



# **GPhC registrant survey- your views of the GPhC’s services and communications**

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# Executive summary

In Spring 2018, we invited a sample of the pharmacists, pharmacy technicians and pharmacy owners on our register to take part in a survey about their views of our services and communications. We received 508 completed responses to the survey.

## Key themes raised through the survey

### 1. Registration and registration renewal

Most respondents (94%) reported that they had a positive experience of registering for the first time or renewing their registration.

Three-quarters (76%) of pharmacists and pharmacy technicians renewing their registration said their most recent experience of renewal was 'very good' or 'good'.

Sixty per cent of pharmacy owners or superintendent pharmacists renewing their pharmacy's registration said their experience was 'very good' or 'good'.

Suggestions for improvements to the process included providing more reminders before the deadline and streamlining the direct debit process.

### 2. Online register

Most respondents had used the online register either several times in the previous year (39%) or once a year or less (41%), with most respondents (73%) saying their experience of using the online register was 'very good' or 'good'.

Suggestions for improvements to the online register included adding more information to individuals' records, including where they trained, and improving the search functionality.

### 3. Customer services

Seventeen per cent of respondents had contacted the customer services team with a query in the last 12 months.

Of those who raised a query, just under two-thirds (62%) reported that contacting the GPhC had been a 'very good' or 'good' experience, while almost a quarter (23%) felt their experience had been either 'poor' or 'very poor'.

Suggestions for improvements to the service provided included having staff available in the contact centre who have the knowledge and skills to provide a tailored response to callers' queries, including on professional and clinical issues.

### 4. Communications from the GPhC

More than two-thirds (68%) of respondents think that the GPhC communicates with them 'very effectively' or 'quite effectively'. However, over a-fifth (22%) thought that the GPhC's communication with them was 'not very effective', or 'not at all effective'.

Most respondents (80%) reported that they read Regulate, the regular e-bulletin, either in detail (22%) or they scan it (58%), with 83% of respondents reporting they find its articles 'very informative' or 'quite informative'.

Suggestions for improvements included sending more information via post rather than via email and providing more information on certain topics such as revalidation.

## **5. Taking part in GPhC consultations**

Around 15% of respondents had taken part in a GPhC consultation in the previous 12 months. Two-thirds (61%) of respondents felt their experience was 'very good' or 'good', 32% felt neutral, and 8% felt their experience had been 'poor' or 'very poor'

There were mixed views about whether the GPhC listens to the views of its registrants when developing policies, standards and guidance. Two-fifths (41%) of respondents felt that the GPhC does listen to its registrants, a third (30%) felt neutral, and a quarter (25%) felt that the GPhC does not listen to its registrants

Suggestions for improvements included making consultation surveys shorter and making it clearer how we have acted on what we heard through consultations.

## **6. Experience of recording CPD via [uptodate.org](https://www.gphc.org.uk/uptodate)**

Over half (58%) of registrants had recently recorded and submitted CPD via [uptodate.org](https://www.gphc.org.uk/uptodate.org).

Half (50%) of respondents rated their experience as 'very good' or 'good', with the remainder rating it as a neutral (23%), or as a 'poor' or 'very poor' (13%) experience.

## **7. Awareness of the new standards for pharmacy professionals**

Just under two-thirds (61%) of respondents rated their awareness of the new standards for pharmacy professionals as 'very good' or 'good' with 10% saying it was 'poor' or 'very poor'

Over half (53%) of respondents said reading the standards helped them to reflect on their practice, 28% were unsure and 18% reported that it had not helped them to reflect.

## **How we are using the feedback received**

The feedback we received has been very helpful in identifying how we can improve the services we provide to the people who register with us.

We have considered the feedback we received to help us develop new systems, including the new myGPhC for registration renewal and revalidation. We have also used what we learnt from the survey to improve our communications, consultations and customer services. For example, we have improved the way we explain how we are acting on what we heard from a consultation to the people who responded and to other stakeholders.

We are planning to make further improvements to other processes and systems in the future and will use the feedback received when planning these improvements. We intend to repeat the survey again in the future, and can use these results to compare whether there has been a change in the perceptions of people on our register in relation to our services.

# Introduction

In Spring 2018, we invited a sample of the pharmacists, pharmacy technicians and pharmacy owners on our register to take part in a survey. We wanted to know their views about the GPhC services that they use, including when they renewed their registration, as well as their views about how we communicate with them.

This was the first time we have held a survey about perceptions of our services and communications since the GPhC was established in 2010. What we have heard through the survey will help to inform our approach to our services and communications in the future.

It is particularly important to understand the views of the people on our register at a time when we are making significant changes to some of our services, including introducing more online services via a new version of myGPhC, and introducing revalidation for pharmacy professionals. We plan to repeat the survey again in the future, and can use these results to compare whether there has been a change in the perceptions of people on our register in relation to our services and communications.

# Methodology

The online survey, hosted on the Smart Survey platform, was open from 22 February 2018 to 22 March 2018 and we received a total of 508 completed responses during that time.

We hold an email address for each pharmacist, pharmacy technician and pharmacy premises on our register. We invited a stratified sample of the pharmacists, pharmacy technicians and pharmacy owners\* on our register to take part in the survey, by sending them an email.

This sample was representative of the people on our register in terms of registrant type (pharmacist, pharmacy technician and pharmacy premises), by country (England, Scotland and Wales) and by gender.

We were aiming for a minimum response rate of 382 which would generate results to reflect the target population at a 95% confidence level with a 5% margin of error. We initially invited a sample of 3,003 registrants to participate, and then invited a further sample of 3,006 registrants in order to reach the required number of responses. The final response rate of 508 exceeded the target response rate by 33%.

Information on who we heard from is included in Appendix 1.

The survey contained both quantitative and qualitative questions. The quantitative questions included rating scales and yes/no questions. The tables in this report present the number, and corresponding percentage, of respondents that selected different response options for each question. Please note that the percentages in the tables may not always add up to 100 due to rounding. Percentages that were less than 1 are expressed as '<1'.

Not all respondents answered every question as they were not mandatory. This means that the total number of respondents for each question may change. In addition, routing was used to ensure that respondents did not answer questions that were not relevant for them based on their answers to previous questions.

The qualitative questions allowed respondents to leave an open ended free-text response. To analyse responses to these questions, all responses were read in full using a coding framework, or summarised without the need for a coding framework for questions where only a small number of respondents left comments.

The main findings of the survey are displayed and analysed in the body of the report. Other tables providing supplementary information can be found in Appendix 2.

\* The email address we hold for pharmacy premises can be the owner's email or, as is more often the case, the superintendent pharmacist's email address.

# Views on registration

## Experience of joining the register

Ninety-seven per cent of respondents had been registered with the GPhC for longer than 12 months (see Table 19 in appendix 1). Respondents who registered in the last 12 months (3%) were asked to rate their overall experience of joining the register (Table 1). A large majority of these respondents (94%) felt their experience had been 'very good' or 'good', and only one respondent (6%) reported that their experience was 'poor'.

**Table 1**

How would you rate your experience overall of registering with the GPhC?			Response Percent	Response Total
1	Very good		18%	3
2	Good		76%	13
3	Neither good nor poor		0%	0
4	Poor		6%	1
5	Very poor		0%	0
6	Don't know		0%	0
			Total	17

These new registrants were then asked whether they had any suggestions for how we could improve the process for joining the register, with three respondents (18%) making suggestions – these were: GPhC having an online portal; issuing registration certificates; and cheaper fees.

## Registration renewal

The remaining respondents who had been on the register for one year or more rated their experience of renewing their registration. Table 2 shows that most of these respondents felt renewing their registration was a positive experience, with 76% responding with 'very good' or 'good', and only 4% felt it was 'poor' or 'very poor'.

**Table 2**

How would you rate your experience of renewing your registration?			Response Percent	Response Total
1	Very good		42%	207
2	Good		34%	169
3	Neither good nor poor		19%	94
4	Poor		2%	12
5	Very poor		2%	9
6	Don't know		0%	0
			Total	491

## Registration renewal fee payment

Consistent with the finding that registration renewal was a positive experience for most respondents, over two-thirds (72%) reported that their experience of paying the registration renewal fee was 'very good' or 'good', and only a small proportion of respondents (6%) reported this experience was 'poor' or 'very poor' (Table 3).

**Table 3**

How would you rate your experience of paying your registration renewal fee?			Response Percent	Response Total
1	Very good		40%	194
2	Good		32%	157
3	Neither good nor poor		22%	109
4	Poor		4%	18
5	Very poor		2%	10
6	Don't know		<1%	1
			Total	489

The most common method used for paying the registration renewal fee was debit card (56%), followed by annual direct debit (19%), credit card (16%) and quarterly direct debit (9%) (see Table 24 in appendix 2). Following a similar pattern, respondents reported that in the future their preferred method would be debit card (36%), annual direct debit (24%), credit card (17%), quarterly direct debit (15%), and bank transfer (4%) (see Table 25 in appendix 2). Out of respondents who selected 'other' (4%), most gave monthly direct debit as their preferred payment method for their registration renewal in the future.

### Suggestions on how we could improve

Respondents were asked how we can improve the process of renewing their registration. We received 86 comments in response, and the most common suggestions were:

- to provide more reminders, or reminders in different formats such as via text message
- to offer an option of monthly direct debits
- to streamline the process of setting up a direct debit and extending the deadline for paying by direct debit
- to automatically send the registrant a receipt and/or confirmation of payment
- to remove the fee for using a credit card (which happened in January 2018, shortly before the survey was carried out)
- to remove fines for late payment

Some respondents highlighted technical issues with using the website and the payment system and asked for work to be done to resolve these issues.

Many respondents who left comments expressed their frustration that registration has to be renewed and registration renewal fees paid two months ahead of their registration expiry date, which is required in law. Other respondents suggested that registration renewal fees should be reduced.



### myGPhCPharmacy – renewing pharmacy registration

Superintendent pharmacists and pharmacy owners (6% of respondents – see Table 20 in appendix 1) rated their experience using myGPhCPharmacy to renew their pharmacy’s registration. Only one respondent (3%) reported a ‘poor’ experience, with almost two-thirds (60%) of the respondents feeling their experience had been positive, and approximately one-third (30%) selecting ‘neither good nor poor’ (Table 4).

**Table 4**





How would you rate your experience of using myGPhCPharmacy to renew your pharmacy’s registration?				
			Response Percent	Response Total
1	Very good		30%	9
2	Good		30%	9
3	Neither good nor poor		30%	9



How would you rate your experience of using myGPhCPharmacy to renew your pharmacy's registration?				
			Response Percent	Response Total
4	Poor		3%	1
5	Very poor		0%	0
6	Don't know		7%	2
			Total	30 <sup>1</sup>

The experience of paying the pharmacy renewal fee was rated positively by most respondents, with 62% reporting the experience was 'very good' or 'good', 28% feeling neutral, and only one respondent (3%) rating it as 'poor' (Table 5).

**Table 5**

How would you rate your experience of paying your pharmacy's renewal fee?				
			Response Percent	Response Total
1	Very good		24%	7
2	Good		38%	11
3	Neither good nor poor		28%	8
4	Poor		3%	1
5	Very poor		0%	0
6	Don't know		7%	2
			Total	29

The most common methods for paying the pharmacy registration renewal fee were annual direct debit (41%) and debit card (34%), whereas the less common methods were credit card (10%) and quarterly direct debit (7%) (see Table 26 in appendix 2). Thinking ahead to their next pharmacy's fees payment, a slightly higher proportion would like to use an annual direct debit (48%) than did previously (41%), and 15% of respondents reported they would prefer to use a bank transfer which was newly available. The remainder would prefer to use debit card (22%) or credit card (11%) (see Table 27 in appendix 2).

<sup>1</sup> One respondent answered this question then changed their response to the previous question about being a superintendent pharmacist or pharmacy owner, hence the different totals for these two questions.





## Suggestions on how we could improve

Only two registrants made suggestions for how we can improve the process of renewing their pharmacy's registration, which were for the renewal webpage to be easier to find on the website, and for a reminder to be sent.

## Views on experience of using the GPhC online register






We were interested in the frequency with which registrants use the GPhC online register (Table 6). Only a small proportion of respondents (6%) reported using the register more than once a month, with most using it only several times a year or less (80%). Around 1-in-7 (14%) respondents reported that they never use the GPhC online register.


**Table 6**

How often do you use the GPhC online register?				
			Response Percent	Response Total
1	More than once a month		6%	31
2	Several times a year		39%	197
3	Once per year or less		41%	208
4	Never		14%	72
			Total	508

Respondents who had used the online register were asked how they rated their experience of using it (Table 7). Responses were largely positive, with 73% of respondents reporting their experience was 'very good' or 'good', with only 2% feeling their experience had been 'poor' or 'very poor'.

**Table 7**

How would you rate your experience of using the GPhC's online register?				
			Response Percent	Response Total
1	Very good		31%	135
2	Good		42%	184
3	Neither good nor poor		21%	93
4	Poor		2%	9
5	Very poor		<1%	1

How would you rate your experience of using the GPhC's online register?				
			Response Percent	Response Total
6	Don't know		3%	12
			Total	434

## Suggestions on how we could improve






Respondents were asked for their suggestions on how we could improve their experience of using the online register. We received 20 comments and the most common suggestions made were:

- to provide more information about each professional in their register entry, with a range of suggestions given of what further information to add including middle name, maiden name, date of initial registration and institute which awarded their primary qualification
- to improve the search functionality on the online register, so users could search by other categories such as annotation or middle name
- to make the register search available via an app.

## Views on customer services

Seventeen per cent of respondents reported contacting the GPhC with a query during the 12-month period before this survey (see Table 28 in appendix 2). Queries were normally made by telephone (66%), or by email (29%), with a very small number of respondents contacting the GPhC by post or by multiple channels (e.g. phone and email, or in one case by phone, email and post) (see Table 29 in appendix 2).

**Table 8**

How would you rate your experience of contacting the GPhC to raise a query?				
			Response Percent	Response Total
1	Very good		25%	21
2	Good		37%	31
3	Neither good nor poor		15%	13
4	Poor		12%	10
5	Very poor		11%	9
6	Don't know		0%	0
			Total	84

Of those who raised a query, two-thirds (62%) reported that contacting the GPhC had been a ‘very good’ or ‘good’ experience, however almost a quarter (23%) felt their experience had been either ‘poor’ or ‘very poor’ (Table 28).

### Suggestions on how we could improve

Respondents were asked how we could improve the service we provide for people who contact us with queries. We received 24 comments and the most common suggestions were:

- phone calls or emails to be answered more quickly
- having staff available in the contact centre who have the knowledge and skills to provide a tailored response to callers’ queries, including on professional and clinical issues, rather than just using standard responses
- training staff to be helpful and empathetic in response to all queries.

### Views on communications from the GPhC

We regularly communicate with the people on our register via a range of channels, including through direct emails, our website and social media.

More than two-thirds (68%) of respondents think that the GPhC communicates with them ‘very effectively’ or ‘quite effectively’. However, some respondents were less content, with over a-fifth (22%) reporting that the GPhC’s communication with them is ‘not very effective’, or ‘not at all effective’ (Table 9).

**Table 9**

How effectively do you think the GPhC communicates with you?				
			Response Percent	Response Total
1	Very effectively		18%	92
2	Quite effectively		50%	253
3	Not very effectively		17%	85
4	Not at all effectively		5%	27
5	Don’t know		10%	49
			Total	506






Among those respondents who thought the GPhC did not communicate effectively with them, the most frequent reasons given for their responses were that the GPhC used email too much, whereas they would prefer to get information in the post, or that they would prefer shorter and simpler updates. Several respondents mentioned they wanted us to provide more information about the introduction of revalidation (this survey took place shortly before we began to send out detailed information about revalidation in late February 2018).

Most respondents (68%) are happy with the frequency with which the GPhC communicates with them, reporting the level is about right. About a-fifth (19%) felt that the GPhC should communicate with them more, and a small number of respondents (2%) felt the opposite, that the GPhC’s communication is too frequent (see Table 30 in appendix 2).

One of the ways in which the GPhC communicates with registrants is via our e-newsletter, Regulate, which we email to registrants every 2 months. Most respondents reported that they read Regulate, either in detail (22%) or they scan it (58%). One-in-ten (11%) respondents reported that they don’t read Regulate, and a further one-in-ten (10%) reported that they don’t receive Regulate (see Table 31 in appendix 2).

Out of those who read Regulate, 83% of respondents find the articles it contains to be ‘very informative’ or ‘quite informative’, but one-in-seven (14%) either don’t find them very informative, or don’t find them informative at all (Table 10).

**Table 10**

How informative do you find the articles in Regulate?			Response Percent	Response Total
1	Very informative		19%	74
2	Quite informative		64%	257
3	Not very informative		12%	46
4	Not at all informative		2%	9
5	Don’t know		4%	14
			Total	400

Respondents were asked to select all the articles in Regulate that they feel are the most relevant. The articles reported to be most relevant were the case studies and examples of good practice (77%), updates on GPhC consultations (51%), updates on other GPhC activities (44%), and information about recent fitness to practise hearings (35%) (see Table 32 in appendix 2).

### Suggestions on how we could improve

Respondents were asked how we could improve the way we communicate with them about our work. We received 37 comments in total with suggestions for improvement.

The most frequent suggestion was that Regulate and other key communications should be sent out in hard copy via post as well as via email, with respondents indicating they were more likely to read something in detail if it was sent to them in hard copy.

There were also a number of suggestions for sending out more information on particular topics or providing information in different formats. Several respondents asked for more information relating to revalidation ahead of its implementation. Some respondents asked for more concise information in a format that was quicker and easier to read, and information that was relevant to pharmacy

professionals working in all sectors, including research, and not just relevant to those working in patient-facing roles.

## Views on GPhC consultations

Around 15% of respondents had taken part in a GPhC consultation in the previous 12 months (see Table 33 in appendix 2). **Error! Reference source not found.** shows that around two-thirds (61%) of respondents felt their experience of taking part in a GPhC consultation was positive ('very good' or 'good'), 32% felt neutral, and 8% felt their experience had been negative ('poor' or 'very poor').

**Table 11**



How would you rate your experience of taking part in a GPhC consultation?				
			Response Percent	Response Total
1	Very good		16%	12
2	Good		45%	34
3	Neither good nor poor		32%	24
4	Poor		7%	5
5	Very poor		1%	1
6	Don't know		0%	0
			Total	76

There were mixed views about whether the GPhC listens to the views of its registrants when developing policies, standards and guidance (Table 12). The most common view was in agreement, with two-fifths (41%) of respondents feeling that the GPhC does listen to its registrants. However, a further third (30%) neither agreed nor disagreed, and a quarter (25%) felt that the GPhC does not listen to its registrants.

**Table 12**

We set out to be a listening organisation. Do you think the GPhC listens to the views of its registrants when developing policies, standards and guidance?				
			Response Percent	Response Total
1	Strongly agree		7%	5
2	Agree		34%	26
3	Neither agree nor disagree		30%	23
4	Disagree		16%	12

**We set out to be a listening organisation. Do you think the GPhC listens to the views of its registrants when developing policies, standards and guidance?**

			Response Percent	Response Total
5	Strongly disagree		9%	7
6	Don't know		4%	3
			Total	76

### Suggestions on how we could improve

Respondents were asked for their suggestions for how we could improve our consultations. We received 48 comments in total.

Several respondents suggested that consultation surveys were currently too long and needed to be shorter and quicker to complete.

There were also suggestions that more should be done to promote consultations to all registrants and to make the consultations more accessible and engaging to a more diverse audience. A number of respondents suggested methods to engage a wider audience, including sending consultations out via post, conducting interviews with pharmacy professionals on the phone and face-to-face, holding regional consultation events in partnership with local organisations and through online polls.


A number of respondents raised concerns about whether the GPhC effectively listened to the feedback raised through consultations, with a few suggesting that they felt their views were being ignored or that the GPhC had already decided on the final approach before the consultation took place. At least one respondent suggested we should make it clearer how we have acted on what we heard. Another respondent suggested we should publish separate reports from focus groups, rather than including summaries of focus groups within consultation reports, to highlight in detail what we heard from stakeholders during consultation events.

### Views on experience of recording CPD

Over half (58%) of registrants had recorded CPD online in the last 12 months. (see Table 34 in appendix 2).

Table 13 shows that half of respondents (50%) rated their experience of using [www.uptodate.org](http://www.uptodate.org) to record and submit their CPD as positive ('very good' or 'good'), with the remainder rating it as a neutral (23%), or a negative experience (13%) ('poor' or 'very poor').

**Table 13**

<b>How would you rate your experience of using <a href="http://www.uptodate.org">www.uptodate.org</a> to record and submit your CPD?</b>				
			Response Percent	Response Total
1	Very good		16%	83

How would you rate your experience of using www.uptodate.org to record and submit your CPD?			Response Percent	Response Total
2	Good		34%	173
3	Neither good nor poor		23%	117
4	Poor		9%	44
5	Very poor		4%	22
6	Don't know		13%	67
Total				506

## Views on the new standards for pharmacy professionals

New standards for pharmacy professionals were introduced in May 2017. Two-thirds (61%) of respondents rated their awareness of the new standards for pharmacy professionals as 'very good' or 'good'. A minority (10%) rated their awareness of the standards as 'poor' or 'very poor' (

Table 14).




**Table 14**

How would you rate your awareness of the standards for pharmacy professionals introduced in May 2017?			Response Percent	Response Total
1	Very good		15%	76
2	Good		46%	235
3	Neither good nor poor		25%	127
4	Poor		7%	33
5	Very poor		3%	16
6	Don't know		4%	20
Total				507

Reading the standards appears to be helpful for respondents, with over half (53%) reporting that they have helped them to reflect on their practice (Table 35). However, 18% reported that reading the standards had not helped them to reflect on their practice. A further 28% were unsure whether the standards had helped them to reflect, but this group may include those who had not read the standards.



**Table 15**

Has reading the standards helped you to reflect on your practice?			Response Percent	Response Total
1	Yes		53%	269
2	No		18%	93
3	Not sure		28%	144
			Total	506

# How we are using the feedback we have received

As we highlighted in the introduction of this report, the feedback that we received has been particularly valuable at a time when we are making significant changes to some of our services and ways of working.

## Redevelopment of myGPhC and myGPhCPharmacy and introduction of revalidation

Since the survey was carried out, we have launched a new version of myGPhC, which registrants can use to renew their registration and to record and submit their revalidation records. The feedback we received relating to the renewal process and to the previous platform for CPD, [uptodate.org](http://uptodate.org), has been helpful in finalising the new version of myGPhC.

For example, respondents to the survey asked us to provide more reminders, or reminders in different formats such as via text message, when their registration renewal is due. Registrants signed up to myGPhC now receive a renewal notice and a further 3 email reminders, and we are also looking into providing text message reminders in the future.

Respondents also asked for a receipt and/or confirmation of payment; this is available on registrants' accounts on myGPhC and on myGPhC pharmacy once their payment has been processed.

In the next few years we plan to develop a number of other new services within myGPhC, to re-develop myGPhCPharmacy, and to make other improvements to the processes for renewing registration, including streamlining the process for direct debits. We will carefully consider the feedback we received when taking this work forward.

We also received useful feedback about the experience of using our online register. We continually work to review and improve our corporate website, which hosts our online register, and we will use the feedback to inform and prioritise improvements.

## Ongoing improvements to our services and how we work

We are always working to improve the services we offer to our registrants. The feedback we received in relation to our customer services, communications and consultations has been very helpful in identifying key areas for improvement.

We have invested in training our staff and improving some of our processes to make them more transparent. For example, we have strengthened our processes for following up with people and organisations who responded to our consultations to explain what we heard, how we are acting on what we heard (including what changes we have made to proposals) and what the next steps will be.

We have also increased the number of articles in Regulate that focus on sharing good practice, as respondents highlighted this as the most useful type of article. We plan to increase this even further in 2019 through sharing examples of notable practice that we identify during inspections of registered pharmacies.

We also took on board the helpful suggestions about increasing our communications about revalidation and making sure information was concise and easy to read. The resources we have shared with pharmacy professionals since the survey was carried out have been generally welcomed.

Some of the suggestions received would be challenging to implement within current budgets. For example, a popular suggestion was that we should go back to sending out our bi-monthly newsletter Regulate via post, as we did in our first few years of operation, but due to postage costs this would be unaffordable within current budgets.

It was positive to learn that the majority of pharmacy professionals said they had 'good' or 'very good' awareness of the standards for pharmacy professionals, and over half of them had used the standards to reflect on their practice. We expect this percentage will increase significantly in 2019-20, when all pharmacy professionals will be required to reflect on the standards for their reflective account as part of revalidation.

### **Future survey**

We plan to repeat the survey again in the future, and can use these results to compare whether there has been a change in the perceptions of people on our register in relation to those services that have been significantly changed since this survey was carried out.

### **Acknowledgements**

The GPhC would like to thank everyone who took part in this survey for their contributions.

# Appendix 1

Table 16





Where do you live?			Response Percent	Response Total
1	England		81%	413
2	Scotland		11%	55
3	Wales		5%	23
4	Other		3%	16
Total				507

Table 17













Are you a:			Response Percent	Response Total
1	Pharmacist		66%	334
2	Pharmacy technician		34%	174
3	Pharmacy owner who is not registered as a pharmacist or pharmacy technician		0%	0
Total				508

Table 18




Please choose the option below which best describes the area you mainly work in:			Response Percent	Response Total
1	community pharmacy (0-5 pharmacies)		23%	119
2	community pharmacy (6+ pharmacies)		29%	148
3	hospital pharmacy		27%	137

Please choose the option below which best describes the area you mainly work in:				
			Response Percent	Response Total
4	primary care organisation (e.g. CCG, GP practice)		9%	48
5	pharmacy education and training		4%	20
6	pharmaceutical industry		2%	9
7	other (please give details):		5%	27
			Total	508




**Table 19**

How long have you been on the register?				
			Response Percent	Response Total
1	Less than 12 months		3%	17
2	1-10 years		46%	236
3	More than 10 years		50%	255
			Total	508







**Table 20**

Are you a:				
			Response Percent	Response Total
1	Superintendent pharmacist		4%	21
2	Pharmacy owner		2%	8
3	None of the above		94%	462
			Total	491


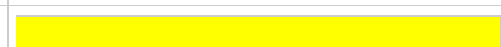

**Table 21**

What is your sex? Please tick one box.				
			Response Percent	Response Total
1	Male		29%	147
2	Female		70%	349
3	Other		1%	6
			Total	502

**Table 22**

What is your age group? Please tick one box.				
			Response Percent	Response Total
1	16 – 24 years		2%	10
2	25 – 34 years		22%	109
3	35 – 44 years		27%	135
4	45 – 54 years		28%	141
5	55 – 64 years		16%	82
6	65 + years		5%	24
			Total	501

**Table 23**

Do you consider yourself disabled? Disability is defined in the Equality Act 2010 as "physical or mental impairment, which has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities". Please tick one box.				
			Response Percent	Response Total
1	Yes		2%	9
2	No		96%	479
3	Prefer not to say		3%	13
			Total	501

## Appendix 2

Table 24
















What method did you use to pay your registration renewal fee when you last renewed your registration?				
			Response Percent	Response Total
1	Direct debit (quarterly)		9%	44
2	Direct debit (annually)		19%	93
3	Credit card		16%	77
4	Debit card		56%	275
5	Other (please specify):		<1%	1
			answered	490






Table 25

Which method would you prefer to use to pay your fees in the future?				
			Response Percent	Response Total
1	Direct debit (quarterly)- online set-up		15%	72
2	Direct debit (annually)- online set-up		24%	116
3	Credit card		17%	84
4	Debit card		36%	176
5	Bank transfer		4%	22
6	Other (please specify):		4%	20
			answered	490

**Table 26**



What method did you use to pay the renewal fee when you last renewed your pharmacy's registration?				
			Response Percent	Response Total
1	Direct debit (quarterly)		7%	2
2	Direct debit (annually)		41%	12
3	Credit card		10%	3
4	Debit card		34%	10
5	Other (please specify):		7%	2
			answered	29

**Table 27**




Which method would you prefer to use to pay your pharmacy's fees in the future?				
			Response Percent	Response Total
1	Direct debit (quarterly)- online set-up		4%	1
2	Direct debit (annually)- online set-up		48%	13
3	Credit card		11%	3
4	Debit card		22%	6
5	Bank transfer		15%	4
6	Other (please specify):		0%	0
			answered	27







**Table 28**

Have you contacted the GPhC with a query in the last 12 months?				
			Response Percent	Response Total
1	Yes		17%	85
2	No		83%	423
			answered	508





**Table 29**

How did you raise your query with the GPhC?				
			Response Percent	Response Total
1	By telephone		66%	56
2	By email		29%	25
3	By Twitter		0%	0
4	By Facebook		0%	0
5	Other (please specify):		5%	4
			answered	85








**Table 30**

What do you think about the frequency with which the GPhC communicates with you?				
			Response Percent	Response Total
1	Too often		2%	11
2	It's about right		68%	347
3	It's not often enough		19%	99
4	Don't know		10%	51
			answered	508




**Table 31**

Do you read the GPhC e-bulletin, Regulate, which is sent to registrants via email every two months?				
			Response Percent	Response Total
1	Yes, in detail		22%	110
2	Yes, I scan it		58%	293
3	No		11%	54
4	I don't receive Regulate		10%	51
			answered	508



**Table 32**

Which articles do you find most relevant in Regulate? (select all that apply)				
			Response Percent	Response Total
1	Case studies and examples of good practice		77%	306
2	Blog from the Chief Executive		13%	53
3	Updates on GPhC consultations		51%	204
4	Updates on other GPhC activities		44%	173
5	Articles about campaigns or resources led by other organisations		19%	74
6	Information about recent fitness to practise hearings		35%	137
7	None of the above		6%	22
			answered	397




**Table 33**

Have you taken part in a GPhC consultation in the last 12 months?				
			Response Percent	Response Total
1	Yes		15%	76
2	No		71%	360
3	Not sure		14%	72
			answered	508

**Table 34**

Have you recorded CPD in www.uptodate.org this year?				
			Response Percent	Response Total
1	Yes		58%	294
2	No		42%	213
			answered	507

**Table 35**

Has reading the standards helped you to reflect on your practice?				
			Response Percent	Response Total
1	Yes		53%	269
2	No		18%	93
3	Not sure		28%	144
			Total	506