

## 2026 Pharmacy Pressures Survey: Team Members

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

#### A. Introduction Questions

1. In which Community Pharmacy England region(s) of England do you work?

- ☐ 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 times 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 3 hours a day
- ☐ 2-3 hours a day
- ☐ 1-2 hours a day
- ☐ About 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)?

- ☐ More patient owings issued
- ☐ Patients inconvenienced
- ☐ Patient health put at risk (e.g. delays receiving urgent antibiotics)
- ☐ Patient frustration
- ☐ Verbal abuse to staff
- ☐ Physical abuse to staff
- ☐ Patients going to other pharmacies
- ☐ Additional stress for staff
- ☐ Extra workload for staff
- ☐ 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?

7. How often do each of the following occur in the pharmacy:

	Daily	Several days a week	Weekly	Monthly	Rarely	Never	Don't know
Patients negatively impacted by supply chain issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GP practices contacted about supply chain issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Out of stock items from wholesalers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deliveries arrive incomplete	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Missed deliveries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procuring medicines above Drug Tariff Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Do you or your team use the DHSC, NHS England SPS Medicines Supply Tool for information about medication shortages?

- ☐ Yes, I have a log in and use it regularly
- ☐ Yes, I have a log in and use it occasionally
- ☐ No, I have a log in but never use it
- ☐ No, I don't have a log in
- ☐ No, never heard of the DHSC/NHSE Medicines Supply Tool
- ☐ Don't Know

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### C. Staffing pressures

9. In your opinion, is the pharmacy consistently experiencing staff shortages?

☐ Yes

☐ No

10. If yes, are these due to (select all that apply):

- ☐ Staff sickness, due to illness unrelated to their work
- ☐ Staff sickness, due to stress or other issues linked to working in the pharmacy
- ☐ Difficulties recruiting permanent staff leaving unfilled pharmacist vacancies
- ☐ Difficulties recruiting permanent staff leaving support staff vacancies
- ☐ Difficulties finding locums
- ☐ Fully staffed, but staffing level no longer sufficient to meet patient demand
- ☐ Other (please specify)

11. If yes, has the pharmacy had to close due to staff shortages (for any length of time) in the last 3 months?

☐ Yes

☐ No

12. 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          |

Other (please state)

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### D. Impact on Patient Services

13. Is the pharmacy experiencing an increase in any of the following (please answer for all options) compared with February 2025?

	Yes, significant increase	Yes, small increase	No increase
Requests for healthcare advice - for minor conditions	<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"/>
Requests from patients unable to access General Practice	<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"/>
Incorrect messaging from GP practices to patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicines supply chain/wholesaler issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informal referrals from General Practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patients visiting our pharmacy/pharmacies after already visiting other pharmacies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aggression and abuse from patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. 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

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 supporting/advising 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 NHS funded clinical services          | <input type="checkbox"/> Temporary closures meaning patients have to visit other pharmacies     |
| <input type="checkbox"/> Unable to provide some Pharmacy First Consultations          | <input type="checkbox"/> Local pharmacy closures driving up wait times                          |

Other (please state)

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

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

- |  |   |
|--|---|
| <input type="radio"/> Better than in the past                      | <input type="radio"/> A bit harder than previous years            |
| <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 |

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### F. Morale and Resilience

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

- ☐ Yes - positive
- ☐ Yes - negative
- ☐ No

19. 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"/>

20. If you and the team are not coping well, what do you believe are the main challenges? (select all that apply)

- |   |   |
|---|---|
| <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)

21. 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.

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