

Have your say: how pharmacies choose their clinical IT systems

A short NHS IT research survey for community pharmacy owners and decision makers

Why is this happening?

NHS IT teams want to understand better how community pharmacy owners and decision-makers choose their clinical IT systems and service solutions.

This includes systems used to deliver NHS services, such as Pharmacy First and other clinical services.

The aim is to make it **easier, clearer and more consistent** for pharmacies to compare IT systems and choose solutions that meet their needs.



Who should take part?

This survey is aimed at:

- Pharmacy owners
- Superintendent pharmacists
- Anyone deciding about IT and systems purchase

If you influence which clinical IT systems your pharmacy uses, your views are important.

What is the survey asking?

The survey explores:

- How pharmacies owners and team members compare different IT suppliers and systems
- What features and information matter most when choosing a system
- How suppliers could explain systems more clearly, in plain English
- How pricing transparency could be improved
- Which solutions reduce workload and save staff time

No technical knowledge is required.

Why your input matters

Pharmacy owners and team members understand better than anyone how IT systems affect:

- Day-to-day workload
- Patient safety and experience
- Staff time, training and confidence
- Business sustainability and value for money

Your feedback will help future NHS and supplier approaches to consider **real pharmacy needs**, including:

- Pharmacy system choice
- Interoperability between systems
- Usable, well-supported IT
- Reduced administrative burden

This aligns with the Community Pharmacy IT Group's principles of **service-led, user-tested and pharmacy-led IT**.

How long will the survey take for me to do?

- Around **five minutes**
- Short and focused
- Designed for busy pharmacy teams

How to take part

Please complete the survey using the link below:

https://feedback.digital.nhs.uk/ife/form/SV_eEUw9ED127r6zPg

What happens next?

NHS England and the Community Pharmacy IT Group will review the findings to understand:

- Whether this approach is helpful
- What information pharmacies would want in future
- Any concerns that need to be addressed

A summary of the results will be shared through CP ITG channels, including the quarterly pharmacy IT bulletin.