

To: Heads of Primary Care and Pharmacy Contracting Teams,
NHS England and NHS Improvement
Regional Chief Pharmacists, NHS England and NHS
Improvement
Pharmacy Deans, Health Education England
Chief Pharmacists, CCGs and ICSs

7 May 2021

Dear Colleague,

Re: Community Pharmacy Workforce Survey 2021 – For promotion and engagement

The NHS Long Term Plan (2019) and NHS People Plan (2020) identified the need for a flexible, multi-professional workforce, capable of confident, joined-up patient care. Enabled by this recognition, the pharmacy workforce continues to expand across health and care sectors, with pharmacy professionals working in new ways to meet ever-increasing patient demand.

With more opportunities opening for the pharmacy workforce to deliver enhanced clinical NHS services, Health Education England (HEE) have asked the Centre for Pharmacy Workforce Studies at the University of Manchester (UoM) to conduct a national survey of the community pharmacy workforce in England this spring to be carried out by community pharmacy contractors on behalf of their teams.

The Community Pharmacy Workforce Survey 2021 will aim to provide an up-to-date picture of the size and shape of the community pharmacy workforce (including locums) in order to:

1. Inform workforce planning and future investment in education and training for the entire community pharmacy workforce of pharmacy professionals and their teams.
2. Guide the overall workforce development strategy for the NHS.
3. Inform on community pharmacy's current contribution to local health systems across England – e.g., Primary Care Networks (PCNs) and Integrated Care Systems (ICSs).

Cont. overleaf



This survey is being conducted in partnership with NHS England and NHS Improvement, the Department for Health and Social Care, representative bodies from community pharmacy (CCA, AIMP, NPA, PSNC), professional bodies (RPS, APTUK) and the regulator (GPhC).

Further information

The Community Pharmacy Workforce Survey 2021 launches today, 7 May, and will close by mid-June. It is managed by UoM and their research partner ICF on behalf of HEE. UoM shares information about the survey with pharmacy contractors via emails from the NHS Business Services Authority (NHSBSA). Survey results will be anonymised by ICF, who will be responsible for collecting and processing the data. UoM and HEE will not have access to personal information, such as email addresses or ODS codes used by contractors.

To understand the make-up of the community pharmacy workforce and how the workforce reflects the diversity of the communities served, as part of informing the [Joint National Plan for Inclusive Pharmacy Practice](#), additional workforce questions regarding four protected characteristics (age, sex, ethnicity, disability) have been introduced at the end of this survey. Although these questions are optional, we recognise the importance of this information and we encourage the submission of this data.

Next steps

- The survey is hosted by ICF on a secure server that complies with data protection requirements.
- Contractors who do not return the survey, will receive reminder emails from NHSBSA to complete the survey before the closing date.
- The survey will close by mid-June.
- ICF will aggregate the data and share the anonymised data set with UoM and HEE.
- UoM will analyse the data to produce a report.
- The anonymised and aggregated data set will be made publicly available in autumn 2021.

Potential ways in which HEE and the system might use the data are:

- To establish differences in the establishment of and any shortages in particular roles in different geographical areas.
- To support understanding of the capacity and capability of the workforce in the community pharmacy sector as part of transformation plans being developed by ICSs and PCNs.
- To inform the national commissioning of education and training for the wider primary healthcare team including community pharmacy.
- To support national education investment decisions by HEE.



Please raise awareness with pharmacy contractors this month to encourage them to take part in the survey.

If you have any questions, please contact UoM at CPWS2021-queries@manchester.ac.uk.

Best regards



Richard Cattell
Deputy Chief Pharmaceutical Officer
NHS England and NHS Improvement



Prof Wendy Reid
Medical Director
Health Education England

