

# **Community Pharmacy Workforce Survey 2024**

**Guidance for how to complete the survey**

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## Guidance Notes

Please read the notes below before completing the questionnaire:

The questionnaire asks only about the following types of staff:

- Pharmacists and pharmacy technicians (both those working in the dispensary, and those providing NHS and public health services within the pharmacy such as essential, advanced or locally commissioned services)
- Staff who work on the medicines counter
- Staff who work in the dispensary
- Delivery drivers for prescription delivery services

Staff working in wider roles within the pharmacy (such as those selling cosmetics) are not relevant to this questionnaire.

When answering the questionnaire please consider only staff for whom this community pharmacy is a normal and regular place of work, including locum or relief staff.

Please do not include the following types of staff:

- those who work here only on an exceptional basis, such as covering for unexpected sickness amongst the regular staff
- corporate managers/administrators who are based at the pharmacy but do only corporate work, and do not provide direct service to members of the public

This survey asks you for the number of people and the number of full-time equivalents (FTE) at each pharmacy, in each of ten staff categories. Please use your organisation's definition of FTE if you have one and please state what this is at the end of the survey. If your organisation does not have a definition, please use our definition of FTE of 40 hours per week. Some staff work part time, so please express hours worked as a proportion of FTE. For example, if there is one full-time and one half time member of staff, please express this as 1.50 FTE (rounding as necessary to 2 decimal places).

Please provide information on staffing levels this week, i.e. the week in which you are completing the questionnaire, or, if appropriate, the most recent complete 7-day period for which you have the necessary figures. Please include the normal hours of any staff on leave or off sick on a short-term basis during the period, but do not count any temporary staff covering for that leave/sickness on a short-term basis (or temporarily increased hours of other staff). Please do not count any staff who are currently absent long-term, whether through long-term sickness, maternity/parental/adoption leave, etc.

Please note there is a 'Finish Later' option on every page. You can return to complete the survey prior to the survey closing date.

## How to complete the Survey

Use the pharmacy ODS code (included in the invitation email) to identify your pharmacy. Please include the F at the start of your ODS code. If you need, you can check your ODS code here: <https://odsportal.digital.nhs.uk/Organisation/Search>

### Pharmacy staffing and vacancies

For each section, please indicate if you have staff in each group. Please answer the Yes/No question about pharmacy staffing carefully. We will only ask subsequent staffing and vacancy questions about the roles for which you indicate that you have staff. These specific questions will ask about your full-time equivalent (FTE), headcount and FTE vacancies. If you mistakenly select No for a role, you will be able to navigate back to this page to change your answer.

Please report all directly employed staff, including relief staff and also when locums are part of the staffing model. The survey asks about locums as part of the workforce model, for the purposes of the survey this is when a pharmacist, or pharmacy technician, fills a session due to the regular employee being unavailable. For example, the pharmacy is open for six days of the week, for 5 days, there is a full-time (1 FTE) employee pharmacist and on 1 day (0.2 FTE) a locum pharmacist.

NB: If you are the owner of the pharmacy, please ensure that you include yourself in the relevant staff numbers if you directly provide a service to members of the public.

Please include locum vacancies<sup>1</sup>, as well as directly employed vacancies. Please define a vacancy as a position that is not currently filled, and for which you are either actively recruiting or intending to actively recruit in the near future. Do not include any position to which you have made an appointment, even if you are waiting for them to start work.

Please provide information on the FTE (up to two decimal places) and headcount (always a whole number) of different staff groups.

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<sup>1</sup> For example, the pharmacy is planned to be staffed using 2 FTE employed pharmacists and 1 FTE locum pharmacist post. If 1 of the employee pharmacist posts and 0.5 FTE of the locum pharmacist posts are vacant the pharmacy should report 1 FTE employed pharmacists and 0.5 FTE locum pharmacist as vacancies.

## Section 1: Pharmacists (registered with GPhC and currently working as a pharmacist.)

For this section please complete the form, indicating the FTE and headcount of employed pharmacists, locum pharmacists and relief pharmacists working in each pharmacy. Please also indicate the FTE vacancies for each job role.

Please include pharmacists working in the pharmacy, dispensary, care home dispensing units and those who may only provide essential, advanced or locally commissioned services.

Please ensure that you use either your **organisation's definition of Full Time Equivalent (FTE)** or **40 hours per week** (if you do not have your own definition). If you have used your organisation's definition, please ensure that you provide this information in the box at the end of the survey. Some staff work part time, so please express hours worked as a proportion of FTE. For example, if there is one full-time and one half time member of staff, please express this as 1.50 FTE (rounding as necessary to 2 decimal places).

| Role                 | Total FTE | Total headcount | Total FTE vacancies |
|----------------------|-----------|-----------------|---------------------|
| Employed pharmacists |           |                 |                     |
| Locum* pharmacists   |           |                 |                     |
| Relief pharmacists   |           |                 |                     |

\* For locum pharmacist, a vacancy is defined when continuity of service is usually achieved with a locum but no individual is available.

### Independent prescribing

Please indicate whether any of the pharmacists (recorded in the previous section) at the pharmacy hold an independent prescribing qualification. Please note that they do not need to be currently prescribing (either within or outside the community pharmacy) to be included here. Please record the FTE and headcount.

| Role                    | Total FTE | Total headcount |
|-------------------------|-----------|-----------------|
| Independent prescribers |           |                 |

In addition, please indicate if any of the independent prescribers are doing any prescribing at the pharmacy. Please note that this could include private prescribing. Please only indicate Yes if the independent prescribers are currently prescribing at the pharmacy.

| Are any of the independent prescribers currently prescribing at the pharmacy? |
|---|
| <input type="radio"/> Yes   |
| <input type="radio"/> No  |

## Section 2: Foundation trainee pharmacists<sup>2</sup>

Please indicate the FTE and headcount for foundation trainee pharmacists at the pharmacy. Please also indicate if any of the trainees are multi-sector trainees by selecting Yes or No in the box. "Multi-sector" replaces the terminology "cross-sector". Multi-sector refers to a programme with a training rotation of 13 weeks or longer in another setting, e.g. hospital or GP surgery.

| Role                           | Total FTE | Total headcount | Are any of the trainees multi-sector trainees?        |
|--------------------------------|-----------|-----------------|---|
| Foundation trainee pharmacists |           |                 | <input type="radio"/> Yes<br><input type="radio"/> No |

## Section 3: Pharmacy technicians (registered with the GPhC and currently working as a pharmacy technician.)

Please indicate the FTE, headcount and FTE vacancies for the following roles: employed pharmacy technicians; locum pharmacy technicians and relief pharmacy technicians. Please include here those that are also referred to as accuracy checking pharmacy technicians.

| Role                          | Total FTE | Total headcount | Total FTE vacancies |
|-------------------------------|-----------|-----------------|---------------------|
| Employed pharmacy technicians |           |                 |                     |
| Locum* pharmacy technicians   |           |                 |                     |
| Relief pharmacy technicians   |           |                 |                     |

\* For locum pharmacy technicians, a vacancy is defined when continuity of service is usually achieved with a locum but no individual is available.

<sup>2</sup> Those in training to become pharmacists and previously referred to as pre-registration trainee pharmacists. For guidance please see <https://www.pharmacyregulation.org/education/pharmacist-foundation-training-scheme>

## Accuracy Checking Pharmacy Technicians

Please indicate whether any of the pharmacy technicians (recorded in the previous section) at the pharmacy hold an accuracy checking qualification. Please note that they do not need to be currently accuracy checking (either within or outside the community pharmacy) to be included here. Please record the FTE, headcount and FTE vacancies.

NB: All pharmacy technicians who completed training that meets the 2017 GPhC IET standards will be qualified as an accuracy checking pharmacy technician.

| Role                                   | Total FTE | Total headcount | Total FTE vacancies |
|--|-----------|-----------------|---------------------|
| Accuracy checking pharmacy technicians |           |                 |                     |

In addition, please indicate if any of the accuracy checking pharmacy technicians are doing any **final** accuracy checking at the pharmacy.

| Are any of the accuracy checking pharmacy technicians doing any final accuracy checking at the pharmacy? |
|--|
| <input type="radio"/> Yes  |
| <input type="radio"/> No   |

## Section 4: Pre-registration trainee pharmacy technicians

Please indicate the FTE and headcount for pre-registration trainee pharmacy technicians. These are defined as trainee pharmacy technicians who are enrolled on a GPhC recognised pharmacy technician course. **Please do not include any trained dispensing assistants or trained medicines counter assistants who are currently undertaking training to become a registered pharmacy technician in this section, as they are captured in the relevant sections.**

| Role  | Total FTE | Total headcount |
|---|-----------|-----------------|
| Pre-registration trainee pharmacy technicians |           |                 |

## Section 5: Accuracy checkers

Please indicate the FTE, headcount and FTE vacancies for accuracy checkers. Please **DO NOT** include pharmacy technicians. These should be included in section 3 above.

| Role              | Total FTE | Total headcount | Total FTE vacancies |
|-------------------|-----------|-----------------|---------------------|
| Accuracy checkers |           |                 |                     |

## Section 6: Trained dispensing assistants

Please indicate the FTE, headcount and FTE vacancies for trained dispensing assistants.

| Role                 | Total FTE | Total headcount | Total FTE vacancies |
|----------------------|-----------|-----------------|---------------------|
| Dispensing Assistant |           |                 |                     |

Please indicate whether any of the Level 2 trained dispensing assistants counted above are also undertaking training to become a pharmacy technician (FTE and headcount).

| Role   | Total FTE | Total headcount |
|--|-----------|-----------------|
| Trained dispensing assistants who are undertaking training to become a pharmacy technician |           |                 |

## Section 7: Trainee dispensing assistants

Please indicate the FTE, headcount and FTE vacancies for trainee dispensing assistants. This category includes those who are enrolled on a GPhC approved course. **If trainees are on dual dispensing assistant/medicines counter assistant training programmes, they should be recorded in the category for the highest qualification they are training to.**

| Role                          | Total FTE | Total headcount | Total FTE vacancies |
|-------------------------------|-----------|-----------------|---------------------|
| Trainee dispensing assistants |           |                 |                     |

## Section 8: Trained medicines counter assistants (MCA)

Please indicate the FTE, headcount and FTE vacancies for trained medicines counter assistants (also known as Health Care Assistants, HCAs in some organisations). This category includes those who have completed a GPhC accredited course for MCAs.

| Role                                 | Total FTE | Total headcount | Total FTE vacancies |
|--------------------------------------|-----------|-----------------|---------------------|
| Trained medicines counter assistants |           |                 |                     |



Please indicate whether any of the Level 2 medicines counter assistants (MCAs) counted above are also undertaking training to become a pharmacy technician (FTE and headcount).

| Role   | Total FTE | Total headcount |
|--|-----------|-----------------|
| Trained medicines counter assistants (HCAs) who are undertaking training to become a pharmacy technician |           |                 |

## Section 9: Trainee medicines counter assistants

Please indicate the FTE, headcount and FTE vacancies for trainee medicines counter assistants (also known as trainee Health Care Assistants in some organisations). This category includes those who are enrolled on a GPhC-accredited course for MCAs. If trainees are on dual dispensing assistant/medicines counter assistant training programmes, they should be recorded in the category for the highest qualification they are training to.

| Role                                 | Total FTE | Total headcount | Total FTE vacancies |
|--------------------------------------|-----------|-----------------|---------------------|
| Trainee medicines counter assistants |           |                 |                     |

## Section 10: Pharmacy delivery drivers

Please indicate the FTE, headcount and FTE vacancies for pharmacy delivery drivers.

| Role                      | Total FTE | Total headcount | Total FTE vacancies |
|---------------------------|-----------|-----------------|---------------------|
| Pharmacy delivery drivers |           |                 |                     |

## Section 11: Members of staff who could join the GPhC register (New Section- wording TBC)

There may be some members of staff listed above who have completed GPhC-recognised pharmacy technician courses but are not on their register. These may be people who completed the training programme and did not register, or who were previously on the register and decided to leave.

Building a picture of the segment of the community pharmacy workforce with the potential to deliver a wider range of services, if they became registered as pharmacy technicians, has multiple benefits for individual businesses and organisations. Please provide information where it is known.

These details are for scoping purposes only and will aid learning about what training/support may need to be developed.

For reference the pharmacy technician courses that are currently GPhC-recognised are listed below:

- Buttercups Pharmacy Technician course, including apprenticeship pathway
- Pearson Level 3 Diploma in Principles and Practice for Pharmacy Technicians, including apprenticeship pathway
- Open Awards Level 3 Diploma in Principles and Practice for Pharmacy Technicians, including apprenticeship pathway
- Scottish Qualifications Authority Diploma in Pharmacy Services Level 7
- University of East Anglia Pharmacy Technician Certificate in Higher Education, including apprenticeship pathway
- NPA Pharmacy Technician Course
- Skills4Pharmacy Pharmacy Technician course, including apprenticeship pathway

Please indicate the headcount for staff who have completed GPhC-recognised pharmacy technician courses and are not currently registered or have previously been registered as a pharmacy technician in Great Britain however are not currently on the GPhC register.

| Description   | Total headcount |
|---|-----------------|
| Completed a GPhC-recognised pharmacy technician course and are not registered with the GPhC, or were previously registered with the GPhC as a pharmacy technician but are not currently registered. |                 |

If it is not clear whether a member of staff is eligible to register as a pharmacy technician, please provide information below (free text option).

## Question about community pharmacy-funded staff who work in other settings

Please indicate here whether you have any FTE staff who are employed by the pharmacy but are commissioned to provide services elsewhere. Please only include staff who are employed by the pharmacy to work in other settings. Do not include pharmacists or other staff who also have a separate job in another setting. For example, if you have a pharmacist working 0.5FTE in the pharmacy, who is also employed 0.5FTE by a local General Practice, you would not include them in this section. Only include them if they are funded by the community pharmacy to provide services elsewhere.

If you do have staff funded to provide services elsewhere, please indicate the FTE of staff working in each of the settings. If you do not have any staff commissioned to provide services elsewhere, please enter 0. Data entry fields left blank will be considered as unknown.

| Role                                  | FTE of staff working in other settings |
|---------------------------------------|--|
| Care home                             |  |
| General practice/primary care network |  |
| Health and justice pharmacy           |  |
| Hospital pharmacy outpatients         |  |
| Hospice                               |  |
| Vaccination clinic                    |  |
| Other settings (please add text here) |  |

## Full Time Equivalent definition

Please indicate whether you have used your organisation's definition of FTE or our suggested definition of 40 hours a week.

| In the present survey, what definition of FTE did you use?                    |
|---|
| <input type="radio"/> 40 hours  |
| <input type="radio"/> Another definition (your own organisation's definition) |

If you did not use 40 hours to indicate FTE, please indicate your organisation's definition below:

|  |
|--|
|  |
|--|

## Demographics

We really appreciate your continued support to gather meaningful data to understand the make-up of the community pharmacy workforce and how the workforce reflect the diversity of the communities served, as part of informing the plans for inclusive pharmacy practice. If you do not have this information, please note down the number of staff in each category this information is missing for in the "prefer not to say / not known" row or column. Data entry fields left blank will be considered as unknown.

| Role   | Man | Woman | Other gender | Prefer not to say/not known |
|--|-----|-------|--------------|-----------------------------|
| Pharmacists  |     |       |              |                             |
| Foundation trainee pharmacists                                 |     |       |              |                             |
| Pharmacy technicians   |     |       |              |                             |
| Pre-registration trainee pharmacy technicians                  |     |       |              |                             |
| Accuracy checkers (not accuracy checking pharmacy technicians) |     |       |              |                             |
| Trained dispensing assistants                                  |     |       |              |                             |
| Trainee dispensing assistants                                  |     |       |              |                             |
| Trained medicines counter assistants                           |     |       |              |                             |
| Trainee medicines counter assistants                           |     |       |              |                             |
| Delivery Drivers   |     |       |              |                             |

*Continued overleaf*

CPWS24: Crib sheet

| Age group                         | Pharmacists | Foundation trainee pharmacists | Pharmacy technicians | Pre-registration trainee pharmacy technicians | Accuracy checkers (not accuracy checking pharmacy technicians) | Trained dispensing assistants | Trainee dispensing assistants | Trained medicines counter assistants | Trainee medicines counter assistants | Delivery Drivers |
|-----------------------------------|-------------|--------------------------------|----------------------|---|--|-------------------------------|-------------------------------|--------------------------------------|--------------------------------------|------------------|
| 16-19 years                       |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| 20-29 years                       |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| 30-39 years                       |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| 40-49 years                       |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| 50-59 years                       |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| 60-69 years                       |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| 70 years or above                 |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| Prefer not to say / age not known |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |

| Ethnic group                         | Pharmacists | Foundation trainee pharmacists | Pharmacy technicians | Pre-registration trainee pharmacy technicians | Accuracy checkers (not accuracy checking pharmacy technicians) | Trained dispensing assistants | Trainee dispensing assistants | Trained medicines counter assistants | Trainee medicines counter assistants | Delivery Drivers |
|--------------------------------------|-------------|--------------------------------|----------------------|---|--|-------------------------------|-------------------------------|--------------------------------------|--------------------------------------|------------------|
| Asian or Asian British – Bangladeshi |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| Asian or Asian British – Indian      |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| Asian or Asian British – Pakistani   |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| Any other Asian background           |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| Black or Black British – African     |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| Black or Black British – Caribbean   |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| Any other Black background           |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |
| Chinese                              |             |                                |                      |   |  |                               |                               |                                      |                                      |                  |



CPWS24: Crib sheet

|   |  |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|--|
| Mixed White and Asian                   |  |  |  |  |  |  |  |  |  |  |
| Mixed White and Black African           |  |  |  |  |  |  |  |  |  |  |
| Mixed White and Black Caribbean         |  |  |  |  |  |  |  |  |  |  |
| Any other mixed background              |  |  |  |  |  |  |  |  |  |  |
| White – British                         |  |  |  |  |  |  |  |  |  |  |
| White - Irish                           |  |  |  |  |  |  |  |  |  |  |
| Any other white background              |  |  |  |  |  |  |  |  |  |  |
| Any other Ethnic Group                  |  |  |  |  |  |  |  |  |  |  |
| Prefer not to say / Ethnicity not known |  |  |  |  |  |  |  |  |  |  |

Under the Equality Act 2010 the definition of disability is if a physical or mental impairment that has a 'substantial' and 'long-term' adverse effect on the ability to carry out normal day to day activities. Further information regarding the definition of disability can be found at: [www.gov.uk/definition-of-disability-under-equality-act-2010](http://www.gov.uk/definition-of-disability-under-equality-act-2010)

| Role   | Yes, has a disability | No disability | Prefer not to say / Not known if staff member has a disability |
|--|-----------------------|---------------|--|
| Pharmacists  |                       |               |  |
| Foundation trainee pharmacists                                 |                       |               |  |
| Pharmacy technicians   |                       |               |  |
| Accuracy checkers (not accuracy checking pharmacy technicians) |                       |               |  |
| Pre-registration trainee pharmacy technicians                  |                       |               |  |
| Trained dispensing assistants                                  |                       |               |  |
| Trainee dispensing assistants                                  |                       |               |  |
| Trained medicines counter assistants                           |                       |               |  |
| Trainee medicines counter assistants                           |                       |               |  |
| Delivery Drivers   |                       |               |  |

## Questions?

If you have any questions about completing the data collection forms, please email [england.pharmacyteam@nhs.net](mailto:england.pharmacyteam@nhs.net).