

Briefing: What pharmacy owners told us in June 2025

As part of Community Pharmacy England's commitment to working more closely with pharmacy owners – listening to them better, as well as engaging more regularly via events and other channels – we sought input from the sector ahead of the [June 2025 Committee Meeting](#).

Between 6th and 22nd June, the latest sector opinion poll gathered views from pharmacy owners to help inform Committee discussions around reviewing the impact that the CPCF settlement is having across the sector, particularly in regards to pharmacy service developments and financial security. As usual, pharmacy owners also had the opportunity to report on financial and operational pressures.

Thanks to all those who took the time to complete the survey. This briefing summarises what you said.

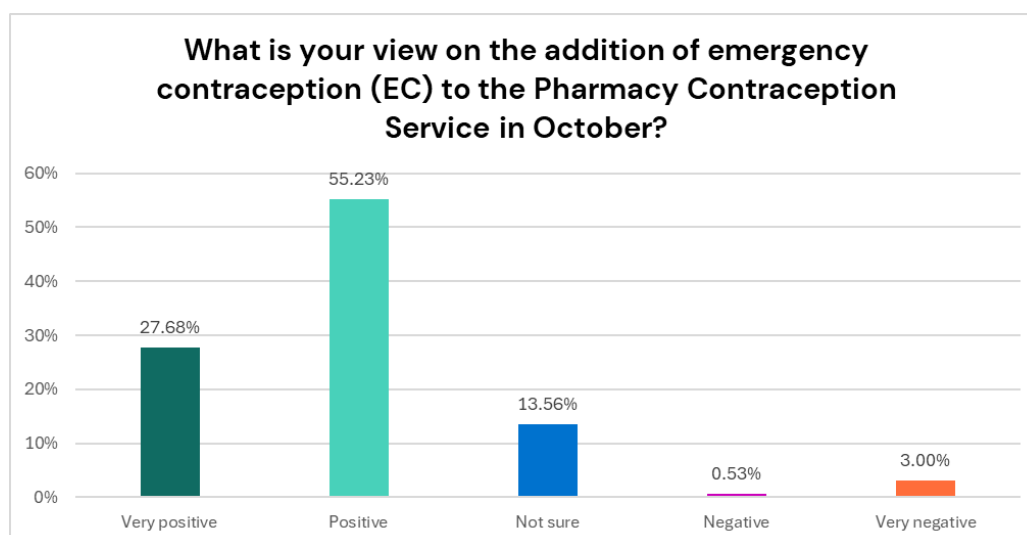
Opinion Poll Results

Participants representing 2,864 pharmacy premises in England engaged with the June Opinion Poll, giving a snapshot of thoughts from a range of different pharmacy businesses across the country.

Service and Regulatory Developments

Emergency Contraception

Four out of five are either positive or very positive towards the addition of emergency contraception to the Pharmacy Contraception Service.

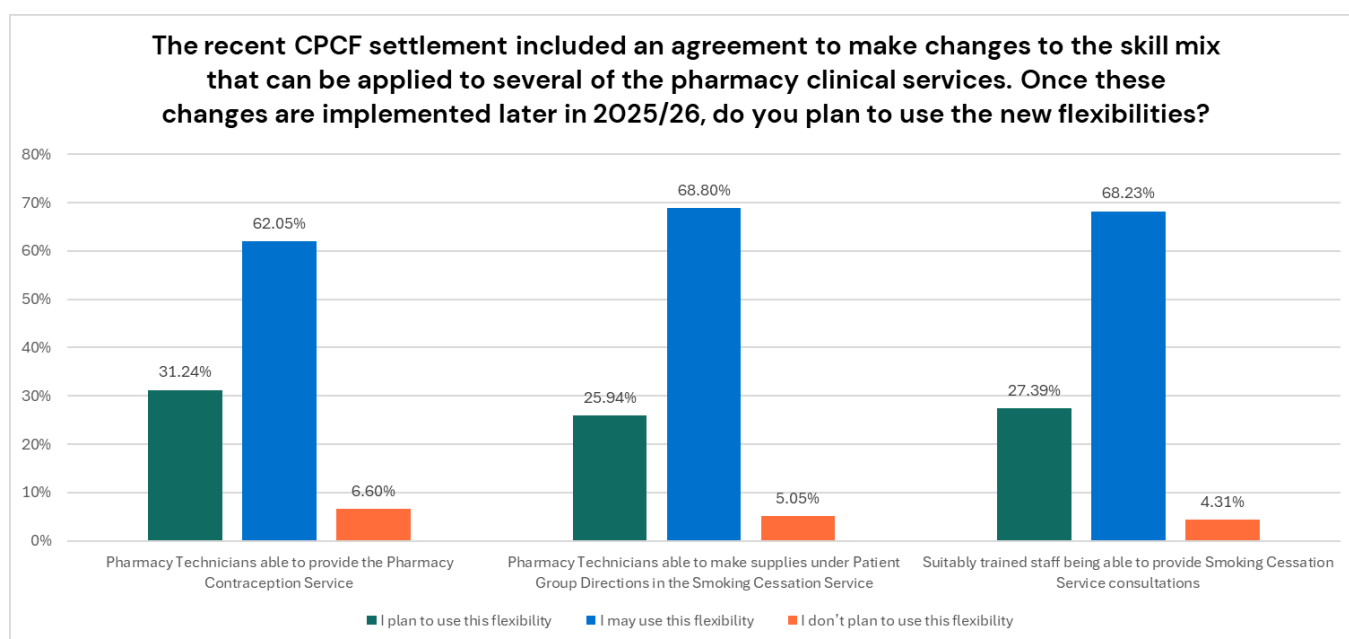


Respondents were also asked about what resources would help them in implementing Emergency Contraception to the Pharmacy Contraception Service. Responses were focussed around:

- IT systems and administrative support
- Training, guidance and clinical tools
- Awareness, promotion and collaboration

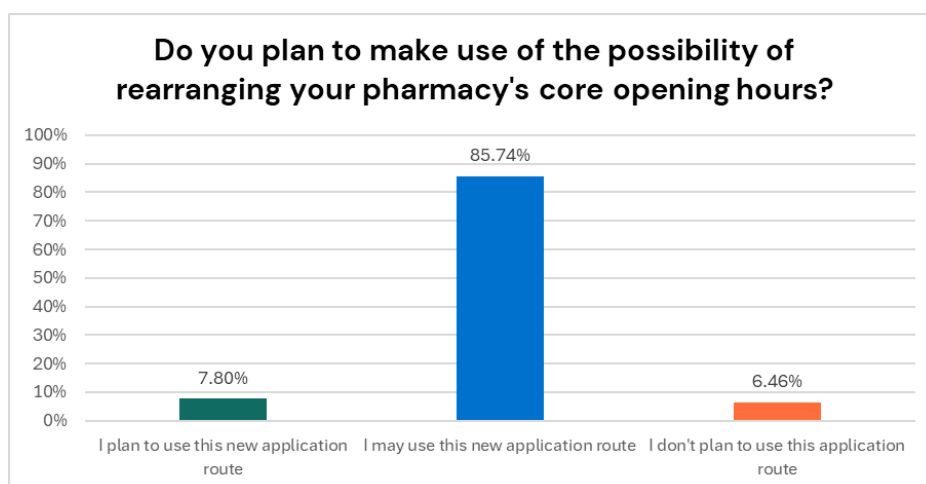
Skill mix flexibilities

Most pharmacy owners (more than 90%) say they plan to or may use the recently agreed flexibilities enabling pharmacy technicians or other suitably trained staff to provide several clinical services.



Rearranging core opening hours

94% of respondents are considering using the additional application route for rearranging their pharmacy/ies core opening hours.

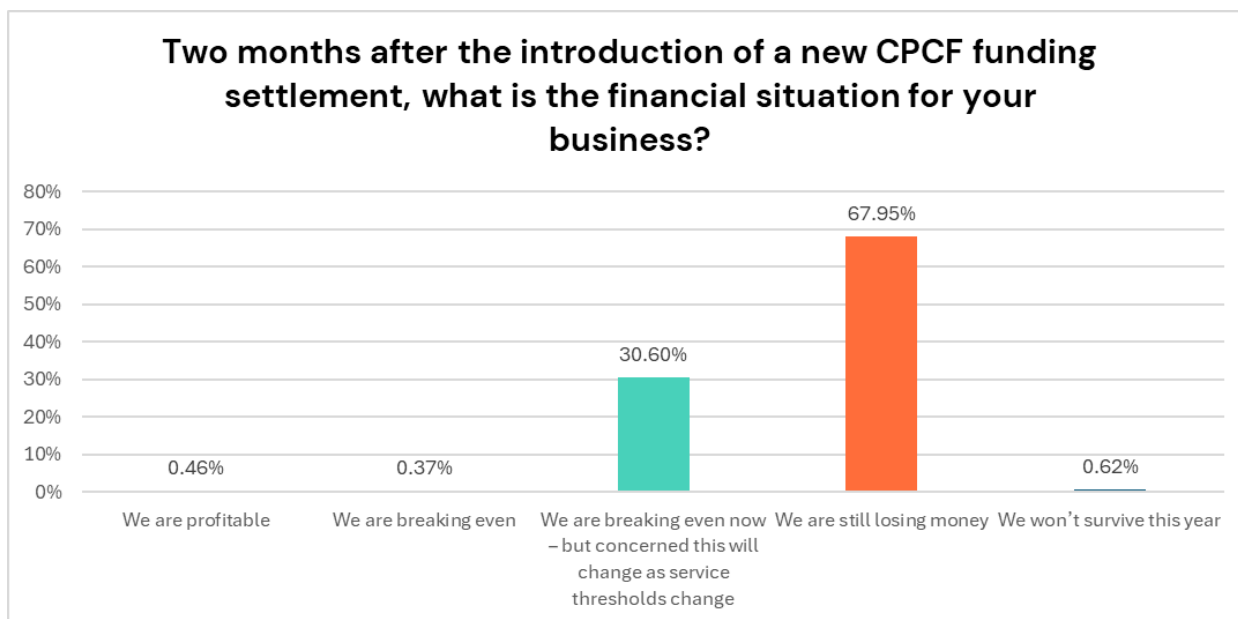




Finances and Future Security

Two months after the introduction of a new CPCF settlement, the financial pressures on community pharmacy are still significant.

Less than half a percent say they are profitable, while approximately one in three say they are breaking even now – but are concerned that this will change as service thresholds change. Two in three say they are still losing money, and 0.62% say they will not survive this year.

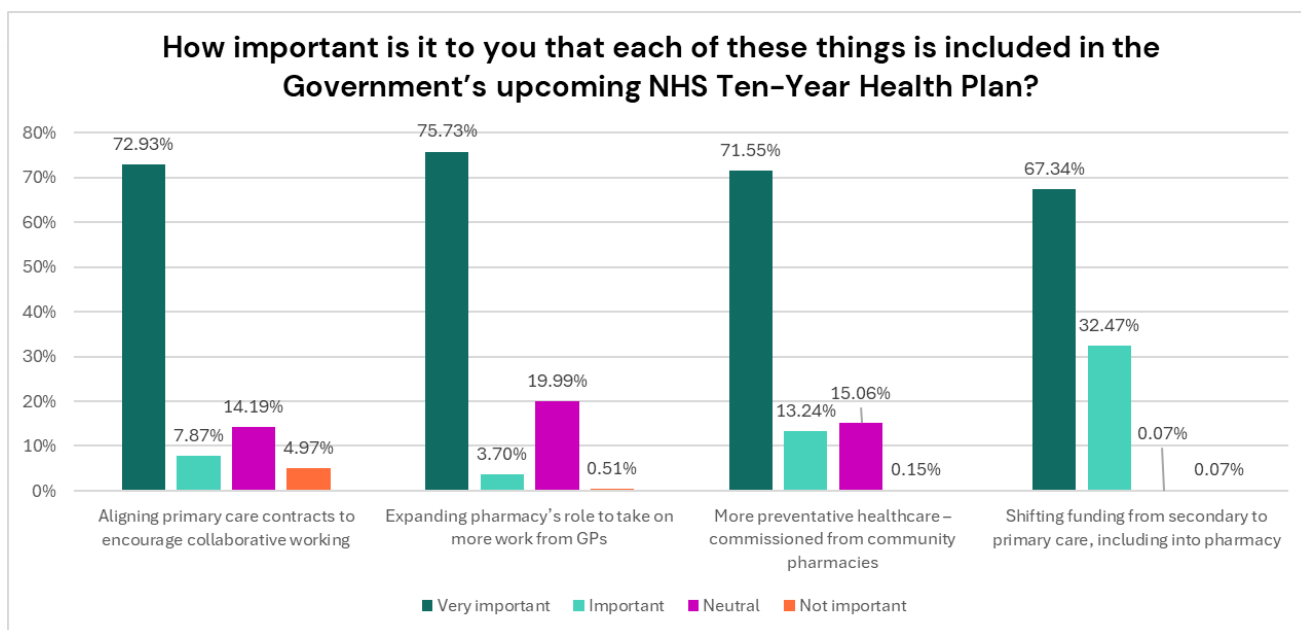


Pharmacy owners also report low confidence in the Government's commitment to a sustainable funding and operational model for Community Pharmacy.

Half say that they are concerned about what this might mean, while the other half say they are concerned that the Government will not deliver on this.

NHS 10-Year Plan

The vast majority of pharmacy owners considered all listed priorities as highly important for inclusion in the Government's upcoming NHS Ten-Year Health Plan. However, shifting funding came out as the top priority overall.

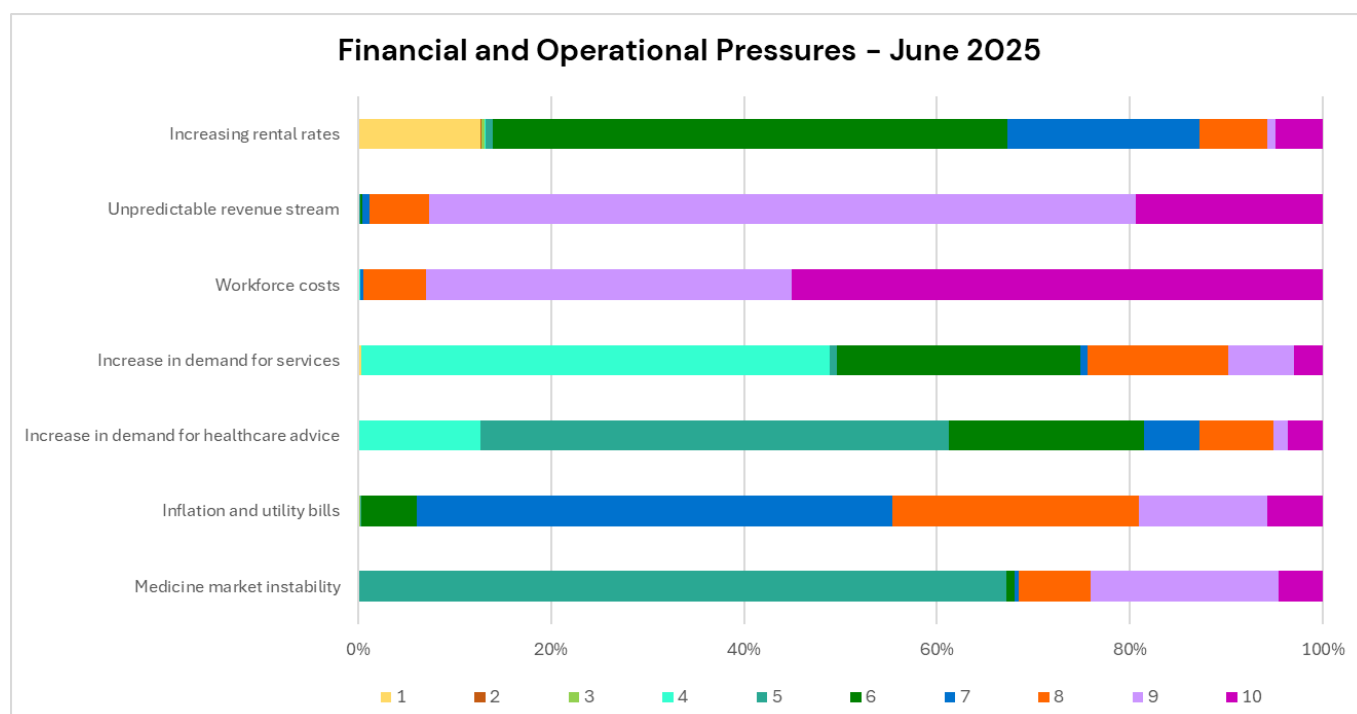


Pressures Tracker

For tracking purposes, we repeated the question on pharmacy pressures from previous surveys. Participants were again asked to rank pressures from 1 to 10, with 10 being the highest pressure.

Workforce costs and unpredictable revenue stream are reported as the highest pressures for the June 2025 poll, with 99% of the respondents awarding them a score of 8 or higher.

The table below shows the pressures tracked, with 10 being the highest pressure and one the lowest.





Using the data

The full polling results were considered by all Community Pharmacy England Committee members at the June Committee Meeting, feeding into discussions on priorities. As always, Committee members considered this valuable information, augmented with feedback from the Regional Representatives and LPC attendees, at various stages throughout the meeting.

These findings were also considered in terms of our ongoing influencing work, including pressing for funding uplifts and other improvements for the sector. We regularly reference poll results in media and political engagement and combine these with feedback from LPCs and Regional Representatives to inform ongoing strategy and work.

Regular polling of pharmacy owners will remain an important tool for us in gauging sentiment and consulting on key issues across the sector. We will keep surveys short to minimise the burden on owners, while still providing the opportunity and direct channel to feed into Committee discussions for those who wish to do so.

If you have any queries or require more information, please contact: comms.team@cpe.org.uk