This report contains findings from an online research survey into the roles and responsibilities of registered pharmacy professionals, conducted by Enventure Research on behalf of the General Pharmaceutical Council (GPhC). The survey received 18,394 responses: a 23.1% overall response rate.

Introduction

**Race/ethnicity**

<table>
<thead>
<tr>
<th>Group</th>
<th>Pharmacists</th>
<th>Pharmacy technicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>White British</td>
<td>76%</td>
<td>39%</td>
</tr>
<tr>
<td>White other</td>
<td>3%</td>
<td>7%</td>
</tr>
<tr>
<td>Asian</td>
<td>13%</td>
<td>35%</td>
</tr>
<tr>
<td>Black</td>
<td>2%</td>
<td>6%</td>
</tr>
<tr>
<td>Mixed</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Sex**

<table>
<thead>
<tr>
<th>Group</th>
<th>Pharmacists</th>
<th>Pharmacy technicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>62%</td>
<td>88%</td>
</tr>
<tr>
<td>Male</td>
<td>38%</td>
<td>12%</td>
</tr>
</tbody>
</table>

**Location (home location)**

- Scotland: 9%
- Wales: 11%
- England (including London): 82%
- London: 14%
- Other: 8%
### Setting (excl. other)

- **Community pharmacy (including online pharmacy)**
  - Pharmacists: 61%
  - Pharmacy technicians: 44%
  - Total: 105%

- **Primary care (other than community pharmacy)**
  - Pharmacists: 11%
  - Pharmacy technicians: 9%
  - Total: 20%

- **Secondary care (including hospital)**
  - Pharmacists: 22%
  - Pharmacy technicians: 41%
  - Total: 63%

- **Healthcare commissioning organisation**
  - Pharmacists: 4%
  - Pharmacy technicians: 4%
  - Total: 8%

- **Research, education or training**
  - Pharmacists: 2%
  - Pharmacy technicians: 2%
  - Total: 4%

- **Pharmaceutical industry**
  - Pharmacists: 1%
  - Pharmacy technicians: 1%
  - Total: 2%

### Employment status *

- **Employee**
  - Pharmacists: 97%
  - Pharmacy technicians: 76%
  - Total: 173%

- **Business owner**
  - Pharmacists: 6%
  - Pharmacy technicians: <0.5%
  - Total: 6.5%

- **Locum**
  - Pharmacists: 14%
  - Pharmacy technicians: 2%
  - Total: 16%

- **Self-employed / freelance / contractor**
  - Pharmacists: 3%
  - Pharmacy technicians: 1%
  - Total: 4%

### Number of jobs

- **0**
  - Pharmacists: 9%
  - Pharmacy technicians: 3%
  - Total: 12%

- **1**
  - Pharmacists: 77%
  - Pharmacy technicians: 93%
  - Total: 170%

- **2**
  - Pharmacists: 11%
  - Pharmacy technicians: 4%
  - Total: 15%

- **3+**
  - Pharmacists: 3%
  - Pharmacy technicians: <0.5%
  - Total: 3.5%

### Hours worked *

- **Pharmacists**
  - Full time: 77%
  - Part time: 23%
  - Hours worked per week on average: 35.8

- **Pharmacy technicians**
  - Full time: 75%
  - Part time: 25%
  - Hours worked per week on average: 33.3

* for main job only
### Job satisfaction

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Pharmacists</th>
<th>Pharmacy technicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>60%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>74%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Neither satisfied nor dissatisfied</th>
<th>Pharmacists</th>
<th>Pharmacy technicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>17%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Dissatisfied</th>
<th>Pharmacists</th>
<th>Pharmacy technicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>22%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11%</td>
<td></td>
<td></td>
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</tbody>
</table>

### Work-life balance

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Pharmacists</th>
<th>Pharmacy technicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>50%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>64%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Neither satisfied nor dissatisfied</th>
<th>Pharmacists</th>
<th>Pharmacy technicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>18%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dissatisfied</th>
<th>Pharmacists</th>
<th>Pharmacy technicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>31%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Caring responsibilities

- **49%** have caring responsibilities for children, family members or other individuals
- **49%** have caring responsibilities for children, family members or other individuals
Community setting

% in community setting:
- Pharmacists: 61%
- Pharmacy technicians: 44%

% in community setting by location:
- Scotland: 55%
- Wales: 64%
- England (including London): 62%
- London: 53%

Patient facing:
- All or most of the time:
  - Pharmacists: 89%
  - Pharmacy technicians: 73%
- Some of the time:
  - Pharmacists: 7%
  - Pharmacy technicians: 18%
- Occasionally:
  - Pharmacists: 2%
  - Pharmacy technicians: 5%
- Rarely or never:
  - Pharmacists: 2%
  - Pharmacy technicians: 4%

Main responsibilities:
- Providing advice and information to patients and carers:
  - Pharmacists: 81%
  - Pharmacy technicians: 60%
- Supplying medicines and medical devices:
  - Pharmacists: 77%
  - Pharmacy technicians: 81%
- Patient consultations:
  - Pharmacists: 22%
  - Pharmacy technicians: 17%
- Management of staff:
  - Pharmacists: 19%
  - Pharmacy technicians: 6%
- Providing treatment to patients:
  - Pharmacists: 18%
  - Pharmacy technicians: 3%
- Diagnosing of minor ailments:
  - Pharmacists: 15%
  - Pharmacy technicians: 37%
- Repeat prescription management:
  - Pharmacists: 9%
  - Pharmacy technicians: 48%

*all pharmacy professionals working in a pharmacy related role (main job)
*displays % of workers in each location working in community (main job)
**all pharmacy professionals who work in community in their main job
^top eight responses
Community setting

**Hours worked**

- **Pharmacists**
  - Full time: 76%
  - Part time: 24%
  - Average hours worked per week: 36.7 hours

- **Pharmacy technicians**
  - Full time: 69%
  - Part time: 31%
  - Average hours worked per week: 32.4 hours

**Employment status**

- **Employee**
  - Pharmacists: 65%
  - Pharmacy technicians: 98%

- **Business owner**
  - Pharmacists: 9%
  - Pharmacy technicians: <0.5%

- **Locum**
  - Pharmacists: 22%
  - Pharmacy technicians: 1%

- **Self-employed / freelancer / contractor**
  - Pharmacists: 3%
  - Pharmacy technicians: 1%

**Job satisfaction**

- **Satisfied**
  - Pharmacists: 50%
  - Pharmacy technicians: 72%

- **Neither satisfied nor dissatisfied**
  - Pharmacists: 20%
  - Pharmacy technicians: 16%

- **Dissatisfied**
  - Pharmacists: 29%
  - Pharmacy technicians: 13%
Secondary care setting

% in secondary care setting*

- Pharmacists: 22%
- Pharmacy technicians: 41%

% in secondary care setting by location*

- Scotland: 21% Pharmacists, 35% Pharmacy technicians
- Wales: 21% Pharmacists, 32% Pharmacy technicians
- England (including London): 22% Pharmacists, 42% Pharmacy technicians
- London: 29% Pharmacists, 55% Pharmacy technicians

Patient facing**

- All or most of the time: 56% Pharmacists, 41% Pharmacy technicians
- Some of the time: 26% Pharmacists, 26% Pharmacy technicians
- Occasionally: 10% Pharmacists, 14% Pharmacy technicians
- Rarely or never: 9% Pharmacists, 20% Pharmacy technicians

Main responsibilities** ^

- Providing advice and information to health professionals: 59% Pharmacists, 17% Pharmacy technicians
- Medicines reconciliation pre-/post-discharge: 39% Pharmacists, 37% Pharmacy technicians
- Providing advice and information to patients and carers: 34% Pharmacists, 31% Pharmacy technicians
- Management of staff: 22% Pharmacists, 29% Pharmacy technicians
- Governance, policy and other administrative work: 17% Pharmacists, 53% Pharmacy technicians
- Supplying medicines and medical devices: 20% Pharmacists, 9% Pharmacy technicians
- Education, training, mentoring and tutoring: 14% Pharmacists, 20% Pharmacy technicians
- Routine tasks to manage the pharmacy environment: 3% Pharmacists, 26% Pharmacy technicians

* all pharmacy professionals working in a pharmacy related role (main job)
* displays % of workers in each location working in secondary (main job)
** all pharmacy professionals who work in secondary in their main job
^ top eight responses
**Secondary care setting**

**Hours worked**
- **Pharmacists**
  - 82% Full time
  - 18% Part time
  - Average hours worked: 35.5
- **Pharmacy technicians**
  - 81% Full time
  - Average hours worked: 34.1

**Employment status**
- 95% Employee
- <0.5% Business owner
- 3% Locum
- <0.5% Self-employed / freelancer / contractor

**Job satisfaction**
- Satisfied: 71%
- Neither satisfied nor dissatisfied: 14%
- Dissatisfied: 15%

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+ All pharmacy professionals currently working in a pharmacy related role (main job)

**All pharmacy professionals who work in community in their main job**
Primary care setting

% in primary care setting

- Pharmacists
- Pharmacy technicians

<table>
<thead>
<tr>
<th></th>
<th>Pharmacists</th>
<th>Pharmacy technicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>11%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

% in primary setting by location

- Scotland
  - Pharmacists: 20%
  - Pharmacy technicians: 13%
- Wales
  - Pharmacists: 12%
  - Pharmacy technicians: 8%
- England (including London)
  - Pharmacists: 10%
  - Pharmacy technicians: 6%
- London
  - Pharmacists: 8%
  - Pharmacy technicians: 9%

Patient facing

- All or most of the time
  - Pharmacists: 38%
  - Pharmacy technicians: 34%
- Some of the time
  - Pharmacists: 39%
  - Pharmacy technicians: 25%
- Occasionally
  - Pharmacists: 12%
  - Pharmacy technicians: 20%
- Rarely or never
  - Pharmacists: 12%
  - Pharmacy technicians: 20%

Main responsibilities

- Providing advice and information to patients and carers
  - Pharmacists: 45%
  - Pharmacy technicians: 44%
- Providing advice and information to health professionals
  - Pharmacists: 40%
  - Pharmacy technicians: 30%
- Medicines reconciliation pre-/post-discharge
  - Pharmacists: 38%
  - Pharmacy technicians: 33%
- Patient consultations
  - Pharmacists: 24%
  - Pharmacy technicians: 34%
- Repeat prescription management
  - Pharmacists: 23%
- Prescribing
  - Pharmacists only: 9%
  - Pharmacy technicians: 19%
- Home visits or domiciliary reviews
  - Pharmacists: 5%
  - Pharmacy technicians: 27%
- Supplying medicines and medical devices
  - Pharmacists: 9%
  - Pharmacy technicians: 20%
Primary care setting

**Hours worked**

- **73%** Full time
- **27%** Part time

**32.9** Hours worked per week on average

- **75%** Full time
- **25%** Part time

**32.9** Hours worked per week on average

**Employment status**

- **93%** Employee
- **2%** Business owner
- **2%** Locum
- **4%** Self-employed / freelancer / contractor

**Job satisfaction**

- **81%** Satisfied
- **79%** Neither satisfied nor dissatisfied
- **11%** Neither satisfied nor dissatisfied
- **14%** Dissatisfied
- **8%** Dissatisfied
- **7%** Dissatisfied

---

+ all pharmacy professionals currently working in a pharmacy related role (main job)

**all pharmacy professionals who work in community in their main job**
**Prescribers**

**Prescribing history**
- 17% of pharmacists are prescribers
- 80% of prescribers have prescribed at least once
- 88% of those that have prescribed have done so in the last 12 months

**Setting** (excl. other)
- Community pharmacy (including online pharmacy): 8%
- Primary care (other than community pharmacy): 48%
- Secondary care (including hospital): 48%
- Healthcare commissioning organisation: 2%
- Research, education or training: 1%

**% in primary setting by location**
- Scotland: 30%
- England (including London): 16%
- Wales: 19%
- London: 13%

**Increase in prescribers**
- In the 2013 survey, 12% of pharmacists were prescribers
- In the 2019 survey, 17% of pharmacists were prescribers

**Patients prescribed for**
- 5 or fewer: 20%
- 6-10: 16%
- 11-20: 17%
- 21-30: 10%
- 31 or more: 38%

*home location - displays % of pharmacists in each location who are prescribers
**those who had prescribed in the last 12 months