## Pharmacy Pressures Survey: Team Members

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

This survey will be closing on Monday 20th February.

#### **A. Intro Questions**

- 1. Which region(s) of England are your pharmacies in?
  - 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 issu	es affecting the pharmacy?		
	○ Monthly		
Several days a week	◯ Rarely		
Weekly	O Never		
<ul> <li>4. Can you estimate how many hours the phastock/alternatives?</li> <li>More than 2 hours a day</li> <li>1-2 hours a day</li> <li>One hour a day</li> <li>Less than one hour a day</li> </ul>	rmacy team spends trying to obtain		
5. Which of the following have occurred as a (please tick all that apply)?	consequence of medicines supply issues		
More patient owings issued	Patient aggression		
Patients inconvenienced	Additional stress for staff		
Patient health put at risk (e.g. delays receiving urgent antibiotics)	Extra workload for staff Communication with GP practice needed		
Patient frustration			

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

	Daily	Several days a week	Weekly	Monthly	Rarely	Never
Patients negatively impacted by supply chain issues	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
GP practices contacted about supply chain issues	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Out of stock items from wholesalers	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Deliveries arrive incomplete	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Missed deliveries	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

Pharmacy Pressures Survey: Team Members **C. Staffing pressures** 7. Is the pharmacy currently experiencing staff shortages? O Yes O No 8. If yes, are these: Unfilled pharmacist vacancies Other unfilled vacancies Inability to source locums () Fully staffed, but staffing levels now not sufficient to meet patient demand 9. If yes, has the pharmacy had to close due to staff shortages (for any length of time)? O Yes O No 10. Are staff shortages having any other impacts on the pharmacy and its patients (please tick all that apply)? Reduced opening hours Increased waiting times for patients Stopping provision of non-Essential services Increased working hours for staff Reduction in ability to offer services or provide Increased pressure on staff advice to patients

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#### **D. Impact on Patient Services**

11. Is the pharmacy experiencing an increase in any of the following (please answer for all options)?

	Yes, significant increase	Yes, small increase	No increase
Requests for healthcare advice - for minor conditions	$\bigcirc$	0	0
Requests for healthcare advice - for more serious conditions	$\bigcirc$	$\bigcirc$	$\bigcirc$
Requests from patients unable to access General Practice	$\bigcirc$	$\bigcirc$	$\bigcirc$
Delays in prescriptions being issued by GP practices	$\bigcirc$	$\bigcirc$	$\bigcirc$
Incorrect messaging from GP practices to patients	$\bigcirc$	$\bigcirc$	$\bigcirc$
Medicines supply chain/wholesaler issues	$\bigcirc$	$\bigcirc$	$\bigcirc$
Informal referrals from General Practice	$\bigcirc$	$\bigcirc$	$\bigcirc$

12. Are patient services being negatively affected by the pressures on the pharmacy?

- $\bigcirc$  Patients are not being impacted
- $\bigcirc$  We are struggling but mostly managing to protect our patients
- $\bigcirc$  They are being impacted but not critically
- $\bigcirc$  They are being severely impacted

13. If yes, what has the impact on patients be	een? (please tick all that apply)
Taking longer to dispense prescriptions	Unable to provide some locally commissioned
Unable to source some medicines and supply	services
these to patients	Unable to spend as much time with patients
Waiting longer to seek advice from staff in the pharmacy	Unable to respond to patients' phone calls/emails as promptly as usual
Unable to provide some Advanced Services	
Other (please state)	

# 14. Have any of the following types of request for help from patients increased in the past 3 months?

	Increased	Decreased	No change
Help with symptoms – for minor conditions	$\bigcirc$	$\bigcirc$	$\bigcirc$
Help with symptoms – for more serious conditions	$\bigcirc$	$\bigcirc$	$\bigcirc$
Help with a long- term condition	$\bigcirc$	$\bigcirc$	$\bigcirc$
Help with ordering a repeat prescription	$\bigcirc$	$\bigcirc$	$\bigcirc$
Help with diagnostics or monitoring	$\bigcirc$	$\bigcirc$	$\bigcirc$
Advice on menopause, HRT, or other related topics	$\bigcirc$	$\bigcirc$	$\bigcirc$
Advice on or requests for antibiotics	$\bigcirc$	$\bigcirc$	$\bigcirc$
Other help (please state)			

## 15. How is the pharmacy finding communication with GP practices?

🔵 As normal

A lot harder than previously

- We can get through to the practice sometimes
- $\bigcirc$  Worse than ever we can rarely get through

 $\bigcirc$  A bit harder than previously

Pharmacy Pressures Survey: Team Members **E. Morale and Resilience** 16. Is your work having an impact on your mental health and wellbeing? Yes - positive ) Yes - negative () No 17. How well would you say you and the pharmacy team are coping with the current pressures? Just about Not coping at all Barely coping coping Coping ok Perfectly fine Me Wider pharmacy ( )team 18. If you and the team are not coping well, what are the main problems? (select up to two) Lack of staff - due to unavailability of staff Patient abuse Lack of staff - due to insufficient funding Workload Patient requests for help with prescriptions Problems sourcing medicines Patient requests for healthcare advice Other (please state)

19. Are there any further comments you would like to make about the ongoing pressures on community pharmacies?