

Community Pharmacy Workforce Survey 2021

Frequently Asked Questions

Community pharmacies in England were invited to take part in the 2021 Community Pharmacy Workforce Survey.

What is the purpose of this survey?

The NHS Long Term Plan and People Plan identified the need for a flexible workforce that will support all care settings. Health Education England (HEE) is leading on a survey to better understand the community pharmacy workforce. HEE has a responsibility for education and training of the entire workforce providing NHS services and to try to establish consistency across the professions and enable informed developments for the workforce.

The Community Pharmacy Workforce Survey 2021 intends to provide a meaningful data set, to inform future planning and system investment decisions in relation to the community pharmacy workforce across the NHS in England.

Who was invited to take part?

Every community pharmacy in England was invited to participate.

Who conducted the research?

HEE asked the University of Manchester (UoM) to lead on the survey. Results have been anonymised by ICF, the University's research partner, who were responsible for collecting and processing the data. UoM and HEE do not have access to personal information, such as email addresses or ODS codes used by contractors.

What information were pharmacies asked to provide?

The survey asked questions about the number and full-time equivalent (FTE) of ten different types of staff (including pharmacists, pre-registration trainee pharmacists, registered pharmacy technicians, dispensing assistants, medicines counter assistants and delivery drivers). The survey also asked about any trainees in the pharmacy.



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What time-period were pharmacies asked to collect data for?

Pharmacies were asked to provide information on staffing levels for the week in which the survey was completed (or if appropriate, the most recent complete 7-day period for which they had the necessary figures).

When did the survey take place?

The survey launched on Friday 7th May and closed at 11.59pm on Friday 25th June 2021.

Are the survey findings and data available?

Yes. Anonymised, aggregated data from the survey is available at [this link](#). The survey report is available on the HEE website at [this link](#).

Will this survey be repeated in 2022/23?

HEE is working with stakeholders to repeat this data collection on an annual basis, starting from this year.

Where can I find more information?

If you have questions about the survey, please contact the HEE national pharmacy team on pharmacyteam@hee.nhs.uk for more information.

