

Community Pharmacy workforce Survey 2021

GUIDANCE NOTES

Please read the notes below before completing the questionnaire:

Please note the survey will **time out after inactivity of 1 hour**, but all pages you have previously completed should be saved.

The questionnaire asks only about the following types of staff:

- **pharmacists** (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**

With the exception of delivery drivers, other staff *not* working on the medicines counter or in the dispensary (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 pharmacists who work regularly, such as once a week or twice a month.

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/paternity/adoption leave, etc.

HOW TO COMPLETE THE SURVEY

We would like to fill in a record for your pharmacy. Use the **pharmacy ODS code** to identify your pharmacy. Please include the F number at the start of your ODS code. If you do not have your ODS code to hand, you can find it here: <https://odsportal.digital.nhs.uk/Organisation/Search>

Please provide information on the **FTE (up to two decimal places)** and **headcount** (number) of different staff groups. If you have no staff in a particular staff group, you can leave the data entry field blank.

Pharmacy staffing

For this question, please indicate if you have staff in each group by ticking the box. Please answer the question about pharmacy staffing carefully. We will only ask subsequent questions about the **roles for which you indicate that you have staff or vacancies**. These specific questions will ask about your full-time equivalent (FTE), headcount, FTE vacancies, and headcount vacancies. If you mistakenly do not select a role, you will be able to navigate back to this page to correct the error. Please include self-employed, regular* locum or relief staff, as well as directly employed staff. NB: If you are the owner of the pharmacy, please ensure that you include yourself in the relevant staff numbers. *By regular, we mean locums who work once a week or twice a month.

Role	YES, I have staff in this role
Pharmacists registered with the GPhC (Please include both directly employed staff, self-employed locums and reliefs)	
Pharmacists provisionally registered with the GPhC	
Pre-registration trainee pharmacists for whom this pharmacy is their normal place of work	
Pharmacy technicians ; (registered with the GPhC), including those that are also known as accuracy checking pharmacy technicians (Please include both employed, self-employed locums registered pharmacy technicians and reliefs)	
Accuracy checkers (Please do not include those that are registered pharmacy technicians)	
Pre-registration trainee pharmacy technicians enrolled upon (or completed and awaiting registration on) a GPhC recognised course. Please include apprentices. Those who have completed the course but have chosen not to register with the GPhC should be included under dispensing assistants	
Trained dispensing assistants , who have completed a course to provide NVQ level 2, BTEC level 2, City & Guilds level 2 (please also include those who have completed NVQ level 3 but have chosen not to register with the GPhC)	
Trainee dispensing assistants , enrolled on a course to provide NVQ level 2, BTEC level 2, City & Guilds level 2	
Trained medicines counter assistants (MCA), also known as Health Care Assistants (HCAs) in some organisations	
Trainee medicines counter assistants , also known as Trainee Health Care Assistants (HCAs) in some organisations. Enrolled on a GPhC accredited course (Please include apprentices)	
Pharmacy delivery drivers	



Vacancies

Please indicate by ticking a box whether you have vacancies in any of the staff roles. Please include self-employed locum vacancies, 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.

Role	YES, I have vacancies in this role
Pharmacists registered with the GPhC (Please include both directly employed staff, self-employed locums and reliefs)	
Pharmacy technicians; (registered with the GPhC), including those that are also known as accuracy checking technicians. (Please include both employed, self-employed locums registered pharmacy technicians and reliefs)	
Accuracy checkers (Please do not include those that are registered pharmacy technicians)	
Trained dispensing assistants , who have completed a course to provide NVQ level 2, BTEC level 2, City & Guilds level 2 (please also include those who have completed NVQ level 3 but have chosen not to register with the GPhC)	
Trainee dispensing assistants , enrolled on a course to provide NVQ level 2, BTEC level 2, City & Guilds level 2	
Trained medicines counter assistants (MCA) , also known as Health Care Assistants (HCAs) in some organisations	
Trainee medicines counter assistants , also known as Trainee Health Care Assistants (HCAs) in some organisations. Enrolled on a GPhC accredited course. (Please include apprentices)	
Pharmacy delivery drivers	

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

For this section please complete the form, indicating the Full-Time Equivalent (FTE) and headcount of employed pharmacists self-employed locum pharmacists, regular relief pharmacists and provisionally registered pharmacists working in each pharmacy. Please also indicate the FTE vacancies and headcount vacancies for employed pharmacists and self-employed locum pharmacists. For a definition of self-employed locum pharmacist please see the following [definition](#).

Please include pharmacists working in the pharmacy, dispensary, care home dispensing units, & 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	Total headcount vacancies
Employed pharmacists				
Self-employed locum * pharmacists				
Relief* pharmacists				
Provisionally registered pharmacists				

* Please include locum or relief pharmacists who work regularly in the pharmacy, such as once a week or twice a month

Independent prescribing

Please indicate whether any of the pharmacists 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 doing any prescribing* at the pharmacy. Please note that this could include private prescribing. Please do not indicate YES if the prescriber has a contract with an external organisation to prescribe there (e.g. works in general practice).

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

Section 2: Pre-registration trainee pharmacists

Please indicate the FTE and headcount for pre-registration trainee pharmacist 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 refers to a programme with a training rotation of 12 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
Pre-registration trainee pharmacists			<input type="radio"/> Yes <input type="radio"/> No

Section 2: Pre-registration trainee pharmacists (cont.)

In addition, Health Education England may be able to target support for pre-registration pharmacist tutors. In order to do this, please indicate if your organisation is willing for the pharmacy to be identified as employing a pre-registration trainee pharmacist by selecting YES or NO.

Please tick a box below to show whether you do or do not want your pharmacy to be identified as a pharmacy employing a pre-registration trainee pharmacist.

Yes – I am willing for this pharmacy to be identified as employing a pre-registration trainee pharmacist

No – I do not want this pharmacy to be identified as employing a pre-registration trainee pharmacist

Section 3: Pharmacy technicians (registered with the GPhC)

Please indicate the FTE and headcount for the following roles: employed pharmacy technicians; self-employed locum pharmacy technicians; regular relief pharmacy technicians and pharmacy technician role (with accuracy checking). Please indicate the FTE vacancies and headcount vacancies for employed pharmacy technicians and self-employed locum pharmacy technicians. **Please include here those that are also referred to as accuracy checking pharmacy technicians.**

Role	Total FTE	Total headcount	Total FTE vacancies	Total headcount vacancies
Employed pharmacy technicians				
Self-employed locum* pharmacy technicians				
Relief* pharmacy technicians				
Pharmacy technician role with accuracy checking				

* Please include locum or relief pharmacy technicians who work regularly in the pharmacy, such as once a week or twice a month.

Section 4: Accuracy checkers

Please indicate the FTE and headcount and FTE vacancies and headcount vacancies for accuracy checkers. Please **do not include** those that are registered pharmacy technicians. These should be included in section 3 above.

Role	Total FTE	Total headcount	Total FTE vacancies	Total headcount vacancies
Accuracy checker				

Section 5: 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 upon (or completed and awaiting registration) a GPhC recognised course. Those who have completed the course but have chosen not to register with GPhC should be included under dispensing assistants. **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.**

Role	Total FTE	Total headcount
Pre-registration trainee pharmacy technicians		

Section 6: Trained dispensing assistants

Please indicate the FTE and headcount and FTE vacancies and headcount vacancies for trained dispensing assistants. This category includes those who have completed NVQ level 3 (but not GPhC registered), NVQ Level 2, BTEC level 2, City & Guilds level 2.

Role	Total FTE	Total headcount	Total FTE vacancies	Total headcount vacancies
Trained dispensing assistants				

In addition, please indicate whether any of the trained dispensing assistants are undertaking training to become a registered pharmacy technician (FTE and headcount)

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

Section 7: Trainee dispensing assistants

Please indicate the FTE and headcount and FTE vacancies and headcount vacancies for trainee dispensing assistants. This category includes those who are enrolled on a course to provide NVQ level 2, BTEC level 2, City & Guilds level 2. **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	Total headcount vacancies
Trainee dispensing assistants				

Section 8: Trained medicines counter assistants (MCA)

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

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

In addition please indicate whether any of the trained medicines counter assistants (MCAs) are undertaking training to become a registered pharmacy technician. Please indicate the FTE and headcount.

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

Section 9: Trainee medicines counter assistants

Please indicate the FTE and headcount and FTE vacancies and headcount vacancies for trainee medicines counter assistants (also known as trainee Health Care Assistants (HCAs) in some organisations). This category includes those who are enrolled on a GPhC accredited 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	Total headcount vacancies
Trainee medicines counter assistants				

Section 10: Pharmacy delivery drivers

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

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

Difficulty of filling vacancies

This questions is interested in understanding which types of staff vacancies are difficult to fill. For each staff role, please indicate by ticking the appropriate box how easy or difficult it is to fill a vacancy for that role. If you are unsure or a particular role is not applicable to your pharmacy, please tick the appropriate box.

Vacancy	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know	Not applicable
Pharmacists							
Pharmacy technicians							
Accuracy checkers							
Trained dispensing assistants							
Trainee dispensing assistants							
Trained medicines counter assistants (MCA)							
Trainee medicines counter assistants							
Pharmacy delivery drivers							

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, you can leave the data entry field blank.

Role	FTE of staff working in other settings
Care home	
General practice/primary care network	
Health and justice pharmacy	
Hospital pharmacy outpatients	
Hospice	
COVID 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. If you have a different definition for FTE for your pharmacist staff, please indicate here.

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.

Role	Male	Female	Prefer not to say/not known
Pharmacists registered with the GPhC (owners, employees, locums and reliefs)			
Pharmacists provisionally registered with the GPhC			
Pre-registration trainee pharmacists			
Pharmacy technicians registered with the GPhC			
Accuracy checkers			
Pre-registration trainee pharmacy technicians			
Trained dispensing assistants			
Trainee dispensing assistants			
Trained medicines counter assistants			
Trainee medicines counter assistants			
Delivery Drivers			

Age group	Pharmacists registered with the GPhC (owners, employees, locums and reliefs)	Pharmacists provisionally registered with the GPhC	Pre-registration trainee pharmacists	Pharmacy technicians registered with the GPhC	Accuracy checkers	Pre-registration trainee 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 registered with the GPhC (owners, employees, locums and reliefs)	Pharmacists provisionally registered with the GPhC	Pre-registration trainee pharmacists	Pharmacy technicians registered with the GPhC	Accuracy checkers	Pre-registration trainee 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											

Health Education England

Ethnic group	Pharmacists registered with the GPhC (owners, employees, locums and reliefs)	Pharmacists provisionally registered with the GPhC	Pre-registration trainee pharmacists	Pharmacy technicians registered with the GPhC	Accuracy checkers	Pre-registration trainee pharmacy technicians	Trained dispensing assistants	Trainee dispensing assistants	Trained medicines counter assistants	Trainee medicines counter assistants	Delivery Drivers
Black or Black British – Caribbean											
Any other Black background											
Chinese											
Mixed White and Asian											
Mixed White and Black Caribbean											
Mixed White and Black African											
Any other mixed background											



Health Education England

Ethnic group	Pharmacists registered with the GPhC (owners, employees, locums and reliefs)	Pharmacists provisionally registered with the GPhC	Pre-registration trainee pharmacists	Pharmacy technicians registered with the GPhC	Accuracy checkers	Pre-registration trainee pharmacy technicians	Trained dispensing assistants	Trainee dispensing assistants	Trained medicines counter assistants	Trainee medicines counter assistants	Delivery Drivers
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

Role	Yes, has a disability	No disability	Prefer not to say / Not known if staff member has a disability
Pharmacists registered with the GPhC (owners, employees, locums, reliefs)			
Pharmacists provisionally registered with the GPhC			
Pre-registration trainee pharmacists			
Pharmacy technicians registered with the GPhC			
Accuracy checkers			
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 CPWS2021-queries@manchester.ac.uk