

Section 1 - Background

Thank you for participating in our Committee Opinion Poll.

This poll will be open to pharmacy owners until Thursday 22nd January at 23:59

* 1. Which of the options best characterises your pharmacy size?

- ☐ Independent, 1-9 pharmacies
- ☐ Multiple (non-CCA), 10+ pharmacies
- ☐ Multiple CCA
- ☐ Don't know / prefer not to answer

* 2. Please enter your number of premises and their ODS codes **or** your organisation's POC code

You can find your ODS or POC code via [this link](#)

Number of premises:
(numbers only)

ODS Code:

POC Code:

(For pharmacies with
more than 1 premises)

Pharmacy Name:

Section 2 - Abuse in Pharmacies

We are aware that pharmacy teams working on the frontline have been subject to verbal aggression, threats, intimidation, and physical assaults, often linked to medicines shortages, longer waits, and wider social pressures.

Community Pharmacy England provides a variety of resources to support pharmacy owners in highlighting to the public the need to treat pharmacy team members with kindness and respect:

<https://cpe.org.uk/quality-and-regulations/clinical-governance/security-and-personal-safety/>

In this survey we are seeking to quantify the extent to which pharmacy teams encounter abuse from patients and the public.

3. Please confirm your pharmacy type

- ☐ Independent, 1-9 pharmacies
- ☐ Multiple, 10+ pharmacies

Section 2 – Abuse in Pharmacies (Independents)

4. In the last 6 months, have your staff experienced verbal abuse in your pharmacy?

- ☐ Yes
- ☐ No
- ☐ Don't know / not sure
- ☐ Prefer not to say

Section 2 - Verbal Abuse in Pharmacies (Independents)

5. If yes, how frequently have they experienced verbal abuse?

- ☐ Daily
- ☐ 2-3 times a week
- ☐ Once a week
- ☐ Once a month
- ☐ Less than once a month

6. In order to understand some of the drivers of patient abusive behaviours please provide examples of any incidents where the pharmacy team have been subjected to verbal abuse that you are able to share? (For example, verbal aggression, threats, intimidation, racism)

Please note that responses will remain anonymous in the published report.

A large empty rectangular box with a thin black border, intended for the respondent to provide examples of incidents where the pharmacy team has been subjected to verbal abuse. The box is positioned below the question text and above the rest of the page content.

Section 2 - Physical Abuse in Pharmacies (Independents)

7. In the last 6 months, have your staff experienced physical abuse in your pharmacy?

- ☐ Yes
- ☐ No
- ☐ Don't know / Not sure
- ☐ Prefer not to say

Section 2 - Physical Abuse in Pharmacies (Independents) pt.2

8. If yes, how frequently have they experienced physical abuse?

- ☐ Daily
- ☐ 2-3 times a week
- ☐ Once a week
- ☐ Once a month
- ☐ Less than once a month

9. Where physical abuse was experienced by pharmacy teams, were the police contacted?

- ☐ Yes on every occasion
- ☐ Yes on most occasions
- ☐ Yes on a few occasions
- ☐ No
- ☐ Not Sure/ Don't Know

10. In order to understand some of the drivers of patient abusive behaviours please provide examples of any incidents where the pharmacy team have been subjected to physical abuse that you are able to share?

Section 2 - Abuse in Pharmacies (Independents) - Follow up

* 11. Responses will be kept anonymous for reporting purposes. Would you be happy to be contacted by a member of the Community Pharmacy England team to talk more about your experiences of abuse in pharmacy to support raising awareness of this important issue through the media?

☐ Yes

☐ No

Section 2 – Abuse in Pharmacies (Multiples)

12. In the last 6 months, have any staff in your pharmacies experienced verbal abuse?

- ☐ Yes
- ☐ No
- ☐ Don't know / not sure
- ☐ Prefer not to say

Section 2 - Verbal Abuse in Pharmacies (Multiples)

13. If yes, how many of your pharmacies experienced verbal abuse?

(Please enter a numerical format.)

14. In those pharmacies that experienced verbal abuse, on average how frequently does it occur?

- ☐ Daily
- ☐ 2-3 times a week
- ☐ Once a week
- ☐ Once a month
- ☐ Less than once a month

15. In order to understand some of the drivers of patient abusive behaviours please provide examples of any incidents where the pharmacy team have been subjected to verbal abuse that you are able to share? (For example, verbal aggression, threats, intimidation, racism)

Please note that responses will remain anonymous in the published report.

Section 2 - Physical Abuse in Pharmacies (Multiples)

16. In the last 6 months, have any staff in your pharmacies experienced physical abuse?

- ☐ Yes
- ☐ No
- ☐ Don't know / Not sure
- ☐ Prefer not to say

Section 2 - Physical Abuse in Pharmacies (Multiples) pt.2

17. If yes, how many of your pharmacies experienced physical abuse?

(Please enter a numerical format.)

18. In those pharmacies that experienced physical abuse, on average how frequently did it occur?

- ☐ Daily
- ☐ 2-3 times a week
- ☐ Once a week
- ☐ Once a month
- ☐ Less than once a month

19. Where physical abuse was experienced by pharmacy teams, were the police contacted?

- ☐ Yes on every occasion
- ☐ Yes on most occasions
- ☐ Yes on a few occasions
- ☐ No
- ☐ Not Sure/ Don't Know

20. In order to understand some of the drivers of patient abusive behaviours please provide examples of any incidents where the pharmacy team have been subjected to physical abuse that you are able to share?

Section 2 - Abuse in Pharmacies (Multiples) - Follow up

21. Responses will be kept anonymous for reporting purposes. Would you be happy to be contacted by a member of the Community Pharmacy England team to talk more about your experiences of patient abuse to support raising awareness of this important issue through the media?

☐ Yes

☐ No

Section 3 - VAT Payments

Some pharmacy owners have reported to Community Pharmacy England that they have seen slower than normal VAT repayments from the HMRC.

22. Have you seen any significant delays to receiving VAT repayments in the last 6 months?

- ☐ Yes - We have seen delays in VAT repayments
- ☐ No - We haven't seen delays in VAT repayments
- ☐ Not applicable - We are not eligible for VAT repayments
- ☐ Don't Know

Section 3.1 - VAT Repayments

23. In which months have you had delays?

- ☐ November
- ☐ October
- ☐ September
- ☐ August
- ☐ July
- ☐ June

24. How many days (typically) is the delay in the repayment?

(For example if you normally receive a repayment within 5 working days, and it is taking 20 days to arrive, then it is delayed by 15 days).

(Please provide an answer to the nearest whole day, in a numerical format only).

25. Did (typically) this delay mean that your repayment falls more than thirty days after making your VAT return?

- ☐ Yes
- ☐ No
- ☐ Not applicable

26. Have you raised this issue with the HMRC?

- ☐ Yes
- ☐ No

Section 3.2 - VAT Repayments

27. If yes, did HMRC provide any response or reason to you to explain the delay?

Section 3.3 - VAT Repayments

28. Did you need to take any mitigating action as a result of VAT delays? If so, please share examples of the actions taken.

Section 4 - Pressures Tracker

For this section we are repeating a question from our previous polls to allow us to analyse trends over time.

29. How are the following financial pressures affecting your pharmacy's overall ability to operate?

Please rank from a scale from 1-10, where 1 is minimum and 10 is maximum pressure.

[illegible]

Thank You!

Thank you for sharing your views with Community Pharmacy England's Committee.

All the results will be discussed at the next Committee meeting in February.

You can see the results from the previous opinion polls in the links below:

[November 2025](#)

[September 2025](#)

[June 2025](#)

[May 2025](#)

[February 2025](#)

[November 2024](#)

[September 2024](#)

[June 2024](#)

[January 2024](#)

[November 2023](#)

[September 2023](#)

[July 2023](#)