



**Analysis of trainee  
dissatisfaction -  
2013-2014  
pre-registration  
trainee pharmacists**

**Summary of findings  
January 2017**

# Analysis of trainee dissatisfaction- 2013-2014 pre-registration trainee pharmacists

## Background and introduction

For the last three years we have been conducting surveys to better understand trainee and tutor perceptions of pre-registration training. The surveys conducted were targeted at pre-registration trainee pharmacists, pre-registration pharmacist tutors and pre-registration trainee pharmacy technicians. After the surveys of pre-registration trainee pharmacists we commissioned further analyses of the trainees who identified themselves as being dissatisfied with the overall quality of their training. This document discusses the second of the two analyses.

Our first pre-registration trainee pharmacist survey covered the 2012-2013 training year and as a result of the findings we commissioned an analysis of the 'dissatisfied' trainees in that survey. The first survey was followed by a second, covering the 2013-2014 training year and, again, we commissioned an analysis of the 'dissatisfied' trainees. We are releasing that analysis now.

The surveys were developed and run by the University of Bradford and Information by Design and Information by Design undertook the dissatisfaction analyses.

We expect the results of this analysis to be of interest to pharmacists, pre-registration pharmacist tutors and trainees, pharmacy representative bodies, pharmacy educational providers, the departments of health, the NHSs and other employers.

## Summary of findings

In 2013-2014 most pre-registration trainee pharmacists were satisfied with the overall quality of their training with 78 per cent rating the overall quality of their training year as good or very good. However, 11 per cent of trainees rated the overall quality of their training year as poor or very poor.

The analysis of the 2013-14 data found there were significant differences between satisfied and dissatisfied trainees based on age, ethnic group, training sector and region. This mirrors the findings of the analysis of the 2012-13 dissatisfied pharmacist trainees. Trainees who were over 30 years of age, from a non-white ethnic group, who trained in community pharmacy or who trained in London, were all more likely to be dissatisfied with their training. There was no significant difference between those who trained in large, medium and independent community pharmacies.

Trainees who had an unplanned change in tutoring arrangement were also more likely to be dissatisfied, with 26 per cent of dissatisfied trainees experiencing an unplanned change in tutor in comparison to 13 per cent of trainees who were satisfied with their training experience.

While 73 per cent of satisfied trainees rated the quality of the support as excellent or good, only five per cent of dissatisfied trainees did so. Additionally, dissatisfied trainees were significantly less likely to rate their educational supervision positively, with only two per cent rating it as excellent or good in comparison to 68 per cent of satisfied trainees.

Regarding support, dissatisfied trainees were less likely to agree that they were supported in challenging situations, with only 17 per cent of dissatisfied trainees agreeing in comparison to 81 per cent of satisfied

trainees. Additionally there was a large difference between whether satisfied or dissatisfied trainees agreed with the statement “I was provided with constructive feedback to aid my development”. Only 20 per cent of dissatisfied trainees agreed with this statement compared to 83 per cent of satisfied trainees.

In comparing both the analyses undertaken of 2012/13 and 2013/14 trainee dissatisfaction, the gap has widened between satisfied and dissatisfied trainees in some respects. This was particularly around whether they agreed that targets were set for them during the training year, whether the training year enabled them to fully cover the assessment syllabus and whether it enabled them to fully prepare for the registration assessment.

## Points for consideration

Now that we have undertaken dissatisfaction analyses for two cohorts of pre-registration trainee pharmacists, we are in a position to highlight some similarities and differences in the views of the two groups. We have identified three issues:

1. Demographics;
2. Educational supervision and support; and
3. Unplanned changes.

### Demographics

This second analysis of pre-registration trainee pharmacist dissatisfaction confirms that demographics are a factor in trainee dissatisfaction. 20 per cent of trainees over 30 were dissatisfied with their training compared with nine per cent of those under 30. For trainees under 30 years of age, ethnicity also became a factor with 12 per cent of trainees from the Asian or other group rating the quality of their training as poor or very poor in comparison to four per cent of white trainees.

### Educational supervision and support

Dissatisfied trainees were considerably less satisfied with the quality of support and educational supervision they received during the training year compared to the dissatisfied trainees in 2012-2013 (the first dissatisfied cohort analysed).

### Unplanned changes

The analyses of trainee dissatisfaction identified that dissatisfied pre-registration trainee pharmacists are more likely to have had an unplanned change in tutor during their training year. Unplanned changes have also been shown to have an impact on the experience of pre-registration pharmacist tutors. Tutors who had an unplanned change in their tutoring arrangements, were more likely to rate the quality of support they received from their organisation as poor or very poor.

## Our survey work

### What we have done so far

Over the last three years we have surveyed the following three groups:

- Pre-registration trainee pharmacists (twice);
- Pre-registration trainee pharmacy technicians (once); and
- Pre-registration pharmacist tutors (twice).

In addition to this we have commissioned two analyses of the pre-registration trainee pharmacists who identified themselves as being 'dissatisfied' with aspects of their pre-registration training.

The data we have gathered has contributed to us developing a far richer picture of pre-registration training and it will feed in to our development of revised initial education and training standards for both pharmacists and pharmacy technicians in 2016-2017.

We will issue a summary analysis of all the survey and analysis findings in 2017.

This initial cycle of survey work has now come to an end and we will pause for a while before considering how best to undertake survey work in the future.

### Next steps

The data we have gathered from our surveys and analyses has enabled us to begin to develop a far richer picture of pre-registration training for both registrant groups but we know that there is further work to be done. Our analysis of this research will feed into our policy development and further engagement with our stakeholders about pre-registration training and initial education and training standards.

Revising our initial education standards, including those for pre-registration training, is a key priority for us and is one means by which we can ensure that members of the pharmacy team are equipped to work flexibly alongside other health and care professionals to respond with confidence to the changing needs of people and populations needing care. By doing this, the best use is made of the knowledge, attitudes and behaviours of every member of the team to deliver pharmacy services and improve them. Further work will be undertaken in these areas in 2017-2018.