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| PSNC Newsletter |
| Monday 25th April 2022 |

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|  | This newsletter from PSNC is sent on Mondays, Wednesdays and Fridays. It contains important information for those that work in the community pharmacy sector.In this update: Pharmacy Pressures Survey confirms impact on teams, businesses and patients; pharmacy in the national press; Remote Consultations Guide for Pharmacy published.PSNC Pharmacy Pressures Survey confirms impact on teams, businesses and patientsPSNC’s Pharmacy Pressures Survey has confirmed that the unsustainable pressures on community pharmacies are having a serious impact on pharmacy teams’ wellbeing, affecting patient services negatively, and putting businesses at risk. The survey of over 5,000 pharmacy premises and 1,000 pharmacy team members took place in early 2022, asking community pharmacy contractors and, separately, pharmacy staff, about the effects that the current pressures are having on them and their colleagues.The results indicate that 91% of pharmacies are experiencing staff shortages and almost half of contractors are extremely concerned about their pharmacy’s finances, with 80% reporting that the costs to run their pharmacies are significantly higher than this time last year. At the same time, nine out of ten pharmacy teams have seen a significant increase in phone calls from patients about prescriptions, and 86% reported a rise in requests for healthcare advice.[**Find out what else the survey uncovered**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=6a4a3a50d5&e=d19e9fd41c)[**Read PSNC's summary of the Pressures Survey results**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=68d3713ac9&e=d19e9fd41c)National media: pharmacies facing abuse due to medicine shortagesOnce analysis of the results of PSNC's Pharmacy Pressures Survey was complete, PSNC briefed journalists at the Guardian and the Daily Telegraph. Given current public interest in HRT shortages, both publications decided to go with a medicine supply angle. [**The Guardian | Pharmacists in England face abuse from patients due to drug shortages**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=8b71f6e749&e=d19e9fd41c)[**The Telegraph | Two thirds of pharmacies suffering daily medication shortages**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=6631589aeb&e=d19e9fd41c)PSNC has since been contacted by several other publications and news outlets for follow-up coverage. In all statements and interviews we are trying to get across all the work that pharmacy teams are doing to support their patients, and to make clear that the supply situation is outside of pharmacies' control.NHSE&I Remote Consultations Guide for PharmacyNHS England and NHS Improvement (NHSE&I) has published a Remote Consultations Guide for Pharmacy Teams. This guide aims to support contractors that are either planning to conduct or are already conducting remote consultations with patients.The guide is the product of joint working between NHSE&I, PSNC, the Community Pharmacy IT Group (CP ITG) and other interested parties.[**Read the Remote Consultations Guide**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=768bda9891&e=d19e9fd41c) |  |
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