** (both those working in the dispensary, and those providing NHS and public health services within the pharmacy such as essential, advanced or locally commissioned services)
- **Staff who work on the medicines counter**
- **Staff who work in the dispensary**
- **Delivery drivers for prescription delivery services.**

Staff working in wider roles within the pharmacy (such as those selling cosmetics) are not relevant to this survey.

When completing the data collection consider only staff for whom this community pharmacy is a normal and regular place of work, including locum or relief staff.

Do not include the following types of staff:

- Those who work here only on an exceptional basis, such as covering for unexpected sickness amongst the regular staff
- Corporate managers/administrators who are based at the pharmacy, but do only corporate work, and do not provide direct service to the members of the public.

Provide information on staffing levels this week, i.e. the week in which you are completing the survey, or if appropriate, the most recent complete 7 day period for which you have the necessary figures. Include the normal hours of any staff on leave or off sick on a short-term basis during the period, but do not count any temporary staff covering for that leave/sickness on a short-term basis (or temporarily increased hours of other staff). Do not count any staff who are currently absent long-term, whether through long-term sickness, maternity/paternity/adoption leave etc.

Report all directly employed staff, including relief staff and also when locums are part of the staffing model. The survey asks about locums as part of the workforce model, for the purposes of the survey this is when a pharmacist or pharmacy technician fills a session due to the regular employee being unavailable. For example, the pharmacy is open for 6 days of the week, for 5 days, there is a full-time (1 FTE) employee pharmacist and on 1 day (0.2 FTE) a locum pharmacist.

Guidance Notes

Full-time equivalent (FTE) definition, and headcount

The data collection asks you for the number of people (headcount, always a whole number) and the number of full-time equivalents (FTE, up to two decimal places) at each pharmacy in each of ten staff categories.

You will be asked to select a definition of FTE for the pharmacy at the start of the survey.

Use your organisation's FTE definition, or if you don't have one, select the 40 hours per week option:

How does your pharmacy define a full-time equivalent (FTE) role when calculating workforce numbers?

- ☐ 40 hours per week
- ☐ Another definition of FTE

Some staff work part time, so express hours worked as a proportion of FTE. For example:

1 full-time person + 1 half-time person = 1.50 FTE

If you have no staff in a particular staff group, enter 0 for the FTE. All questions are mandatory. The total headcount question will not be asked if FTE is 0.

Vacancies

Define a vacancy as a position that is **not currently filled**, and for which you are **either actively recruiting or intending to actively recruit** in the near future.

Do not include any position to which you have made an appointment, even if you are waiting for them to start work.

Include locum vacancies, as well as directly employed vacancies.

For example, the pharmacy has 2 FTE employed pharmacists and 1 FTE locum pharmacist posts. If 1 of the employee pharmacist posts and 0.5 FTE of the locum pharmacist posts are vacant, the pharmacy should report 1 FTE employed pharmacists, and 0.5 FTE locum pharmacist vacancies.

Guidance Notes

Accessing the survey

Pharmacies will be able to access the online survey through the [NHS Business Services Authority's Manage your service \(MYS\) system](#). Reminder emails will also be sent to all pharmacies yet to complete the survey on a regular basis, providing a direct link to the online survey.

You can also access the online survey through the following link, and login using your pharmacy ODS code (which can be searched for on the [NHS ODS Data Search and Export system](#))

[Community Pharmacy Workforce Survey 2025](#)

As you work through the survey, all of your responses are saved automatically and you can return to your survey at any time to continue completing it by using any of the links provided.

Once you have submitted your survey, you will not be able to go back in and make any amendments to your answers. Please check your answers carefully on each confirmation screen to make sure they match your records.

Demographic questions

After each of the 11 staffing and vacancies sections, you will be asked to provide the demographic information for the workforce reported on in that section.

You will be asked for the Gender, Age, Ethnicity and Disability status for every member of staff in that section (headcounts).

The values for each section are totalled up automatically for you, and 0's have been entered in each field initially for your convenience.

Gender	
Man	0
Woman	0
Other gender	0
Prefer not to say/not known	0
Total (must equal 3)	0

The total of each section must equal the total number of headcounts from the workforce reported in the previous screens.

All values entered must be whole numbers, and any value that is not a whole number will not be included in the calculations.

Confirmation screens

After each section a confirmation screen showing the answers you have provided to the questions in that section.

You should check the answers carefully to ensure they match your records.

If you have entered an incorrect answer, you can use the 'Previous page' button to go back and amend your answers.

Once you have confirmed that your answers are correct, select the 'I confirm that these answers are accurate' option at the bottom of the screen and click 'Continue' to move onto the next section.

Do you confirm that these answers are accurate and match your records?



I confirm that these answers are accurate.

Section 1: Pharmacists

Registered with GPhC and currently working as a pharmacist.

In this section complete the form by providing the FTE and headcount of employed pharmacists, locum pharmacists and relief pharmacists working in the pharmacy.

Also provide the vacancy (FTE) for each of the roles in the pharmacy.

Include pharmacists working in the pharmacy, dispensary, care home dispensing units and those who may only provide essential, advanced or locally commissioned services.

For a locum pharmacist, a vacancy is defined when continuity of service is usually achieved with a locum but no individual is available.

All pharmacies are required to have at least one full-time pharmacist.

If you enter a Total FTE value for any of the roles, you will then be asked to provide the headcount for that role.

Employed pharmacists	
Total FTE 40 hours per week is 1 FTE	1.50
Total headcount This is the number of people.	2
Total FTE vacancies 40 hours per week is 1 FTE	1.25

Locum pharmacists	
For locum pharmacist, a vacancy is defined when continuity of service is usually achieved with a locum but no individual is available.	
Total FTE 40 hours per week is 1 FTE	0
Total FTE vacancies 40 hours per week is 1 FTE	1.75

Relief pharmacists	
Total FTE 40 hours per week is 1 FTE	0.50
Total headcount This is the number of people.	1
Total FTE vacancies 40 hours per week is 1 FTE	0.50

Once you have completed this page, click the Continue button at the bottom to move onto the next screen.

Section 1: Pharmacists – Independent prescribing

Registered with GPhC and currently working as a pharmacist.

In this section, tell us whether any pharmacist from the previous section holds an independent prescribing qualification, even if they're not currently prescribing medicines.

You will need to enter the Total FTE then headcount for any pharmacists that hold an independent prescribing qualification. Next you will be asked if any of these independent prescribers are currently prescribing at your pharmacy now.

Independent prescribers

Total FTE

40 hours per week is 1 FTE

Total headcount

This is the number of people.

Are any of these independent prescribers currently prescribing at the pharmacy?

This includes private prescribing. Only answer 'Yes' if they are actively prescribing at your pharmacy now.

☒ Yes

☐ No

If you do not have any employed pharmacists that hold the qualification, enter 0 for the Total FTE.

Then click Continue to move onto the demographic questions and confirmation screen for Section 1.

Section 2: Foundation trainee pharmacists

Those in training to become pharmacists and previously referred to as pre-registration trainee pharmacists. Read the [pharmacy regulations](#) for guidance.

In this section complete the form by providing the FTE and headcount of any foundation trainee pharmacists you have at the pharmacy, then select if any of the trainees are multi-sector trainees:

Foundation trainee pharmacists

Total FTE
40 hours per week is 1 FTE

Total headcount
This is the number of people.

Are any of these trainees multi-sector trainees?
Multi-sector replaces the term cross-sector. It means they spend 13 weeks or longer training in another setting (like a hospital or GP surgery).

☒ Yes

☐ No

If you do not have any foundation trainee pharmacists at your pharmacy, enter a 0 into Total FTE.

Next click the 'Continue' button to move onto the demographic questions and confirmation screen for Section 2.

Section 3: Pharmacy technicians

Registered with the GPhC and currently working as a pharmacy technician.

In this section complete the form by providing the FTE and headcount of employed pharmacy technicians, locum pharmacy technicians and relief pharmacy technicians working in the pharmacy.

Also provide the vacancy (FTE) for each of the roles in the pharmacy.

For locum pharmacy technicians, a vacancy is defined when continuity of service is usually achieved with a locum but no individual is available.

Employed pharmacy technicians	
Total FTE 40 hours per week is 1 FTE	2.4
Total headcount This is the number of people.	2
Total FTE vacancies 40 hours per week is 1 FTE	0

Locum pharmacy technicians	
For locum pharmacy technicians, a vacancy is defined when continuity of service is usually achieved with a locum but no individual is available.	
Total FTE 40 hours per week is 1 FTE	0
Total FTE vacancies 40 hours per week is 1 FTE	1.4

Relief pharmacy technicians	
Total FTE 40 hours per week is 1 FTE	0
Total FTE vacancies 40 hours per week is 1 FTE	1.5

If you do not have any pharmacy technicians for a particular role, enter a 0 into the Total FTE for that role.

Next click the 'Continue' button to move onto the Section 3: Pharmacy technicians – Accuracy checking pharmacy technicians screen.

Section 3: Pharmacy technicians – Accuracy checking pharmacy technicians

A pharmacy technician who holds an accuracy checking qualification, even if they're not accuracy checking now.

All pharmacy technicians who have completed training that meets the 2017 GPhC initial education and training (IET) standards are qualified as accuracy checking pharmacy technicians.

In this section complete the form by entering the number of FTE and headcount for all accuracy checking pharmacy technicians you have employed at the pharmacy. Also enter the number of FTE vacancies you have for accuracy checking pharmacy technicians.

You can only enter the maximum number of FTE and headcounts of the pharmacy technicians you have employed at the pharmacy (entered on the previous screen).

Accuracy checking pharmacy technicians	
Total FTE 40 hours per week is 1 FTE (Maximum of 2.40 FTE)	1.40
Total headcount This is the number of people. (Maximum of 2)	2
Total FTE vacancies 40 hours per week is 1 FTE	0.6

You will then be asked if any of the trained accuracy checking pharmacy technicians are currently doing final accuracy checking at the pharmacy, and if so, to provide the FTE and headcounts of the active accuracy checking pharmacy technicians.

Are any of these pharmacy technicians doing final accuracy checking at the pharmacy? ☒ Yes ☐ No	
Accuracy checking pharmacy technicians doing final accuracy checking at the pharmacy Enter the full-time equivalent (FTE) and headcount for all accuracy checking pharmacy technicians actively doing final accuracy checking at the pharmacy.	
Total FTE 40 hours per week is 1 FTE (Maximum of 1.40 FTE)	1
Total headcount This is the number of people. (Maximum of 2)	1

If you do not have any accuracy checking pharmacy technicians employed at the pharmacy, enter 0 into the Total FTE.

Next click the 'Continue' button to move onto the demographic questions and confirmation screens.

Section 4: Pre-registration trainee pharmacy technicians

Registered with the GPhC and currently working as a pharmacy technician.

In this section to complete the form you are asked to provide the FTE and headcounts of the pre-registration trainee pharmacy technicians who are enrolled on a GPhC-recognised pharmacy technician course at your pharmacy.

You should not include any dispensing assistants or medicines counter assistants who are working towards their registrations within this section (they are included elsewhere in the survey).

Pre-registration trainee pharmacy technicians	
Total FTE 40 hours per week is 1 FTE	1.5
Total headcount This is the number of people.	3

If you do not have any pre-registration trainee pharmacy technicians employed at your pharmacy, enter 0 into the Total FTE.

Next click the continue button to be move onto the demographic questions and confirmation screen for this section.

Section 5: Accuracy checkers

In this section to complete the form you are asked to provide the FTE and headcount for all accuracy checkers you have employed at the pharmacy. You are also asked to provide the FTE vacancies you have for the role.

You should not include any of the following in this section:

- Pharmacy technicians – they are recorded in Section 3.
- Trained dispensing assistants – they are recorded in Section 6.
- Trained medicines counter assistants (MCA) – they are recorded in Section 8.

Accuracy checkers	
Total FTE 40 hours per week is 1 FTE	1.5
Total headcount This is the number of people.	3
Total FTE vacancies 40 hours per week is 1 FTE	0.5

If you do not have any Accuracy checkers employed at the pharmacy, enter 0 into the Total FTE.

Next click the 'Continue' button to move onto the demographic questions and confirmation screen for this section.

Section 6: Trained dispensing assistants

In this section to complete the form provide the FTE and headcount of all trained dispensing assistants you have employed at the pharmacy. Also include any FTE vacancies you have for the role.

Trained dispensing assistants	
Total FTE 40 hours per week is 1 FTE	2.60
Total headcount This is the number of people.	3
Total FTE vacancies 40 hours per week is 1 FTE	0

You will then be asked if any of the level 2 trained dispensing assistants are undertaking GPhC training to become a pharmacy technician.

If there are any, you will be asked to provide the FTE and headcount for these.

Trained dispensing assistants who are undertaking GPhC training to become a pharmacy technician	
Total FTE 40 hours per week is 1 FTE (Maximum of 2.60 FTE)	1.8
Total headcount This is the number of people. (Maximum of 3)	2

You will then be asked if any of the trained dispensing assistants are actively doing final accuracy checking at the pharmacy. If they are, you will also be asked to provide the FTE and headcounts for them.

Trained dispensing assistants who are doing final accuracy checking at the pharmacy	
Total FTE 40 hours per week is 1 FTE (Maximum of 2.60 FTE)	1.2
Total headcount This is the number of people. (Maximum of 3)	2

If you do not have any trained dispensing assistants at the pharmacy, enter 0 into the Total FTE.

Next click the 'Continue' button to move onto the demographic questions and confirmation screen for this section.

Section 7: Trainee dispensing assistants

In this section to complete the form you will be asked to provide the FTE and headcounts for all trainee dispensing assistants you have employed at the pharmacy. You will also be asked to provide any FTE vacancies for the role.

Trainee dispensing assistants includes anyone who is enrolled on a GPhC-approved dispensing assistant course.

If the trainees are enrolled on a combined dispensing assistant/medicines counter assistant programme, you are asked to record them under the category for the highest qualification they are training towards. If the highest qualification they are training towards is medicines counter assistant, you would record these in Section 9 – Trainee medicines counter assistants.

Trainee dispensing assistants	
Total FTE 40 hours per week is 1 FTE	1.5
Total headcount This is the number of people.	3
Total FTE vacancies 40 hours per week is 1 FTE	0

If you do not have trainee dispensing assistants employed at the pharmacy, enter 0 into the Total FTE.

Next click the 'Continue' button to move onto the demographic questions and confirmation screen for this section.

Section 8: Trained medicines counter assistants (MCA)

In this section to complete the form you are asked to provide the FTE and headcounts of all trained medicine counter assists (MCAs) you have employed at the pharmacy. You are also asked to provide any FTE vacancies you have for the role.

Trained medicines counter assistants includes staff who have completed a GPhC-accredited course for medicines counter assistants. In some organisations, these staff may be known as Health Care Assistants (HCAs).

Trained medicines counter assistants	
Total FTE 40 hours per week is 1 FTE	1
Total headcount This is the number of people.	2
Total FTE vacancies 40 hours per week is 1 FTE	1.5

You will then be asked if any of the trained medicines counter assistants are undertaking GPhC training to become a pharmacy technician and if so, provide the FTE and headcounts for them.

Are any of the trained medicines counter assistants (HCAs) undertaking GPhC training to become a pharmacy technician?	
☒ Yes ☐ No	
Trained medicines counter assistants (HCAs) who are undertaking GPhC training to become a pharmacy technician	
Enter the full-time equivalent (FTE) and headcount for trained dispensing assistants who are undertaking GPhC training to become a pharmacy technician.	
Total FTE 40 hours per week is 1 FTE (Maximum of 1.00 FTE)	1
Total headcount This is the number of people. (Maximum of 2)	2

You will then also be asked if any of the trained medicines counter assistants are doing final accuracy checking at the pharmacy and if so, provide the FTE and headcounts of them.

Are any of the trained medicines counter assistants (HCAs) doing final accuracy checking at the pharmacy?	
☒ Yes ☐ No	
Trained medicines counter assistants (HCAs) who are doing final accuracy checking at the pharmacy	
Enter the full-time equivalent (FTE) and headcount for trained dispensing assistants who are doing final accuracy checking at the pharmacy.	
Total FTE 40 hours per week is 1 FTE (Maximum of 1.00 FTE)	0.5
Total headcount This is the number of people. (Maximum of 2)	1

Next click the 'Continue' button to move onto the demographic questions and confirmation screen for this section.

Section 9: Trainee medicines counter assistants

In this section to complete the form you will be asked to provide the FTE and headcounts of all trainee medicines counter assistants you have employed at the pharmacy. You will also be asked to provide any FTE vacancies you have for the role.

Trainee medicines counter assistants includes anyone enrolled on a GPhC-accredited course for medicines counter assistants. In some organisations, they may also be known as trainee Health Care Assistants (HCAs).

If the trainees are enrolled on a combined dispensing assistant/medicines counter assistant programme, you are asked to record them under the category for the highest qualification they are training towards. If the highest qualification they are training towards is dispensing assistant, you would record these in Section 7 – Trainee dispensing assistants.

Trainee medicines counter assistants	
Total FTE 40 hours per week is 1 FTE	2.5
Total headcount This is the number of people.	4
Total FTE vacancies 40 hours per week is 1 FTE	0

If you do not have any trainee medicines counter assistants employed at your pharmacy, enter 0 into Total FTE.

Next click the 'Continue' button to move onto the demographic questions and confirmation screen for this section.

Section 10: Pharmacy delivery drivers

In this section to complete the form you are asked to provide the FTE and headcounts for all pharmacy delivery drivers you have employed at the pharmacy. You are also asked to provide the FTE vacancies you have for the role.

Pharmacy delivery drivers	
Total FTE 40 hours per week is 1 FTE	3.5
Total headcount This is the number of people.	5
Total FTE vacancies 40 hours per week is 1 FTE	1

If you do not have any employed pharmacy delivery drivers at the pharmacy, enter 0 into Total FTE.

Next click the 'Continue' button to move onto the demographic questions and confirmation screen for this section.

Section 11: Members of staff who could join the GPhC register as a pharmacy technician

In this section to complete the form you are asked provide the headcount for any staff you have employed who are eligible to join the GPhC register as a pharmacy technician but are not currently registered.

This would include any staff who have completed a GPhC-recognised pharmacy technician course but are not currently registered as pharmacy technicians in Great Britain, and may have previously been registered, but are not currently on the GPhC register.

Total headcount

This is the number of people.
(Maximum of 5)

You are also asked if it is not clear whether a member of staff is eligible to register as a pharmacy technician, what the reason for this is. If the reason why is not in the list, select the 'Other' option and type the reason why into the text box below.

If it is not clear whether a member of staff is eligible to register as a pharmacy technician, select the reasons why below.

Select all that apply

- ☐ Still in training
- ☒ In the process of registering
- ☐ Barrier to registration
- ☐ Do not wish to register
- ☒ Other

What other reasons is it not clear whether a member of staff is eligible to register as a pharmacy technician?

Type in below

Next click the 'Continue' button to move onto the confirmation screen for this section.

Community pharmacy-funded staff who work in other settings

In this section you are asked to provide the FTE for any staff you employ who are working in other settings.

You are only asked to include staff who are employed by the pharmacy to work outside of the pharmacy setting. Do not include any staff who have a separate job elsewhere, for example if a pharmacist works 0.5 FTE in the pharmacy, and 0.5 FTE for a local GP, they should not be included in this section.

If you do not have any staff that work in a particular setting, enter a 0 for that setting.

If you have staff that work in a setting which is not listed, you can provide them in the 'Other settings not listed above' section at the bottom of the page by typing in the name of the setting, and the FTE:

FTE of staff working in other settings	
40 hours per week is 1 FTE	
Care home	0
General practice/primary care network	1.5
Health and justice pharmacy	0
Hospital pharmacy outpatients	0.5
Hospice	1
Vaccination clinic	1.75
Other settings not listed above	
Type in name Name of settir	0.5
Type in name	

Next click the 'Continue' button to move onto the confirmation screen for this section.

Declaration and submission

When you submit your survey, you will be sent an email to confirm we have received your responses. You can enter your email address on this screen to have the confirmation email sent to a different email address than the one provided.

Declaration and submission

Your responses have been saved. A confirmation of your submission will be sent to the following email address:

Contact email address for confirmation

Click the 'submit' button below to send your responses.
If you have provided a contact email address above, you will receive a confirmation of your submission shortly.

Previous pageClear answersSubmit

Then finally, click the 'Submit' button to send your responses to us.

Questions?

If you have any questions about completing the data collection, email pharmacysupport@nhsbsa.nhs.uk