

Pharmacy Pressures Survey: Business Owners/Head Office

Questions for Head Office Representatives/Pharmacy Business Owners

Please note that only one representative from each pharmacy business should complete this survey – please check this is the case before doing so.

This survey will be closing on Monday 20th February.

A. Intro Questions

1. Name of the pharmacy business

This information is for internal use only; all responses will be kept confidential. We will fully anonymise all results before using them with individual responses only analysed by PSNC's finance team.

2. How many contracts are you responding on behalf of?

3. Which region(s) of England are your pharmacies in?

- East of England
- North West
- South East
- East Midlands
- North East
- South West
- Yorkshire and Humber
- Greater London
- West Midlands

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B. Financial Pressures

4. How do the current costs for your pharmacy (or pharmacies) compare with this time last year?

- Significantly higher
- Slightly higher
- About the same
- Slightly lower
- Significantly lower

5. What have been the main drivers of any cost increases? (please select up to three)

- Increase in remunerated business being carried out (e.g. more services/dispensing)
- Staffing/wages
- Utilities
- Business rates
- Transport/fuel costs
- Capital expenditure
- Medicines purchasing costs not being fully covered
- Increased spend on staff time sourcing medicines

Other (please state)

6. Can you quantify any of your increased costs? If yes, please provide details below.

7. Is your business now having to spend longer to procure medicines than in previous years?

- Yes - longer than ever before
- Yes - longer than this time last year
- About the same as last year
- No - not as long as last year

8. Can you quantify how much longer? If yes, please provide details below.

9. How profitable is your pharmacy business at present?

- We are still profitable
- We are still profitable, but only just
- We are losing money

10. How serious are the threats to your pharmacy business at present?

- The threats are manageable
- We are managing the threats but we don't know for how much longer we can do so
- We won't survive another year
- We won't survive another six months

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C. Staffing pressures

11. Is your business currently experiencing staff shortages?

	Yes	No
Pharmacists:	<input type="radio"/>	<input type="radio"/>
Staff members:	<input type="radio"/>	<input type="radio"/>

12. If yes, are these due to (please tick 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
- Difficulties finding locums
- Difficulties covering staffing or locum costs

13. Has your pharmacy/any of your pharmacies had to close temporarily due to staff shortages (for any length of time)?

- Yes
- No

14. If yes, how many pharmacies have been affected in the last calendar month?

15. And can you estimate how many hours, in total, those pharmacies have between them been closed in the last calendar month?

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D. Impact on Patient Services

16. Is your business experiencing an increase in any of the following?

	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"/>

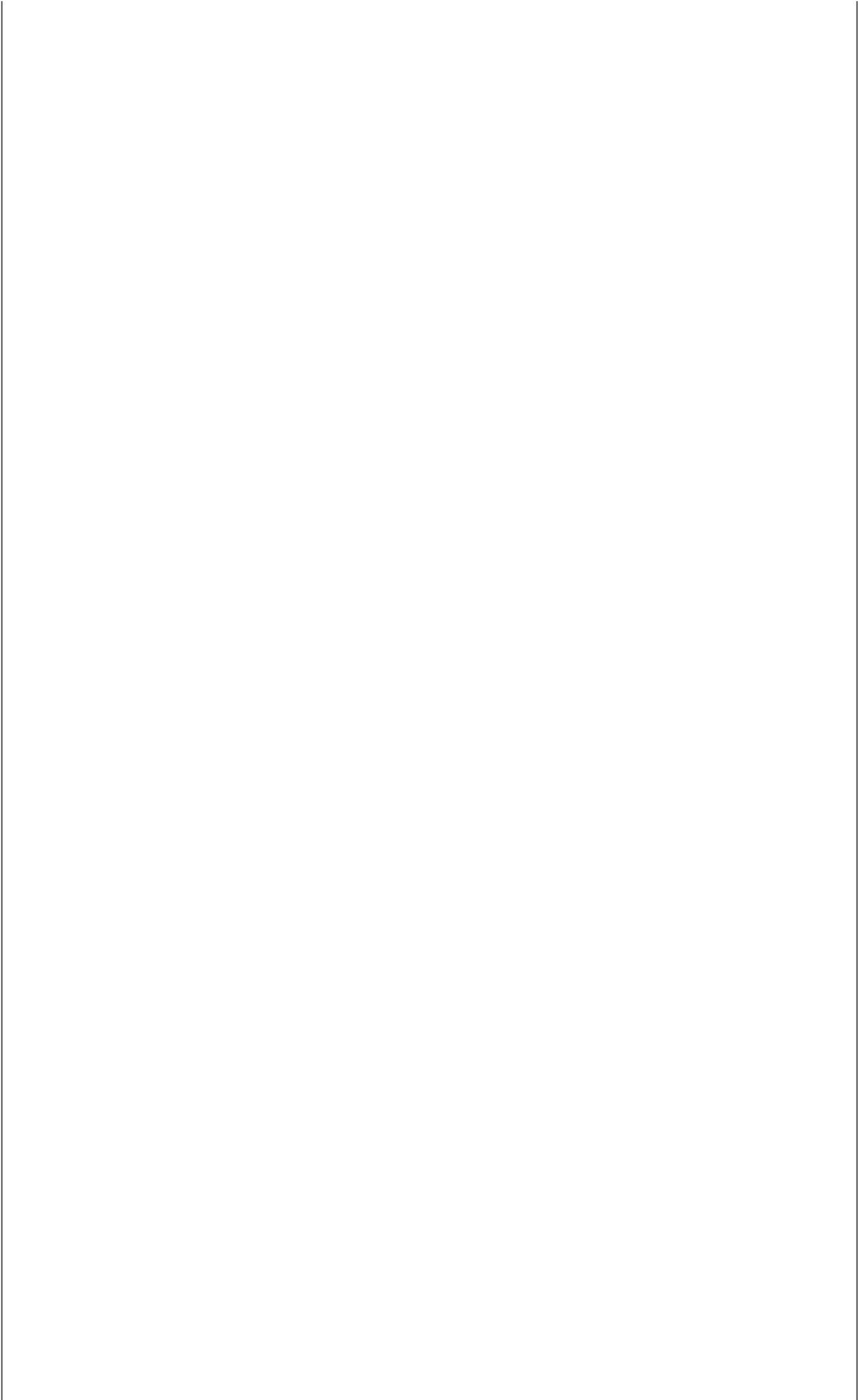
17. Are patient services being negatively affected by the pressures on your business?

- 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

18. What has the impact on patients been? (please tick all that apply)

- Taking longer to dispense prescriptions
- Unable to source some medicines and supply these to patients
- Waiting longer to seek advice from staff in the pharmacy
- Unable to provide some Advanced Services
- Unable to provide some locally commissioned services
- Unable to spend as much time with patients
- Unable to respond to patients' phone calls/emails as promptly as usual

Other (please state)



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E. The Future

19. What capacity do you think your pharmacy/pharmacies have to take on the following new services, assuming these are fully funded?

	No capacity	A little capacity	Some, if we could drop existing services/contractual requirements	Plenty of capacity
Pharmacy First	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. How concerned are you about the following issues at the moment?

	Extremely concerned	Concerned	Somewhat concerned	Not very concerned	Not at all concerned
Staffing	<input type="radio"/>				
Finances	<input type="radio"/>				
Medicines supply	<input type="radio"/>				
My team's wellbeing	<input type="radio"/>				
Our ability to deliver non-Essential services	<input type="radio"/>				
My pharmacy's ability to stay open	<input type="radio"/>				
Patient safety	<input type="radio"/>				
Our ability to help patients	<input type="radio"/>				

21. Are there any further comments you would like to make about the ongoing pressures on community pharmacies or about what, beyond additional funding, would help to ease them?