



Survey of registered pharmacy professionals 2019

Comparison with 2013 Survey Report

**General
Pharmaceutical
Council**

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How to read the report

Figures

This report contains tables and charts. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%, apart from where response rates which are shown to one decimal place
- A response of between 0% and 0.4% will be shown as <0.5%; where ‘-’ is shown this signifies that no respondents fell into a category.

Sampling tolerances

As the survey was completed by a sample of registrants, all results are subject to sampling tolerances. Based on a total population of 79,770 registrants on the GPhC register in 2019, and a response of 18,394 to this year’s survey, when interpreting the results to a survey question which all registrant respondents answered, if 50% responded with a particular answer then there is a 95% chance that this result would not vary by more than +/- 0.6 percentage points (49.4% to 50.6%) had the result been obtained from the entire registrant population.

Comparisons

Comparisons are made in this report between results from the Survey of registered pharmacy professionals 2019 conducted for the GPhC by Enventure Research and a similar survey that was conducted in 2013 by NatCen, where questions were the same or similar. Comparisons between the proportions of registrants who selected particular response options for a given question have been made across survey years where possible. Note that data for 2013 was taken from figures reported in the 2013 report written by NatCen, as the dataset was unavailable. It should be noted that for some questions, the question wording and/or response options are different between the surveys meaning comparisons may be indicative only. This is noted throughout the report where applicable. Where a response option has been included in one survey and not the other, this is marked ‘N/A’.

Weighting

As the 2019 survey was sent out to all GPhC registrants, and only a sample responded to the survey, rim weights have been applied to the returned data to ensure that certain subgroups are not over or under represented and that the data is as close to the demographic profile of GPhC registrants as possible in terms of sex, age and race/ethnicity. Rim-weighting uses a mathematical algorithm to provide an even distribution of results across the dataset while balancing age, sex and race/ethnicity categories to pre-determined totals, based on population statistics provided by the GPhC. It weights the specified characteristics simultaneously and disturbs each variable in the dataset as little as possible. All survey results presented within this report are based on the weighted data (unless otherwise stated).

In 2013, the survey data was weighted for non-response for categories of respondents.

Terms in the report

Various terms are commonly found in the report. These are defined in the Glossary at the end of the report.

1. About the research

1.1 Background

The General Pharmaceutical Council (GPhC) is the independent regulator for pharmacists, pharmacy technicians and pharmacy premises in Great Britain. Its role is to protect, promote and maintain the health, safety and wellbeing of the public by upholding standards and public trust in pharmacy. The GPhC approves qualifications and accredits education and training providers, sets and promotes standards, maintains professional registers, and deals fairly and proportionately with complaints and concerns.

In 2013 a major survey of GPhC registrants was undertaken to improve the GPhC's understanding of pharmacy professionals' work, training, professional practice and future work plans. Since 2013 the roles of pharmacy professionals have evolved significantly and there have been many developments in the sector. The GPhC therefore required up-to-date insight into pharmacy professionals' workplace settings, employment, practice, training and future plans to provide an overall snapshot of current pharmacy practice and to understand differences compared with 2013.

This report details the comparisons between the 2019 and 2013 surveys and supplements the main report for the 2019 survey.

1.2 Research aims and objectives

Enventure Research, an independent research agency, was commissioned to deliver a survey which aimed to collect information on pharmacy professionals' training, work, professional practice, job satisfaction and future work plans.

Within this overall aim, the key objectives of this research were to:

- Undertake a census of all GPhC registrants
- Achieve a returned sample that is representative of the GPhC register in terms of roles, location, sex, age, and race/ethnicity
- Identify information about current practice, such as location, workplace settings, job satisfaction, work-life balance, roles and responsibilities
- Collect information about qualifications and training
- Understand registrants' future work plans
- Compare survey results with 2013 to highlight differences and trends.

1.3 Methodology and survey design

For the 2019 survey a questionnaire was designed by Enventure Research and the GPhC which took respondents approximately 15 minutes to complete. The GPhC provided Enventure Research with a questionnaire that was based on the 2013 survey to allow for comparisons to be made and that had been updated to reflect current pharmacy practice. Enventure Research reviewed the updated questionnaire, conducted the pilot and provided advice on the design of new questions. The questionnaire was designed so that it could be completed by all registrant groups, with routing used to ensure that relevant questions were asked to each respondent.

The 2019 survey was hosted online and personalised email invitations to participate in the survey were sent to all pharmacy professionals on the GPhC register in June 2019, with targeted reminder emails sent to those who had not responded to the survey to maximise the response rate. An open link to the online survey was also widely promoted by the GPhC on its website, using social media feeds, via employer networks and using newsletters and other publications.

For the 2013 survey, data was collected using a combination of online and postal data collection methodologies. As a postal methodology was used, there were some missing responses in the 2013 data, where respondents had not answered questions that were applicable to them. In 2013 survey invitations were sent to a sample of pharmacy professionals living in Great Britain, rather than all pharmacy professionals on the GPhC register as was the approach undertaken this year. These differences in methodology should be kept in mind when comparing results from the 2013 and 2019 surveys.

In the 2019 survey 18,394 responses were received. By comparison, 29,068 responses were received to the 2013 survey.

1.4 Response rates

In total, 79,770 GPhC registrants were eligible to take part in the survey in 2019 and 18,394 registrants completed the survey, an overall response rate of 23.1%. In 2013 an overall response rate of 56.4% was achieved.

The response rate varied by registrant type by year. The response rate this year was 22.0% for pharmacists, 25.6% for pharmacy technicians and 26.9% for prescribers. Response rates were higher for each registrant type in 2013, as shown in **Figure 1**.

Response rates are based on the raw numbers of registrants responding to the survey (unweighted data). When comparing response rates, it should be noted that the 2013 survey was sent to a sample of registrants and was not a census of all registrants like the 2019 survey.

Figure 1 – Response rate by registrant type and survey year

Year	Pharmacists	Pharmacy technicians	Prescribers
2019	22.0%	25.6%	26.9%
2013	51.3%	62.6%	61.7%

Response numbers for the surveys are shown in **Figure 2**.

Figure 2 – Response numbers by registrant type and survey year

Year	Pharmacists	Pharmacy technicians	Prescribers
2019	12,368	6,026	2,260
2013	14,874	13,515	1,823 ¹

¹ In 2013 1,144 prescribers answered the full survey and 679 answered a shortened version of the survey. The 1,144 prescribers that answered the full survey have been included within the figures for pharmacists in this report.

1.5 Key findings

Key findings from the comparisons between the 2019 survey and the survey conducted in 2013 are summarised below.

Pharmacists' and pharmacy technicians' working status is similar in both surveys

In 2019 88% of pharmacists said they were working in a pharmacy role, 3% were working in non-pharmacy role and 3% were temporarily away from work. This was similar to the 2013 survey where 90% were working in a pharmacy role, 3% in a non-pharmacy role and 4% were temporarily away from work.

Amongst pharmacy technicians, 94% worked in a pharmacy role in 2019 (95% in 2013), 2% in a non-pharmacy role (1% in 2013) and 3% were temporarily away from work in both surveys.

The number of pharmacy jobs reported is broadly similar in both surveys

In both surveys the majority of pharmacists and pharmacy technicians had only one pharmacy job. In 2019 this was 77% of pharmacists and 93% of pharmacy technicians and in 2013 it was 81% of pharmacists and 95% of pharmacy technicians. One in nine pharmacists held two jobs in 2019 (11%), which was similar to 2013 (10%) and 4% of pharmacy technicians had two, again similar to 2013 (3%).

Slight changes to job titles in main jobs, with increases in the proportions of 'Pharmacists' and 'Accuracy Checking Pharmacy Technicians'

This year the most common job title amongst pharmacists in their main jobs was 'Pharmacist' (35%), whereas in 2013 the most common was 'Pharmacist Manager / Pharmacy Manager' (25%) and 'Pharmacist' was second most common (21%). This year 22% said they were a 'Pharmacist Manager'. However, it should be noted that in 2013 the question was asked open-ended and responses were coded by a team of coders. This year registrants were provided with a list of options and asked to choose their job titles.

Amongst pharmacy technicians the most common job title for main jobs was 'Pharmacy Technician' (44%) and this was also the most common in 2013 (40%). However, there has been an increase in the proportion of 'Accuracy Checking Pharmacy Technicians' from 19% in 2013 to 38% this year.

Small differences in main job workplace settings, with a larger proportion of pharmacists now working in primary care in their main job and a smaller proportion of pharmacy technicians working in large multiples

This year 36% of pharmacists said they worked for a large multiple pharmacy chain with over 100 pharmacies in their main job, which is similar to 2013 (40%). In 2019 almost a quarter (22%) worked for an independent pharmacy of between one and five pharmacies and in 2013 21% worked for a community pharmacy with four or fewer stores. However, it should be noted that these differences are indicative only as the question wording varied between the surveys. In 2013 23% worked in a hospital pharmacy and 20% did this year. However, a larger difference was seen in the proportion of pharmacists working in primary care in their main job, which increased from 6% in 2013 to 11% in 2019.

A larger proportion of pharmacy technicians worked for a large multiple in 2013 (33%) than this year (24%), but again the wording of the question and responses varied slightly. The proportion of pharmacy technicians working in independent pharmacy was similar in both years (12% in 2019 and 11% in 2013). The same proportion of pharmacy technicians worked

in a hospital setting this year as in 2013 (both 39%) and similar proportions worked in primary care in both surveys (9% in 2019 and 6% in 2013).

Registrants are working more hours a week on average across all pharmacy jobs

In a typical week, pharmacists on average reported working more hours across all pharmacy jobs this year (around 38 hours) than in 2013 (around 36 hours). Pharmacy technicians also reported working more hours on average in a typical week across all pharmacy jobs (around 34 hours in 2019 compared with around 33 hours in 2013).

Larger proportions of pharmacists and pharmacy technicians are working full-time in their main jobs

Three quarters of pharmacy technicians worked full-time (30 hours or more) in their main job this year (75%), which was higher than in 2013 (70%). The difference in the proportion of pharmacists who worked full-time in their main job in 2019 (77%) and in 2013 (73%) was similar, but slightly less pronounced.

There was little difference in registrants' employment status between the two surveys, with similar proportions of pharmacists and pharmacy technicians reporting they were employees, locums and business owners

In 2019 and 2013 similar proportions of pharmacists said they were employees (76% in 2019 and 74% in 2013), business owners (6% in 2019 and 8% in 2013) and locums, self-employed, freelancers or contractors (17% in 2019 and 18% in 2013). The proportions of pharmacy technicians who were employees (97% in 2019 and 98% in 2013) and locums, self-employed, freelancers or contractors (3% in 2019 and 2% in 2013) were also similar in both surveys.

Smaller proportions of registrants are patient facing all or most of the time in their main job and pharmacy technicians are now more likely to not be patient facing

A smaller proportion of pharmacists said they were patient facing all or most of the time this year (70%) compared with 2013 (75%). The proportion of pharmacy technicians who were always patient facing all or most of the time has also decreased from 64% in 2013 to 53% this year. The proportion of pharmacy technicians who said they were rarely or never patient facing has increased from 9% in 2013 to 15% in 2013.

Similar main responsibilities in main jobs were listed in both surveys

The four most common main responsibilities in main jobs were the same in both surveys for pharmacists, although they were chosen by smaller proportions in the 2019 survey than in the 2013 survey. Amongst pharmacists' main responsibilities in their main job, 'providing advice and information to patients and carers' was most common this year and in 2013, although it was specified by a larger proportion in 2013 (70% in 2013 and 61% in 2019). 'Supplying medicines and medical devices' was the second most common in both survey years, but again the proportion who said it was one of their main responsibilities has decreased from 63% in 2013 to 51% in 2019.

Amongst pharmacy technicians the most common main responsibility in main jobs was the same in 2013 and 2019 – 'supplying medicines and medical devices'. However, the proportion who selected this has fallen from 71% in 2013 to 61% this year. 'Providing advice and information to patients and carers' was the second most common main responsibility for pharmacy technicians in both surveys, but again this has fallen from 55% to 44% this year.

A slightly larger proportion of pharmacists had a second job this, whilst the proportion of pharmacy technicians with second jobs remains low

One in seven pharmacists reported they had a second job in 2019 (14%) and 10% reported the same in 2013. Only 4% of pharmacy technicians reported having a second job in 2019, which is similar to 2013 (2%).

Pharmacists' second jobs were most commonly in community settings, but were more commonly in independent pharmacy in 2019

In both surveys pharmacists' second jobs were most commonly in community settings. In 2013 this was most likely to be in a large multiple community pharmacy (33%), but in 2019 this was most commonly in independent pharmacy (29%). The proportion who worked in a large multiple chain in their second job has decreased from 33% in 2013 to 26% in 2019.

Small proportions had third jobs in both surveys

Small proportions of pharmacists reported having a third job in 2019 (3%) and in 2013 (2%). Less than 0.5% of pharmacy technicians held a third job in both surveys.

Settings worked in by pharmacy technicians in second jobs were broadly similar in both surveys

Similar proportions of pharmacy technicians worked in all three community pharmacy types. Similar proportions also worked in primary care in both surveys (10% in 2019 and 11% in 2013) and a similar proportion in hospital pharmacy (24% in 2019 and 28% in 2013).

The proportions of pharmacists and pharmacy technicians that have non-pharmacy jobs are similar in both surveys, but pharmacy technicians are working more hours in non-pharmacy jobs

In 2019 7% of pharmacists and 5% of pharmacy technicians held non-pharmacy jobs, which was similar to 2013 (5% and 3% respectively).

The mean number of hours pharmacy technicians worked in non-pharmacy jobs in a typical week has increased from around 21 hours in 2013 to around 26 hours in 2019. For pharmacists, however, the mean number of hours worked in non-pharmacy jobs is consistent between the two surveys (around 25 hours in both years).

Larger proportions of prescribers had practised as a prescriber since their annotation and in the last 12 months

Eight in ten prescribers said this year that they had practised as a prescriber since their annotation on the register (80%), which was higher than in 2013 (74%). The proportion of these who had prescribed in the previous 12 months was also larger this year (88%) than in 2013 (81%).

Prescribers are now more likely to prescribe in primary care and less likely to prescribe in a hospital setting

This year 45% said they had prescribed in a hospital setting, which was lower than in 2013 (61%). However, the proportion who had prescribed in a primary care setting has increased from 30% in 2013 to 48% in this year's survey.

Prescribers are now more likely to see larger volumes of patients than they prescribed for in 2013

This year more than a fifth of prescribers said they saw more than 50 patients in a week (22%), which is substantially larger than the proportion who prescribed for 50 or more patients in 2013 (5%).

There was little difference in the proportions who had additional qualifications between the surveys, but pharmacy technicians are more likely to have additional qualifications than they were in 2013

The proportions of pharmacists who had Graduate level qualifications and Postgraduate level qualifications in 2019 (27% and 40% respectively) were similar to 2013 (24% and 37% respectively). In both surveys around half of pharmacy technicians held an Accuracy Checking Pharmacy Technician qualification (53% in 2019 and 50% in 2013) and similar proportions held a Certificate in Medicines Management (15% in 2019 and 12% in 2013). However, the proportion of pharmacy technicians who said they did not have additional qualifications has decreased from 36% in 2013 to 30% in 2019, although it should be noted that this could have been caused by the difference in response options between the surveys.

There was little difference in the proportion of registrants who intend to renew their registration

Large proportions of pharmacists and pharmacy technicians said they intended to renew their GPhC registration when it is next up for renewal this year (both 94%), similar to the 2013 survey (95% of pharmacists and 96% of pharmacy technicians).

2. Working status

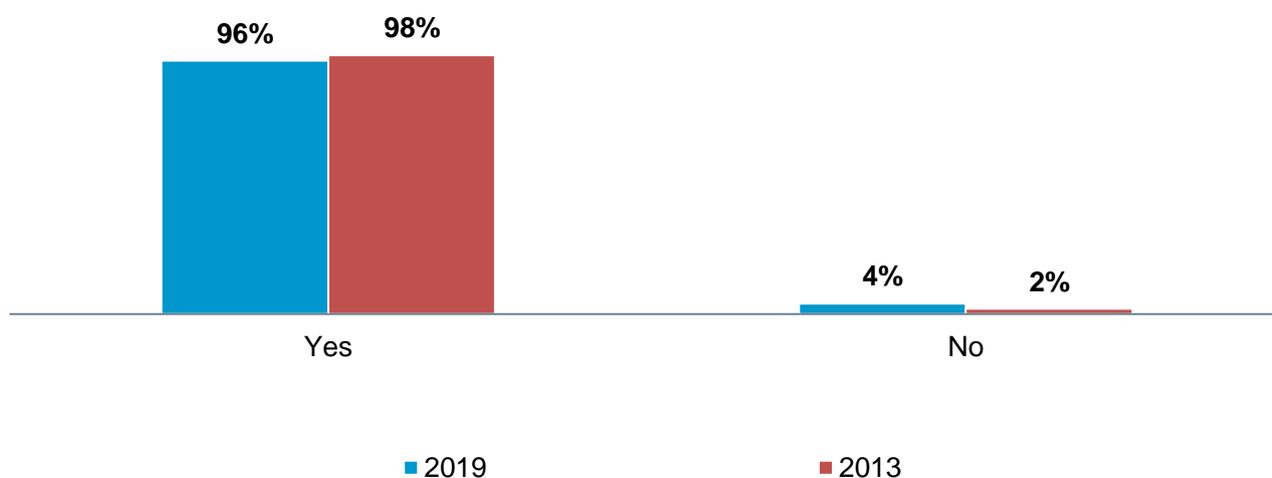
2.1 Working in pharmacy in last 12 months

Pharmacists

In both surveys the vast majority of pharmacists had worked in a pharmacy job in the last 12 months and the proportion was similar in both (96% in 2019 and 98% in 2013), as shown in **Figure 3**.

Figure 3 – Pharmacists working in a pharmacy related role in the last 12 months by survey year

Base: Pharmacists in 2019 (13,136); Pharmacists in 2013 (14,857)

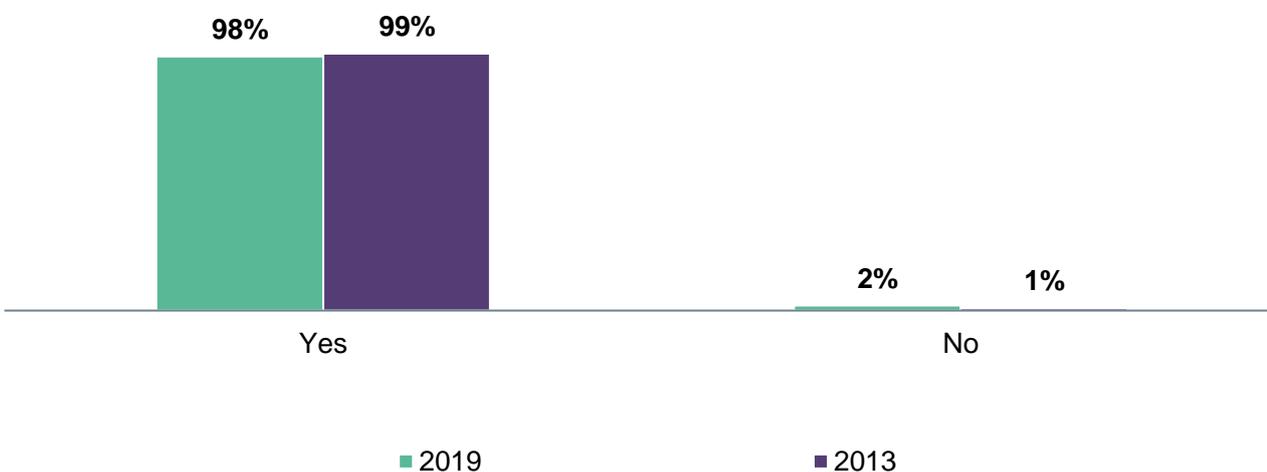


Pharmacy technicians

As shown in **Figure 4**, nearly all pharmacy technicians had worked in a pharmacy job in 2019 and 2013 (98% and 99% respectively).

Figure 4 – Pharmacy technicians working in a pharmacy related role in the last 12 months by survey year

Base: Pharmacy technicians in 2019 (5,258); Pharmacy technicians in 2013 (13,490)



2.2 Current working status

Overall

Registrants were asked their current working status and were able to select all that applied from a list of options in both surveys. The list of options varied slightly between the surveys. This year two new options were included – ‘Not employed and not looking for work (e.g. career break or full-time parent/carer)’ and ‘Working abroad/outside of Great Britain’. The response option ‘Unemployed and looking for pharmacy work’ was also changed to ‘Not employed but looking for work in Great Britain (either full-time or part-time)’. The difference in response options should be kept in mind when comparing survey results.

Pharmacists

As shown in **Figure 5**, similar proportions of pharmacists were currently working in a paid pharmacy role in both surveys (88% in 2019 and 90% in 2013). In both surveys the same proportion of pharmacists were working in non-pharmacy roles (3%) and similar proportions were temporarily away from work (3% in 2019 and 4% in 2013) and were not employed but looking for work (1% in 2019 and 2% in 2013).

Figure 5 – Pharmacists’ current working status by survey year

Base: Pharmacists in 2019 (13,136); Pharmacists in 2013 (14,858)

Working status	2019	2013
In pharmacy role	88%	90%
In non-pharmacy role	3%	3%
Temporarily away from work ²	3%	4%
In full-time education ³	<0.5%	<0.5%
Not employed but looking for work	1%	2%
Not employed and not looking for work	1%	N/A
Working abroad ⁴	3%	N/A
Other	2%	2%
Base	13,136	14,858

Pharmacy technicians

As shown in **Figure 6**, pharmacy technicians’ overall working status was very similar in 2019 and 2013. This year 94% of pharmacy technicians were in pharmacy roles and 2% were in non-pharmacy roles, very similar to 2013 (95% and 1% respectively). The same proportion were temporarily away from work (3%) and <0.5% were in full-time education and not employed but looking for work in both surveys.

² Included examples such as maternity or paternity leave, sick leave or other approved leave.

³ In the questionnaire it included the phrase ‘and intending to return to pharmacy practice in Great Britain’.

⁴ Included working outside of Great Britain.

Figure 6 – Pharmacy technicians' current working status by survey year*Base: Pharmacy technicians in 2019 (5,258); Pharmacy technicians in 2013 (13,491)*

Working status	2019	2013
In pharmacy role	94%	95%
In non-pharmacy role	2%	1%
Temporarily away from work ⁵	3%	3%
In full-time education ⁶	<0.5%	<0.5%
Not employed but looking for work	<0.5%	<0.5%
Not employed and not looking for work	<0.5%	N/A
Working abroad ⁷	<0.5%	N/A
Other	1%	1%
<i>Base</i>	<i>5,258</i>	<i>13,491</i>

⁵ Included examples such as maternity or paternity leave, sick leave or other approved leave.

⁶ In the questionnaire it included the phrase 'and intending to return to pharmacy practice in Great Britain'.

⁷ Included working outside of Great Britain.

3. Current pharmacy related jobs

3.1 Number of jobs held

Registrants were asked how many paid pharmacy related jobs they currently held in Great Britain and were able to provide details of up to three jobs. In 2019 registrants who had previously said in the survey that they were not employed, in full-time education, working abroad or only had a paid non-pharmacy related job were not asked this question and were filtered out, but were coded as having no paid pharmacy job. This question was asked to all registrants in 2013.

Pharmacists

Figure 7 summarises the number of pharmacy related jobs pharmacists had by survey year. As shown, the figures are broadly similar between survey years. This year 77% reported they had one pharmacy job, which was similar to 2013 (81%) and 11% had two jobs in 2019 which was also similar to 2013 (10%). The same proportions had three jobs (2%) and four jobs (<0.5%). Similar proportions had five or more jobs (<0.5% in 2019 and 1% in 2013). The proportion who had no jobs was also similar in 2019 (9%) and 2013 (6%).

Figure 7 – Pharmacists’ number of current pharmacy related jobs in Great Britain by survey year

Base: Pharmacists in 2019 (13,136); Pharmacists in 2013 (14,843)

Number of jobs	2019	2013
0	9%	6%
1	77%	81%
2	11%	10%
3	2%	2%
4	<0.5%	<0.5%
5 or more	<0.5%	1%
TOTAL	100%	100%
Base	13,136	14,843

Pharmacy technicians

Figure 8 summarises the number of pharmacy related jobs pharmacy technicians said they held by survey year. Again, the results between the surveys were very similar. In 2019 93% said they had one job and 95% said they did in 2013. The proportions who had no pharmacy jobs and two pharmacy jobs were similar – 3% had no pharmacy jobs in 2019 and 2% in 2013, and 4% had two in 2019 and 3% in 2013. The proportions who had three, four and five or more were all the same (<0.5%).

Figure 8 – Pharmacy technicians’ number of current pharmacy related jobs in Great Britain by survey year

Base: Pharmacy technicians in 2019 (5,258); Pharmacy technicians in 2013 (13,495)

Number of jobs	2019	2013
0	3%	2%
1	93%	95%
2	4%	3%
3	<0.5%	<0.5%

Number of jobs	2019	2013
4	<0.5%	<0.5%
5 or more	<0.5%	<0.5%
TOTAL	100%	100%
<i>Base</i>	<i>5,111</i>	<i>13,495</i>

3.2 Job titles in main job

In this year's survey registrants were asked to focus on what they considered to be their main job and identify their job title from a list that was presented to them. They were able to choose as many job titles as were applicable. In the 2013 survey the question was presented as an open-ended question and registrants' written responses were coded by a team of coders. This should be kept in mind when comparing the survey responses.

Pharmacists

Amongst pharmacists, the most common job title given for their main job in the 2019 survey was 'Pharmacist' (35%), whereas the most common in 2013 was 'Pharmacist manager / Pharmacy manager' (25%). However, the proportion that said their job title was 'Pharmacist manager / Pharmacy manager' in 2013 (25%) is similar to the proportion who said this was their job title this year (22%), and this was also this year's second most common response. The proportion who said their job title was 'Pharmacist' has increased from 21% in 2013 to 35% this year. There has also been an increase in the proportion of 'Advanced / Senior / Lead Clinical Pharmacists' since 2013 (3% to 11%), although it should be noted that 'Clinical Pharmacist' was not included as a response category in this year's survey, and that 7% of pharmacists selected this option in 2013. The proportions who were Specialist Clinical Pharmacists, Relief Pharmacists and Superintendent Pharmacists were broadly similar in both surveys. Job title comparison between 2013 and 2019 is shown in **Figure 9**. As the lists between the surveys differed, where response options were not provided in a survey this is indicated with N/A. Job titles that were selected by 2%, or more, of pharmacists in either year are shown.

Figure 9 – Pharmacists' job titles in main job by survey year

Base: Pharmacists currently working in a paid pharmacy role in Great Britain in 2019 (12,016); Pharmacists currently working in a paid pharmacy role in Great Britain in 2013 (13,470)

Job title	2019	2013
Pharmacist	35%	21%
Pharmacist Manager	22%	25%
Locum Pharmacist (community) ⁸	18%	13%
Advanced / Senior / Lead Clinical Pharmacist	11%	3%
Specialist Clinical Pharmacist	7%	7%
Relief Pharmacist	7%	5%
Superintendent Pharmacist	6%	4%
Practice Pharmacist	6%	1%
Other Pharmacist	4%	10%
Medicines Optimisation Pharmacist ⁹	4%	2%

⁸ This was defined as 'Locum Pharmacist' in the 2013 survey

⁹ This was defined as 'Medicines Management Pharmacist' in 2013

Job title	2019	2013
Training / Education / Development Pharmacist	3%	N/A
Chief Pharmacist / Director of Pharmacy ¹⁰	2%	1%
Foundation / Junior Clinical Pharmacist	2%	N/A
Academic Pharmacist / Researcher ¹¹	2%	2%
Clinical Pharmacist	N/A	7%
Base	12,016	13,470

Pharmacy technicians

For pharmacy technicians, the most common job title given for their main job was 'Pharmacy Technician' (44%) this year, which was similar to 2013 (40%) and it was also the most common response that year. The second most common this year was 'Accuracy Checking Pharmacy Technician' (38%), which was higher than in 2013 (19%). In 2019, a higher percentage also gave their job title as 'Senior Pharmacy Technician' (17% compared with 10% in 2013). The proportion who gave their job title as 'Manager / Team Leader' has also increased from 4% in 2013 to 14% in 2019. Job title comparison between 2013 and 2019 is shown in **Figure 10**. As the lists between the surveys differed, where response options were not provided in a survey this is indicated with N/A. Job titles that were selected by 2%, or more, of pharmacy technicians in either year are shown.

Figure 10 – Pharmacy technicians' job titles in main job by survey year

Base: Pharmacy Technicians currently working in a paid pharmacy role in Great Britain in 2019 (5,084); Pharmacy Technicians currently working in a paid pharmacy role in Great Britain in 2013 (12,890)

Job title	2019	2013
Pharmacy Technician	44%	40%
Accuracy Checking Pharmacy Technician ¹²	38%	19%
Senior Pharmacy Technician	17%	10%
Medicines Management / Ward-based Pharmacy Technician ¹³	15%	<0.5%
Manager / Team leader	14%	4%
Dispensing Pharmacy Technician	14%	9%
Medicines Optimisation Pharmacy Technician ¹⁴	8%	7%
Training / Education / Development Pharmacy Technician	6%	N/A
Other Pharmacy Technician	5%	5%
Sterile/non-sterile Manufacturing or Quality Assurance Pharmacy Technician ¹⁵	4%	2%
Clinical Trials Pharmacy Technician	3%	N/A
Prescribing Support Pharmacy Technician	3%	N/A
Practice Pharmacy Technician	2%	N/A
Locum Pharmacy Technician	2%	<0.5%

¹⁰ This was defined as 'Chief Pharmacist' only in 2013

¹¹ This was defined as 'Academic / Scientist' in 2013

¹² This was defined as 'ACT/ ACPT' in the 2013 survey

¹³ This was defined as 'Ward-based Technician' in the 2013 survey

¹⁴ This was defined as 'Medicines Management Technician' in 2013

¹⁵ This was defined as Aseptics/ Manufacturing in 2013

Job title	2019	2013
Clinical Pharmacy Technician	N/A	2%
Base	5,084	12,890

3.3 Settings worked in main job

Registrants were asked to identify the settings in which they worked in their main job in both surveys, choosing from a list of settings and were able to choose more than one setting if applicable. It should be noted, however, that the list of response options differed between the two surveys, as the question was updated to reflect the current pharmacy sector and current practice. In the 2019 survey a larger number of response categories were included, including a number of sub-categories for primary care and secondary care to reflect the wider diversity of settings in 2019.

Pharmacists

The proportions of pharmacists working in large multiple community pharmacy are similar between the surveys (36% in 2019 and 40% in 2013). However, the definition of 'large multiple community pharmacy' has changed between the surveys. This year it was defined as a chain of over 100 pharmacies, whereas in 2013 the definition named the ten largest pharmacy chains at the time. This year, one in five (22%) worked in an independent pharmacy or chain that comprised between one and five pharmacies. A similar proportion worked for a community pharmacy with four or fewer stores in 2013 (21%). This year 14% worked in a small to medium multiple pharmacy chain and in 2013 11% said they were working for another multiple community pharmacy.

One in five (20%) pharmacists worked in hospital pharmacy in their main job this year. This is comparable with the 2013 survey, in which 23% worked in hospital pharmacy in their main job. This year 11% worked in primary care in their main job, which was slightly higher than in 2013 (6%). Similar proportions worked in research, education or training (3% in 2019 and 2% in 2013) and in pharmaceutical industry in both surveys (2% in 2019 and 3% in 2013). The differences between the two surveys are shown in [Figure 11](#).

For the purposes of comparison between the surveys, prison pharmacy, healthcare commissioning organisation and armed forces have been grouped with 'other' responses in the 2019 results. These were not asked as separate categories in the 2013 survey.

Figure 11 – Settings of main job amongst pharmacists by survey year

Base: Pharmacists currently working in a paid pharmacy role in Great Britain in 2019 (12,016); Pharmacists currently working in a paid pharmacy role in Great Britain in 2013 (13,838)

Settings	2019	2013
Community pharmacy – independent ¹⁶	22%	21%
Community pharmacy – small to medium chain ¹⁷	14%	11%
Community pharmacy – large multiple chain ¹⁸	36%	40%
Community pharmacy – online only pharmacy	2%	N/A
Primary care – all	11%	6%

¹⁶ Defined as 4 or fewer stores in the 2013 survey

¹⁷ Compared with 'another multiple community pharmacy' from the 2013 survey

¹⁸ Defined as a chain with over 100 pharmacies in 2019, which was not specified in 2013

Settings	2019	2013
Secondary care – hospital pharmacy ¹⁹	20%	23%
Secondary care – other	3%	N/A
Research, education or training ²⁰	3%	2%
Pharmaceutical industry	2%	3%
Other	6%	3%
<i>Base</i>	<i>12,016</i>	<i>13,838</i>

Pharmacy technicians

Settings in which pharmacy technicians worked in their main job were broadly similar in both years, as shown in **Figure 12**. However, one notable difference was that a smaller proportion worked in a large multiple chain in 2019 (24%) in comparison to 2013 (33%).

The differences between the two surveys had in common are shown in **Figure 12**.

For the purposes of comparison between the surveys, prison pharmacy, healthcare commissioning organisation and armed forces have been grouped with 'other' responses in the 2019 results. These were not asked as separate categories in the 2013 survey.

Figure 12 – Settings of main job amongst pharmacy technicians by survey year

Base: Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2019 (5,084); Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2013 (13,097)

Settings	2019	2013
Community pharmacy – independent ²¹	12%	11%
Community pharmacy – small to medium chain ²²	8%	9%
Community pharmacy – large multiple chain ²³	24%	33%
Community pharmacy – online only pharmacy	1%	N/A
Primary care – all	9%	6%
Secondary care – hospital pharmacy	39%	39%
Secondary care – other	4%	N/A
Research, education or training ²⁴	2%	1%
Pharmaceutical industry	1%	1%
Other	8%	2%
<i>Base</i>	<i>5,084</i>	<i>13,097</i>

3.4 Full-time and part-time working in main job

In both surveys, registrants were asked how many hours they typically work in a week in their main job and were able to give their answer to one decimal place. From those responses, registrants were classified as working full-time if they worked 30 hours or more and as part-time if they worked fewer than 30 hours.

¹⁹ Defined as 'Hospital pharmacy (NHS or private hospital)' in 2013

²⁰ Defined as 'University, education or training provider' in 2013

²¹ Defined as 4 or fewer stores in the 2013 survey

²² Compared with 'another multiple community pharmacy' from the 2013 survey

²³ Defined as a chain with over 100 pharmacies in 2019, which was not specified in 2013

²⁴ Defined as 'Education & research' in 2013

Pharmacists

The proportion of pharmacists who worked full-time in their main job in 2019 (77%) is similar to the proportion in 2013 (73%), as is the proportion who worked part-time (23% compared with 27%), as shown in **Figure 13**.

Figure 13 – Full-time / part-time working in main job amongst pharmacists by survey year

Base: Pharmacists currently working in a paid pharmacy role in Great Britain in 2019 (12,016); Pharmacists currently working in a paid pharmacy role in Great Britain in 2013 (13,863)

Full-time / part-time in main job	2019	2013
Full-time	77%	73%
Part-time	23%	27%
TOTAL	100%	100%
<i>Base</i>	12,016	13,863

Pharmacy technicians

As shown in **Figure 14**, the proportion of pharmacy technicians who worked full-time in their main job has risen from 70% in 2013 to 75% in 2019, whilst the proportion who worked part-time has decreased from 30% to 25%.

Figure 14 – Full-time / part-time working in main job amongst pharmacy technicians by survey year

Base: Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2019 (5,084); Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2013 (13,078)

Full-time / part-time in main job	2019	2013
Full-time	75%	70%
Part-time	25%	30%
TOTAL	100%	100%
<i>Base</i>	5,084	13,078

3.5 Employment status in main job

In both surveys, registrants were asked to identify their employment status in their main job and were able to choose whether they were an employee, a business owner, a locum or a self-employed freelancer or contractor (excluding locum) this year. However, in the 2013 survey the 'locum' option and the 'self-employed / freelancer / contractor' option were combined into the same response option. For comparison, the two options in the 2019 survey have been combined for the purpose of analysis in this report.

Pharmacists

As shown in **Figure 15**, the employment status of pharmacists in their main job was broadly similar in 2019 and 2013. Similar proportions said they were employees (76% and 74%), business owners (6% and 8%) and locums, self-employed, freelancers or contractors (17% and 18%).

Figure 15 – Employment status amongst pharmacists in main job by survey year

Base: Pharmacists currently working in a paid pharmacy role in Great Britain in 2019 (12,016); Pharmacists currently working in a paid pharmacy role in Great Britain in 2013 (13,902)

Employment status	2019	2013
Employee	76%	74%
Business owner	6%	8%
Locum / self-employed / freelancer / contractor	17%	18%
TOTAL	100%	100%
Base	12,016	13,902

Pharmacy technicians

There was little difference in the employment status in pharmacy technicians' main jobs, as shown in **Figure 16**. Few pharmacy technicians were business owners (<0.5% and 1%) and locums, self-employed, freelancers or contractors (3% and 2%). The majority in both surveys were employees (97% in 2019 and 98% in 2013).

Figure 16 – Employment status amongst pharmacy technicians in main job by survey year

Base: Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2019 (5,084); Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2013 (13,101)

Employment status	2019	2013
Employee	97%	98%
Business owner	<0.5%	1%
Locum / self-employed / freelancer / contractor	3%	2%
TOTAL	100%	100%
Base	5,084	13,101

3.6 Patient facing in main job

In 2019 and 2013, registrants were asked if their main job was a patient facing role.

Pharmacists

Figure 17 summarises the differences amongst pharmacists by survey year. As shown, the proportion of pharmacists who were patient facing all or most of the time has decreased from 75% in 2013 to 70% in 2019, whilst the proportion who were patient facing some of the time has increased slightly (10% to 14%). The proportion who said they were patient facing occasionally was the same (5%) and the proportion who were rarely or never patient facing was similar in both surveys (11% in 2019 and 10% in 2013).

Figure 17 – Patient facing in main job amongst pharmacists by survey year

Base: Pharmacists currently working in a paid pharmacy role in Great Britain in 2019 (12,016); Pharmacists currently working in a paid pharmacy role in Great Britain in 2013 (13,890)

Patient facing	2019	2013
All or most of the time	70%	75%
Some of the time	14%	10%
Occasionally	5%	5%
Rarely or never	11%	10%

Patient facing	2019	2013
TOTAL	100%	100%
<i>Base</i>	<i>12,016</i>	<i>13,890</i>

Pharmacy technicians

There has been a substantial decrease in the proportion of pharmacy technicians who were patient facing in their main job all or most of the time from 64% in 2013 to 53% in 2019, as shown in **Figure 18**. Whilst the proportions who were patient facing some of the time or occasionally were broadly similar, the proportion who were rarely or never has increased from 9% in 2013 to 15% this year.

Figure 18 – Patient facing in main job amongst pharmacy technicians by survey year

Base: Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2019 (5,084); Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2013 (13,051)

Patient facing	2019	2013
All or most of the time	53%	64%
Some of the time	21%	19%
Occasionally	11%	8%
Rarely or never	15%	9%
TOTAL	100%	100%
<i>Base</i>	<i>5,084</i>	<i>13,051</i>

3.7 Responsibilities in main job

In both survey years, registrants were shown a list of responsibilities and asked if they applied to their main job and were able to choose as many as applied. A second follow-up question then asked registrants who chose more than three responsibilities in the initial question to select their three main responsibilities. It should be noted, however, that the list of response options differed between surveys with a much longer list included this year, as the question was updated to reflect the current pharmacy sector and current practice.

Pharmacists

The four most common main responsibilities in main jobs were the same in both surveys for pharmacists. However, they were chosen by smaller proportions in the 2019 survey. For example, 61% of pharmacists in 2019 said that ‘providing advice and information to patients and carers’ was a main responsibility, whereas 70% said the same in 2013, although it was the most common main responsibility in both years. The proportion who chose ‘supplying medicines and medical devices’ has also decreased from 63% in 2013 to 51% this year, as has the proportion who said ‘providing advice and information to health professionals’ was a main responsibility (35% to 25%). ‘Management of staff’ has also decreased from 30% in 2013 to 22% in 2019.

Smaller proportions chose ‘any other clinical work’ (8% compared with 17%) and ‘routine tasks to manage the pharmacy environment’ (6% compared with 20%) in 2019 than in 2013.

The differences between the two surveys are shown in **Figure 19**. Responsibilities that were selected by 2% or more of pharmacists in either year have been shown.

Figure 19 – Main responsibilities amongst pharmacists by survey year

Base: Pharmacists currently working in a paid pharmacy role in Great Britain in 2019 (12,016);
Pharmacists currently working in a paid pharmacy role in Great Britain in 2013 (13,966)

Main responsibilities	2019	2013
Providing advice and information to patients and carers	61%	70%
Supplying medicines and medical devices	51%	63%
Providing advice and information to health professionals	25%	35%
Management of staff	22%	30%
Patient consultations	21%	N/A
Providing treatment to patients	16%	N/A
Medicines reconciliation pre/post-discharge	13%	N/A
Diagnosing of minor ailments	12%	N/A
Repeat prescription management	12%	N/A
Governance, policy, regulation and other administrative work	12%	13%
Education, training, mentoring and tutoring	9%	10%
Any other clinical work	8%	17%
Routine tasks to manage the pharmacy environment	6%	20%
Risk management	5%	N/A
Prescribing (any setting)	5%	N/A
Preparation and manufacturing of medicinal products	2%	4%
Research, innovation, audit and quality improvement	5%	N/A
Other	2%	N/A
Preparation and manufacturing of medicinal products	2%	N/A
Development and management of pharmacy IT systems and technology	2%	2%
Quality assurance of medicinal products and / or their distribution	1%	2%
Base	12,016	13,966

Pharmacy technicians

Figure 20 presents main responsibilities that pharmacy technicians have in their main job (when asked to choose their main three) by survey year. Responsibilities that were selected by 2% or more of pharmacy technicians in either year have been shown.

As can be seen, the pattern was similar with pharmacy technicians as for pharmacists. Both surveys saw the same three most common responses, however smaller proportions chose them in 2019 than in 2013. 'Supplying medicines and medical devices' was the most common main responsibility in both years but decreased from 71% in 2013 to 61% in 2019. The second most common was 'providing advice and information to patients and carers' in both surveys but again decreased from 55% in 2013 to 44% in 2019, as did the proportion who said 'routine tasks to manage the pharmacy environment' was a main responsibility (49% to 34%). The proportion who selected 'Providing advice and information to health professionals' was similar in both years (15% and 17%). Interestingly, the proportion who identified 'education, training, mentoring and tutoring' has increased from 9% in 2013 to 14% in 2019, whereas the proportion who listed 'Preparation and manufacturing of medicinal products' as a main responsibility has decreased from 16% to 9%.

Figure 20 – Main responsibilities amongst pharmacy technicians by survey year

Base: Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2019 (5,084); Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2013 (13,171)

Main responsibilities	2019	2013
Supplying medicines and medical devices	61%	71%
Providing advice and information to patients and carers	44%	55%
Routine tasks to manage the pharmacy environment	34%	49%
Repeat prescription management	22%	N/A
Management of staff	21%	17%
Medicines reconciliation pre/post-discharge	20%	N/A
Providing advice and information to health professionals	15%	17%
Education, training, mentoring and tutoring	14%	9%
Preparation and manufacturing of medicinal products	9%	16%
Providing treatment to patients	8%	N/A
Governance, policy, regulation and other administrative work	7%	8%
Research, innovation, audit and quality improvement	4%	N/A
Patient consultations	3%	N/A
Risk management	3%	N/A
Home visits or domiciliary reviews (care homes and care at home)	3%	N/A
Development and management of pharmacy IT systems and technology	3%	3%
Quality assurance of medicinal products and/ or their distribution	2%	4%
Any other clinical work	2%	5%
Other	2%	N/A
Base	5,084	13,171

3.8 Second job

Registrants who reported having a second job were asked to provide details about this job such as the settings in which they worked, the number of hours they worked in this role and their employment status in the role.

Pharmacists

Amongst all pharmacists, 14% reported they had a second job in 2019, which was higher than in 2013 (10%).

In both surveys pharmacists' second jobs were most commonly in community settings. In 2013 this was most likely to be in a large multiple community pharmacy (33%), but in 2019 this was most commonly in independent pharmacy (29%). The proportion who worked in a large multiple chain in their second job has decreased from 33% in 2013 to 26% in 2019. The proportions who worked in a hospital setting (7% and 6%) and in primary care (16% and 13%) were similar across both surveys. The same proportion worked in research, education or training (11%) in both years. Differences by survey year are shown in [Figure 21](#).

For the purposes of comparison between the surveys, prison pharmacy, healthcare commissioning organisation and armed forces have been grouped with 'other' responses in the 2019 results. These were not asked as separate categories in the 2013 survey.

Figure 21 – Settings worked in by pharmacists in their second job by survey year

Base: Pharmacists who had a second paid pharmacy related job in Great Britain in 2019 (1,851); Pharmacists who had a second paid pharmacy related job in Great Britain in 2013 (1,539)

Settings	2019	2013
Community pharmacy – independent ²⁵	29%	26%
Community pharmacy – small to medium chain ²⁶	15%	10%
Community pharmacy – large multiple chain ²⁷	26%	33%
Online only pharmacy	1%	N/A
Primary care – all	16%	13%
Secondary care – hospital pharmacy	7%	6%
Secondary care – other	2%	N/A
Research, education or training ²⁸	11%	11%
Pharmaceutical industry	1%	2%
Other	10%	8%
Base	1,851	1,539

Nine in ten pharmacists' second jobs were part-time in 2019 (90%), which was lower than in 2013 (97%).

Pharmacy technicians

Only 4% of pharmacy technicians reported having a second job in 2019, which is similar to 2013 (2%).

Settings worked in by pharmacy technicians were broadly similar between the two surveys. Similar proportions worked in all three community pharmacy types. Similar proportions also worked in primary care in both surveys (10% in 2019 and 11% in 2013) and a similar proportion in hospital pharmacy (24% in 2019 and 28% in 2013). These differences are shown in **Figure 22**.

For the purposes of comparison between the surveys, prison pharmacy, healthcare commissioning organisation and armed forces have been grouped with 'other' responses in the 2019 results. These were not asked as separate categories in the 2013 survey.

Figure 22 – Settings worked in by pharmacy technicians in their second job by survey year

Base: Pharmacy technicians who had a second paid pharmacy related job in Great Britain in 2019 (218); Pharmacy technicians who had a second paid pharmacy related job in Great Britain in 2013 (308)

Settings	2019	2013
Community pharmacy – independent ²⁹	15%	17%
Community pharmacy – small to medium chain ³⁰	7%	3%

²⁵ Defined as 4 or fewer stores in the 2013 survey

²⁶ Compared with 'another multiple community pharmacy' from the 2013 survey

²⁷ Defined as a chain with over 100 pharmacies in 2019, which was not specified in 2013

²⁸ Defined as 'Education & research' in 2013

²⁹ Defined as 4 or fewer stores in the 2013 survey

³⁰ Compared with 'another multiple community pharmacy' from the 2013 survey

Settings	2019	2013
Community pharmacy – large multiple chain ³¹	18%	22%
Community pharmacy – online only pharmacy	1%	N/A
Primary care – all	10%	11%
Secondary care – hospital pharmacy	24%	28%
Secondary care – other	4%	N/A
Research, education or training ³²	15%	15%
Pharmaceutical industry	-	1%
Other	19%	8%
Base	1,851	1,539

3.9 Third job

If a registrant reported they had a third job they were also asked to provide further details such as the settings in which they worked, the number of hours they worked in this role and their employment status in the role.

Pharmacists

Small proportions of pharmacists reported having a third job in 2019 (3%) and in 2013 (2%). The most common setting reported for third jobs by pharmacists was again a community pharmacy setting (58%), which was higher than in 2013 (50%). This was followed by primary care in both years (10% in 2019 and 11% in 2013).

Pharmacy technicians

Less than 0.5% of pharmacy technicians held a third job in both surveys. As the numbers are so small, further analysis is not possible.

3.10 Hours per week across all pharmacy jobs

Registrants were asked how many hours they worked in a typical week across all of their pharmacy jobs and were able to provide figures to one decimal place.

Pharmacists

As shown in **Figure 23**, on average pharmacists worked longer hours in a typical week in each of their jobs in 2019 than in 2013, with a higher total mean number of hours worked across all pharmacy jobs in 2019 (around 38 hours) than in 2013 (around 36 hours).

Figure 23 – Mean number of hours worked in a typical week across all pharmacy jobs amongst pharmacists by survey year

Base: Pharmacists currently working in a paid pharmacy role in Great Britain in 2019 (12,016);
Pharmacists currently working in a paid pharmacy role in Great Britain in 2013 (13,851)

Mean no. of hours per week	2019	2013
Main job	35.8	34.6
Second job	12.1	9.2
Third job	10.5	7.1
Total across all jobs	38.2	35.7
Base	12,016	13,851

³¹ Defined as a chain with over 100 pharmacies in 2019, which was not specified in 2013

³² Defined as 'University, education or training provider' in 2013

Pharmacy technicians

As shown in **Figure 24**, pharmacy technicians worked slightly longer hours across all pharmacy jobs on average in a typical week in 2019 (around 34 hours) than in 2013 (around 33 hours).

Figure 24 – Mean number of hours worked in a typical week across all pharmacy jobs amongst pharmacy technicians by survey year

Base: Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2019 (5,084); Pharmacy technicians currently working in a paid pharmacy role in Great Britain in 2013 (13,083)

Mean no. of hours per week	2019	2013
Main job	33.3	32.2
Second job	13.6	10.5
Total across all jobs	34.2	32.5
<i>Base</i>	<i>5,084</i>	<i>13,083</i>

4. Non-pharmacy related jobs

4.1 Working in a non-pharmacy role

When asked their working status earlier in the survey, registrants were able to select if they worked outside of pharmacy. However, as this was a multiple-choice question about working status and this option could have been missed, registrants were explicitly asked if they worked in a paid non-pharmacy role later in both surveys.

Pharmacists

As shown in **Figure 25**, similar proportions of pharmacists held paid non-pharmacy roles in 2019 and 2013 (7% and 5% respectively) and the mean numbers of hours worked in those jobs was similar (around 25 hours).

Figure 25 – Pharmacists’ work in paid non-pharmacy roles by survey year

Base: Pharmacists in 2019 (13,136); Pharmacists in 2013 (14,556)

Non-pharmacy role	2019	2013
Yes	7%	5%
No	93%	95%
Mean number of hours per week in non-pharmacy job	24.5	24.7
Base	13,136	14,556

Pharmacy technicians

As shown in **Figure 26**, similar proportions of pharmacy technicians held paid non-pharmacy roles in 2019 and 2013 (5% and 3% respectively). However, the mean number of hours worked in these roles in a typical week has increased from around 21 hours in 2013 to around 26 hours in 2019.

Figure 26 – Pharmacy technicians’ work in paid non-pharmacy roles by survey year

Base: Pharmacy technicians in 2019 (5,258); Pharmacy technicians in 2013 (13,163)

Non-pharmacy role	2019	2013
Yes	5%	3%
No	95%	97%
Mean number of hours per week in non-pharmacy job	25.5	20.7
Base	5,258	13,163

5. Prescribers

5.1 Prescribing annotation

Overall, 17% of pharmacists who responded to the survey had a prescribing annotation in 2019, which was higher than in 2013 (12%).

5.2 Prescribing since annotation

In both surveys, pharmacist prescribers were asked if they had ever practised as an independent or a supplementary prescriber in Great Britain since their annotation on the register. Eight in ten overall said they had in 2019 (80%), which was higher than in 2013 (74%), as shown in **Figure 27**.

Figure 27 – Ever prescribed or not since annotation by survey year

Base: Pharmacists who had a prescribing annotation in 2019 (2,235); Pharmacists who had a prescribing annotation in 2013 (1,814)

Ever prescribed	2019	2013
Yes, have prescribed	80%	74%
No, have not prescribed	20%	26%
TOTAL	100%	100%
Base	2,235	1,814

5.3 Prescribing in last 12 months

Overall, this year 88% of prescribers who had prescribed since gaining their annotation had done so in the last 12 months, which was a larger proportion than in 2013 (81%), as shown in **Figure 28**. In 2019 12% had not prescribed in the last 12 months, which was lower than in 2013 (19%).

Figure 28 – Prescribed in the last 12 months by survey year

Base: Prescribers who had prescribed since annotation in 2019 (1,799); Prescribers who had prescribed since annotation in 2013 (810)

Prescribed in last 12 months	2019	2013
Yes, have prescribed	88%	81%
No, have not prescribed	12%	19%
TOTAL	100%	100%
Base	1,799	810

5.4 Prescribing settings

Prescribers were asked the settings in which they had prescribed in the last 12 months and the differences by survey year are summarised in **Figure 29**. It should be noted, however, that the list of response options differed between surveys.

The most commonly mentioned setting was primary care in 2019 (48%), whereas hospital pharmacy was the most common in 2013 (61%). The proportion who prescribed in a hospital setting has decreased from 61% in 2013 to 45% in 2019. However, the proportion who

prescribed in primary care has increased from 30% in 2013 to 48% in 2019. The proportions who prescribed in community pharmacy are similar between the surveys.

The differences in settings between the two surveys are shown in **Figure 29**. For the purposes of comparison between the surveys, prison pharmacy, healthcare commissioning organisation and armed forces have been grouped with 'other' responses in the 2019 results. These were not asked as separate categories in the 2013 survey.

Figure 29 – Prescribing settings by survey year

Base: Prescribers who had prescribed in the last 12 months in 2019 (1,590); Prescribers who had prescribed in the last 12 months in 2013 (1,094)

Settings	2019	2013
Community pharmacy – independent ³³	6%	8%
Community pharmacy – small to medium chain ³⁴	1%	2%
Community pharmacy – large multiple chain ³⁵	2%	3%
Community pharmacy – other	<0.5%	N/A
Primary care – all	48%	30%
Secondary care – hospital pharmacy	45%	61%
Other secondary care	7%	N/A
Research, education or training	1%	-
Other	5%	5%
Base	1,590	1,094

5.5 Areas prescribed

Prescribers were asked to identify the areas in which they had prescribed in the previous 12 months, choosing as many areas as applied from a list. The list differed in 2019 and 2013 as the list was updated with more categories for the 2019 survey to reflect changes in the sector. In 2013 there were 17 response options to choose from, and in 2019 this increased to 30 options.

Differences between the two surveys are shown in **Figure 30**, with the areas listed alphabetically. As shown, the most common area for prescribing in 2019 was medicines optimisation and reviews (52%), followed by pain management (44%), discharge medication (42%) and hypertension (41%). However, the most frequently mentioned in 2013 were antibiotics (39%), pain management (38%) and cardiovascular (37%).

As can be seen, as the list this year was more complete the proportion of prescribers that selected 'other' has decreased from 31% to 9%. This year a number of areas were commonly selected that were not in the 2013 survey, for example discharge medication (42%), Chronic/long-term conditions (41%), Acute conditions (36%), and care of the elderly (30%) to name a few.

³³ Defined as 4 or fewer stores in the 2013 survey

³⁴ Compared with 'another multiple community pharmacy' from the 2013 survey

³⁵ Defined as a chain with over 100 pharmacies in 2019, which was not specified in 2013

Figure 30 – Areas prescribed in the last 12 months by survey year

Base: Prescribers who had prescribed in the last 12 months in 2019 (1,590); Prescribers who had prescribed in the last 12 months in 2013 (1,097)

Prescribing areas	2019	2013
Acute conditions	36%	N/A
Anticoagulation	34%	29%
Antimicrobials ³⁶	33%	39%
Cardiovascular	37%	37%
Care of the elderly	30%	N/A
Chronic/long-term conditions	41%	N/A
Dermatology	24%	N/A
Discharge medication	42%	N/A
Ear/nose/throat	19%	N/A
Endocrinology (including diabetes) ³⁷	26%	24%
Gastrointestinal disease	27%	N/A
Hepatic	8%	N/A
Hypertension	41%	36%
Infectious diseases	14%	N/A
Medication optimisation for elderly	N/A	26%
Medicines optimisation and reviews	52%	N/A
Mental health	23%	N/A
Minor ailments	30%	27%
Musculoskeletal	23%	N/A
Obstetrics	3%	N/A
Oncology	8%	N/A
Oncology – Adult	N/A	7%
Oncology – Paediatric	N/A	2%
Paediatrics	9%	N/A
Pain management	44%	38%
Palliative care	13%	8%
Renal	14%	14%
Respiratory	37%	31%
Substance misuse	6%	8%
Total Parenteral Nutrition (TPN)	6%	8%
Travel Medicine	9%	9%
Other	9%	31%
Base	1,590	1,097

³⁶ Compared with 'Antibiotics' in the 2013 survey

³⁷ Compared with 'Diabetes' in the 2013 survey

5.6 Number of patients seen / prescribed for

Prescribers were asked in this year's survey how many patients they see (in person or remotely) in a typical week in their capacity as a pharmacist prescriber. Examples were given, including monitoring, prescribing, de-prescribing and advice. However, the wording to the question was different to the 2013 survey, which asked prescribers how many patients they prescribed for in a typical week. As shown in **Figure 31**, there are substantial differences in number of patients seen/prescribed for between the surveys. For example, 22% saw more than 50 patients in 2019, whereas in 2013 5% said they prescribed for more than 50 patients. It's important to note that the upward trend observed in number of patients seen/prescribed for from 2013 to 2019 may be explained by the question in 2019 including a much broader range of activities.

Figure 31 – Patients seen per week by survey year

Base: Prescribers who had prescribed in the last 12 months in 2019 (1,590); Prescribers who had prescribed in the last 12 months in 2013 (1,090)

Patients	2019	2013
Five or fewer	20%	40%
6-10	16%	24%
11-20	17%	17%
21-30	10%	9%
31-40	9%	4%
41-50	7%	1%
More than 50	22%	5%
TOTAL	100%	100%
<i>Base</i>	<i>1,590</i>	<i>1,090</i>

6. Additional qualifications

6.1 Additional qualifications

In both surveys, registrants were asked if they had acquired any qualifications in addition to those they needed to register. They were presented with a list, asked to select all that applied and only include those related to pharmacy. It should be noted that while the list of Higher Education qualifications remained the same in both years, the list of Further Education qualifications was much longer and more detailed in 2019 than in 2013.

Pharmacists

Figure 32 shows Higher Education qualifications for pharmacists by survey year. A detailed breakdown of Further Education qualifications is not included, as only a small proportion of pharmacists selected Further Education qualifications this year (5%). As shown, pharmacists' Higher Education qualifications were broadly similar in both surveys. This year 27% said they had a Graduate level qualification, compared with 24% in 2013 and 40% held a Postgraduate level qualification in 2019 compared with 37% in 2013. The proportion who said they did not have any further qualifications is also similar (41% in 2019 and 40% in 2013).

Figure 32 – Pharmacists' Higher Education qualifications by survey year

Base: Pharmacists in 2019 (13,136); Pharmacists in 2013 (12,981)

Qualification	2019	2013
Graduate level	27%	24%
Postgraduate level	40%	37%
Doctoral	3%	4%
Other Higher Education qualifications	3%	3%
None	41%	40%
<i>Base</i>	<i>13,136</i>	<i>12,981</i>

Pharmacy technicians

Figure 33 summarises Further Education qualifications held by pharmacy technicians by survey year. As pharmacy technicians were much more likely to hold Further Education qualifications in 2019 (63%) than Higher Education qualifications (16%), the latter have not been included. As shown, similar proportions had an Accuracy Checking Pharmacy Technician qualification in both years (53% and 50%) and a Certificate in Medicines Management (15% and 12%). However, the proportion of pharmacy technicians who said they did not have any further qualifications has decreased from 36% in 2013 to 30% in 2019. This could be explained, however, by the fact that pharmacy technicians were presented with a longer and more detailed list of Further Education qualifications in 2019 than in 2013. Only Further Education qualifications that the two surveys had in common are shown in **Figure 33**, but the new response options that were included this year have been grouped under 'Other Further Education qualifications'.

Figure 33 – Pharmacy technicians’ Further Education qualifications by survey year

Base: Pharmacy technicians in 2019 (5,258); Pharmacy technicians in 2013 (12,666)

Qualification	2019	2013
Accuracy Checking Pharmacy Technician	53%	50%
Certificate in Medicines Management	15%	12%
Other Further Education qualifications	22%	14%
None	30%	36%
<i>Base</i>	<i>5,258</i>	<i>12,666</i>

7. Future plans

7.1 Future plans for registration

In both surveys, registrants were asked if they intended to renew their registration with the GPhC next time it was due for renewal and were given the option of saying that they were undecided.

Pharmacists

Pharmacists' intention to renew their registration with the GPhC was similar in 2019 and 2013. This year, 94% said they intended to renew and 95% said the same in 2013. Only 1% in both years said they did not intend to renew. This is summarised in **Figure 34**.

Figure 34 – Pharmacists' intentions to renew registration by survey year

Base: Pharmacists in 2019 (13,136); Pharmacists in 2013 (14,704)

Intention	2019	2013
Yes, intend to renew	94%	95%
Undecided	5%	3%
No, do not intend to renew	1%	1%
TOTAL	100%	100%
<i>Base</i>	<i>13,136</i>	<i>14,704</i>

Pharmacy technicians

As with pharmacists, pharmacy technicians' intentions to renew their registration was similar in 2019 and in 2013, as shown in **Figure 35**. This year 94% said they intended to renew and in 2013 96% gave the same answer. In both years only 1% said they did not intend to renew.

Figure 35 – Pharmacy technicians' intentions to renew registration by survey year

Base: Pharmacy technicians in 2019 (5,258); Pharmacy technicians in 2013 (13,416)

Intention	2019	2013
Yes, intend to renew	94%	96%
Undecided	5%	3%
No, do not intend to renew	1%	1%
TOTAL	100%	100%
<i>Base</i>	<i>5,258</i>	<i>13,416</i>

8. Equality and diversity information

8.1 Sex and age

Sex and age information was self-reported by registrants in the 2019 survey and the figures reported are based on the weighted survey data. However, sex and age information in the 2013 report was taken from the register for each individual. Different age groupings were also used in the 2013 survey report, so the 2019 survey results have been grouped in the same way to allow for comparisons in this report.

Pharmacists

Figure 36 summarises the breakdown by sex and age of pharmacists who took part in the survey by survey year. As shown, in both years the majority of pharmacists were female (62% and 60%) and the proportions of males and females were very similar. The age profile was also similar between the surveys.

Figure 36 – Pharmacists' sex and age by survey year

Base: Pharmacists in 2019 (13,136); Pharmacists in 2013 (13,808)

Characteristic	2019	2013
Sex		
Male	38%	40%
Female	62%	60%
Other	<0.5%	N/A
Prefer not to say	<0.5%	N/A
TOTAL	100%	100%
Base	13,136	13,808
Age		
Under 30	21%	23%
30-39	34%	31%
40-49	22%	21%
50-59	16%	18%
60+	7%	7%
Prefer not to say	<0.5%	N/A
TOTAL	100%	100%
Base	13,136	13,808

Pharmacy technicians

As shown in **Figure 37**, the proportions of male and female pharmacy technicians were similar in both surveys, with the vast majority female (88% in 2019 and 90% in 2013). The age profile of pharmacy technicians was broadly similar across the two surveys.

Figure 37 – Pharmacy technicians' sex and age by survey year

Base: Pharmacy technicians in 2019 (5,258); Pharmacy technicians in 2013 (13,515)

Characteristic	2019	2013
Sex		
Male	12%	10%
Female	88%	90%
Other	-	N/A
Prefer not to say	<0.5%	N/A
TOTAL	100%	100%

Characteristic	2019	2013
Base	5,258	13,515
Age		
Under 30	12%	14%
30-39	30%	28%
40-49	27%	31%
50-59	25%	23%
60+	6%	4%
Prefer not to say	-	N/A
TOTAL	100%	100%
Base	5,258	13,515

8.2 Disability

Registrants were asked in both surveys if they considered themselves to be disabled. Those who did were then asked to identify what type of disability this was. The list of response options relating to disability type was completely different in 2019 compared with 2013 and is therefore not shown.

Pharmacists

Whether pharmacists' had a disability by survey year is summarised in **Figure 38**. As can be seen, only small proportions considered themselves to be disabled in both surveys (1% in 2019 and 2% in 2013).

Figure 38 – Disability amongst pharmacists by survey year

Base: Pharmacists in 2019 (13,136); Pharmacists in 2013 (13,667)

Whether has disability	2019	2013
Yes	1%	2%
No	97%	98%
Prefer not to say	2%	N/A
TOTAL	100%	100%
Base	13,136	13,667

Pharmacy technicians

As shown in **Figure 39**, pharmacy technicians' disability status was similar in both years, with 2% in 2019 and in 2013 reporting that they had a disability. Again, the list of response options relating to disability type was completely different in 2019 compared with 2013 and is therefore not shown.

Figure 39 – Disability amongst pharmacy technicians by survey year

Base: Pharmacy technicians in 2019 (5,258); Pharmacy technicians in 2013 (13,515)

Whether has disability	2019	2013
Yes	2%	2%
No	96%	98%
Prefer not to say	2%	N/A
TOTAL	100%	100%
Base	5,258	13,515

8.3 Religion

Registrants were asked to identify their religion, if any, from a list of responses in both surveys.

Pharmacists

Figure 40 shows the differences in pharmacists' religion by survey year. The proportions for the majority of religions is broadly similar, however most notably the proportion who reported their religion as Christian has decreased from 48% in 2013 to 34% in 2019. However, it should be noted that the 2013 survey did not include a 'Prefer not to say' option, whereas the 2019 survey did, with 9% of pharmacists selecting this option in 2019.

Figure 40 – Pharmacists' religion by survey year

Base: Pharmacists in 2019 (13,136); Pharmacists in 2013 (13,482)

Religion	2019	2013
None	23%	20%
Buddhist	2%	1%
Christian	34%	48%
Hindu	11%	12%
Jewish	1%	1%
Muslim	16%	13%
Sikh	4%	4%
Other religion	1%	2%
Prefer not to say	9%	N/A
TOTAL	100%	100%
Base	13,136	13,482

Pharmacy technicians

As shown in **Figure 41** there were some notable differences in pharmacy technicians' religions between the survey. The proportion who reported they did not have any religion has increased from 26% in 2013 to 37% in 2019, whilst the proportion who considered themselves to be Christian has fallen from 64% to 44%. However, it should be noted that the 2013 survey did not include a 'Prefer not to say' option, whereas the 2019 survey did, with 5% of pharmacy technicians selecting this option in 2019.

Figure 41 – Pharmacy technicians' religion by survey year

Base: Pharmacy technicians in 2019 (5,258); Pharmacy technicians in 2013 (13,280)

Religion	2019	2013
None	37%	26%
Buddhist	1%	<0.5%
Christian	44%	64%
Hindu	5%	4%
Jewish	<0.5%	<0.5%
Muslim	6%	3%
Sikh	1%	1%
Other religion	1%	1%
Prefer not to say	5%	N/A
TOTAL	100%	100%
Base	5,258	13,280

8.4 Race/ethnicity

Registrants were asked to indicate their race/ethnicity, choosing from a list.

Pharmacists

Figure 42 shows pharmacists' race/ethnicity by survey year. As can be seen, the most notable difference is that the proportion of pharmacists who identified as White British has decreased from 49% in 2013 to 39% this year. However, it should be noted that the 2019 survey included a 'Prefer not to say' option, which the 2013 survey did not. This could account for the differences between the two surveys, as in 2019 9% of pharmacists chose the 'Prefer not to say' option to this question.

Figure 42 – Pharmacists' race/ethnicity by survey year

Base: Pharmacists in 2019 (13,136); Pharmacists in 2013 (13,572)

Race/ethnicity	2019	2013
White British	39%	49%
White Other	7%	10%
Mixed	1%	2%
Asian	35%	32%
Black	6%	6%
Other	2%	1%
Prefer not to say	9%	N/A
TOTAL	100%	100%
Base	13,136	13,572

As shown in **Figure 43**, the proportion of White British pharmacy technicians has decreased from 86% to 76%, whilst the proportion of Asian pharmacy technicians has seen the largest increase (8% in 2013 to 13% in 2019).

Figure 43 – Pharmacy technicians' race/ethnicity by survey year

Base: Pharmacy technicians in 2019 (5,258); Pharmacy technicians in 2013 (13,389)

Race/ethnicity	2019	2013
White British	76%	86%
White Other	3%	3%
Mixed	1%	1%
Asian	13%	8%
Black	2%	2%
Other	1%	<0.5%
Prefer not to say	3%	N/A
TOTAL	100%	100%
Base	5,258	13,389

9. Glossary

The terms below have been commonly used in this report and they have the following definitions:

- **Main job, second job and third job** – Registrants were asked to give details about up to three paid pharmacy positions they held in Great Britain. If they had more than one job, they were asked to start with the one they considered to be their main job. These are referred to in this report as ‘main job’. Once registrants had provided details about their main job, they were asked to provide some information about their second and third jobs. These are referred to as ‘second job’ and ‘third job’.
- **Settings** – Registrants were asked about settings in which they had practised in their current jobs and as prescribers. Registrants were able to select from a list of settings. It should be noted, however, that the list of settings differed in 2019 and 2013.
- **Non-pharmacy job** – Registrants were asked if they held a paid non-pharmacy role that was full-time or part-time in Great Britain. There was also the option in the current working status question in the questionnaire to say that they were ‘working in a paid non-pharmacy role in Great Britain (full-time or part-time)’.
- **Patient facing** – Registrants were asked if their main job was a ‘patient facing role’. This was defined as ‘roles delivering care and services directly to individual patients or members of the public (including technology enabled care)’. Registrants have been defined in the analysis as those who said their role was patient facing as least occasionally.
- **Prescribers** – Pharmacists who said they were annotated on the GPhC register as an independent prescriber, supplementary prescriber or both independent and supplementary are referred to as ‘prescribers’ in this report.
- **Independent pharmacy** – Defined as an independent pharmacy or chain with 1-5 pharmacies in the 2019 survey and as 4 or fewer stores in the 2013 survey.
- **Small to medium chain** – Defined as a small to medium multiple pharmacy chain with 6-100 pharmacies in the 2019 survey and has been compared with ‘another multiple community pharmacy’ from the 2013 survey report.
- **Large multiple chain** – Defined as a large multiple pharmacy chain with over 100 pharmacies in the 2019 survey. Size was not specified for this term in the 2013 survey report.
- **Full-time and part-time working** – Full-time has been defined as working more than 30 hours in a week and part-time as working fewer than 30 hours.

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