

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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C. Staffing pressures

7. Is the pharmacy currently experiencing staff shortages?

- Yes
- 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)?

- Yes
- No

10. Are staff shortages having any other impacts on the pharmacy and its patients (please tick all that apply)?

- | | |
|---|---|
| <input type="checkbox"/> Reduced opening hours | <input type="checkbox"/> Increased waiting times for patients |
| <input type="checkbox"/> Stopping provision of non-Essential services | <input type="checkbox"/> Increased working hours for staff |
| <input type="checkbox"/> Reduction in ability to offer services or provide advice to patients | <input type="checkbox"/> Increased pressure on staff |

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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	<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"/>

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

- 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

13. If yes, what has the impact on patients been? (please tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Taking longer to dispense prescriptions | <input type="checkbox"/> Unable to provide some locally commissioned services |
| <input type="checkbox"/> Unable to source some medicines and supply these to patients | <input type="checkbox"/> Unable to spend as much time with patients |
| <input type="checkbox"/> Waiting longer to seek advice from staff in the pharmacy | <input type="checkbox"/> Unable to respond to patients' phone calls/emails as promptly as usual |
| <input type="checkbox"/> 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with symptoms - for more serious conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with a long-term condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with ordering a repeat prescription	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with diagnostics or monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice on menopause, HRT, or other related topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice on or requests for antibiotics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other help (please state)

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

- | | |
|--|---|
| <input type="radio"/> As normal | <input type="radio"/> A lot harder than previously |
| <input type="radio"/> We can get through to the practice sometimes | <input type="radio"/> Worse than ever - we can rarely get through |
| <input type="radio"/> A bit harder than previously | |

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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?

	Not coping at all	Barely coping	Just about coping	Coping ok	Perfectly fine
Me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wider pharmacy team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?