

2023 Pharmacy Pressures Survey: Results summary

PSNC's 2023 Pharmacy Pressures Survey heard directly from a wide range of pharmacy teams and businesses across England about the impact of the ongoing pressures on them and patient care. This is the second annual Pressures Survey, highlighting the worsening situation in the sector.

Over 900 pharmacy owners representing more than 6,200 pharmacy premises and more than 2,000 pharmacy team members participated in this year's survey.

Summary of key findings



RISING COSTS

96% of pharmacy companies reported that operating costs continue to rise.

Significantly higher than last year's 80%.

INCREASING WORKLOAD



92% of pharmacy staff have seen a significant increase in requests from patients unable to access General Practice.



SUPPLY CHAIN AND MEDICINE DELIVERY ISSUES

92% of pharmacies are having to deal with medicine supply issues every day.

Increased significantly from 67% in last year's result

PHARMACY TEAM WELLBEING



56% of pharmacy owners were extremely concerned about the wellbeing of their teams.

IMPACT ON PATIENT CARE



87% of pharmacy staff reported that patient health was being put at risk because of medicine supply issues.

CONCERNING OUTLOOK



Almost 1 in 5 pharmacies had been subject to unplanned closures due to staff shortages.

78% of pharmacy owners were extremely concerned about their business finances.

STAFF SHORTAGES



76% of pharmacy team members reported their pharmacies were experiencing staff shortages.

This was mainly due to insufficient funding (48%) and staff unavailability (34%).

Unfortunately, pharmacy pressures have worsened since this time last year. Without urgent action from the Government and the NHS, we can only expect things will continue to deteriorate.