

Community pharmacy: organisational characteristics survey

IMPORTANT – PLEASE READ

This is a National Institute of Health Research (NIHR) funded survey of community pharmacies. We are interested in finding out which characteristics of community pharmacy organisations help to maximise their clinical productivity. The findings will be important, both to community pharmacies and NHS commissioners, in developing community pharmacy services.

We are asking community pharmacies in your area to complete this questionnaire. It should only take you about 15 minutes to complete.

Everything you say in this questionnaire will remain strictly confidential.

- *There is an ID number associated with each questionnaire – this is necessary so that we can link your responses to the community pharmacy activity data we will obtain from the NHS Business Services Authority (BSA) and socio-demographic data (e.g. from the National Census). It will also help us to target survey reminders only to pharmacies that have not yet responded.*
- *Once linked, all identifiers will be removed and data will be stored, analysed and reported anonymously.*
- *After your responses have been entered onto a computer database, the questionnaire will be securely stored in accordance with data protection regulations and destroyed after five years.*

By completing and returning this questionnaire, you are agreeing to our use of activity data relating to your pharmacy, as described above, for research purposes only. It will not be shared with any third party and no single pharmacy or pharmacy chain will be identified in any report arising from this research study.

PLEASE RETURN TO:

Dr Sally Jacobs

**FREEPOST [REDACTED], THE UNIVERSITY OF MANCHESTER, MANCHESTER PHARMACY SCHOOL,
STOPFORD BUILDING, 1ST FLOOR, OXFORD ROAD, MANCHESTER M13 9PT**

BACKGROUND INFORMATION

Please complete this questionnaire for one pharmacy premises only (see tear-off slip). If you are providing information for more than one pharmacy, please complete one questionnaire per premises.

1. **Your job title.** Which of the following best describes your main role at the pharmacy for which you are completing this questionnaire? (please tick ONE box only ☑)

- Pharmacy owner
- Pharmacy manager (pharmacist)
- Pharmacy manager (non-pharmacist)
- Regular employee pharmacist (non-manager)
- Locum pharmacist
- Relief pharmacist
- Second pharmacist
- Other, please state *☞* _____

2. **Type of pharmacy.** Which of the following categories describes this pharmacy? (please tick ONE box only ☑)

- Independent (< 6 stores)
- Small multiple (6-25 stores)
- Medium multiple (26-200 stores)
- Large multiple (>200 stores)
- Supermarket

3. **Geographical location.** In what type of area is your pharmacy? (please tick ONE box only ☑)

- City centre
- Large town
- Small town
- Suburb
- Village/rural

4. **Is your pharmacy situated in a ...?** (please tick ONE box only ☑)

- High street or row/parade of shops
- Shopping centre/mall/precinct
- Retail park
- Set on its own
- Co-located (within the same building) as a GP surgery, walk-in centre or health centre
- Other type of location, please state *☞* _____

5. Pharmacy characteristics

a) Has this pharmacy been open for three years or more?

- Yes
 No

b) Is this pharmacy a GPhC-approved training site for pre-registration ('pre-reg') pharmacists?

- Yes
 No

c) What type of contract does this pharmacy have? (please tick ONE box only)

- Standard (40 hour) contract
 100 hour pharmacy
 Essential Small Pharmacy (i.e. providing services under an ESP local pharmaceutical services (LPS) contract)
 Other type of Local Pharmaceutical Services (LPS) pharmacy
 Distance selling pharmacy (e.g. online/warehouse pharmacy)

d) Is this pharmacy a Healthy Living Pharmacy (accredited or working towards accreditation)?

- Yes
 No

6. Opening hours. Please use the table below to indicate the usual opening hours of this pharmacy. ✍

	Opens	Lunchtime closure times (if applicable)	Closes
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

STAFFING

7. Who works in this pharmacy?

Please use the table below to indicate (i) the total number of staff working in the pharmacy and (ii) the number of staff in each category who work in this pharmacy on a typical day. Please count each person once only and use the box most appropriate for their role. (Please insert number in each box, including yourself and any locums where appropriate). ✍

	(i) Total number	(ii) Typical day
Pharmacists		
Registered pharmacy technicians		
Accuracy checking technicians (ACTs)		
Dispensing/Pharmacy assistants		
Healthcare/Medicines counter assistants		
Pre-registration ('pre-reg') trainee pharmacists		
Other, please specify _____		
TOTAL <i>(This should be the sum of all of the people above)</i>		

8. Use of locums.

a) In the past three months, how often have you used locum pharmacists in this pharmacy? (Please tick one box only)

- Regularly (e.g. on a daily/weekly basis)
- Occasionally (e.g. to cover holidays/sickness/training, etc.)
- Rarely (e.g. only once/twice)
- Never

b) In the past three months, how many different locum pharmacists have worked at this pharmacy?

Total number of different locum pharmacists used _____

9. Is the manager of this pharmacy a pharmacist?

- Yes
- No

10. Who has line management responsibility for the main pharmacist in this pharmacy?

- No-one (s/he is self-employed)
- A pharmacist
- A non-pharmacist

11. Changes in staffing levels. Have this pharmacy's staffing levels or skill mix changed over the past 12 months?

- Yes – please go to question 12.
 No – please go to question 13.

12. Changes in staffing levels. Please use the table below to indicate where the overall number of staff in each category has increased or decreased. (Please tick to indicate (i) an increase, (ii) a decrease or (iii) no change in staffing levels as appropriate)

	(i) Staffing levels have increased	(ii) Staffing levels have decreased	(iii) No change
Pharmacists			
Registered pharmacy technicians			
Accuracy checking technicians (ACTs)			
Dispensing/Pharmacy assistants			
Healthcare/Medicines counter assistants			
Pre-registration ("pre-reg") trainee pharmacists			
Other, please specify _____			

13. Working patterns. Which of the following most closely describes the usual working pattern of the main pharmacist in this pharmacy? Please include work outside usual pharmacy opening hours, for example, doing paperwork. (Please tick ONE box only)

- Standard hours only (between 8am-6pm)
 Standard hours only (with some on-call)
 Extended working hours (regularly starting before 8am and/or finishing later than 6pm)
 Shifts
 No usual pattern

16. Patient safety. Please indicate your agreement or disagreement with the following statements about this community pharmacy. *(Please mark your answer by placing a tick in the circle)*

Thinking about this pharmacy ...	Strongly Disagree ▼	Disagree ▼	Neither ▼	Agree ▼	Strongly Agree ▼
1. All staff are constantly assessing risks and looking for improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Staff work in "crisis mode" trying to do too much, too quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. When an incident is reported, it feels like the person is being reported, not the problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The pharmacy manager/owner seriously considers staff suggestions for improving patient safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. It is just by luck that more serious mistakes don't happen in the pharmacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. All staff have education and training in safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Staff will freely speak up if they see something that may negatively affect patient care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. There is a blame culture, so staff are reluctant to report incidents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The pharmacy learns and shares information about safety incidents with staff and other pharmacies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Staff work longer hours than is sensible for patient care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. The culture is one of continuous improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff feel that their mistakes are held against them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff routinely discuss ways to prevent incidents from happening again	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. "Lip service" is paid to patient safety until an actual safety incident occurs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff are seen as already trained to do their job, so why would they need more training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. The effectiveness of any changes made following an incident are evaluated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Investigations aim to learn from incidents and communicate the findings widely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. There are enough staff to handle the workload	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Investigations aim to assign blame to individuals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. The team has a shared understanding and vision about safety issues; everyone is equally valued and feels free to contribute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Staff are routinely informed about incidents that happen in the pharmacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Following an incident, there is a real commitment to change throughout the pharmacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Training in safety has a low priority and is seen as irritating, time consuming and costly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Investigations are seen as learning opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PHARMACIST/GP INTEGRATION

We would now like you to think about your nearest GP surgery, the GP surgery from which you receive most prescriptions or the GP surgery with which you have the closest working relationship.

17. If you are unable to identify a GP surgery meeting these criteria, please tick this box You have now completed the questionnaire. Thank you.

OR, if you are able to identify a GP surgery meeting these criteria, please answer the following questions:

18. Has anyone from this pharmacy had any face-to-face contact with a representative from this surgery in the last 12 months? (please tick ONE box only)

- No – please go to question 21
- Yes, once in 12 months – please go to question 19
- Yes, more than once in 12 months – please go to question 19

19. If yes (to Q18), who was this face-to-face contact with? (please tick all that apply , thinking of all occasions when there has been face-to-face contact)

- Practice manager
- Practice receptionist
- GP
- Practice nurse
- Practice pharmacist
- Other, please state *☞* _____

20. If yes (to Q18), what was the nature of this meeting/these meetings? (please tick all that apply , thinking of all occasions when there has been face-to-face contact)

- Attendance at a practice meeting
- To discuss collaboration opportunities
- To resolve a communication or procedural problem
- To raise awareness of the services offered by the pharmacy
- To discuss a patient's medication, condition or well-being
- To resolve a query about a patient's prescription
- Other, please state *☞* _____

21. All things considered, how would you describe this pharmacy's relationship with this surgery? (please tick ONE box only)

- Very good
- Good
- Satisfactory
- Poor
- No relationship formed

THANK YOU FOR COMPLETING THE QUESTIONNAIRE. PLEASE RETURN TO:

Dr Sally Jacobs

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