

Results of The Pharmacy Team Survey 2025

The results from our Pharmacy Team survey provide valuable insights into the support, priorities, and challenges faced by our community pharmacy teams. These findings guide our business planning and help us ensure the best possible support for all our teams.

Overall view of the LPC

You said:	We did:
Support from the LPC remains vital, and maintaining strong support is essential. 96% of respondents indicated that LPC support has either improved or remained steady. Respondents praised our responsiveness, accessibility, and practical assistance, while also reminding us that continuous improvement is important.	We will continue to support our contractors in their daily work, maintaining, strengthening, and building key relationships with external partners. Our commitment includes providing prioritised, timely responses, clearer signposting, and consistent follow-up. We will also focus on increasing our visibility and impact, especially for those who feel less connected to local professionals.

Communications

You said:	We did:
Email, newsletters, and the website are the most trusted sources of communication for our teams. However, there is growing interest in using Teams and WhatsApp for updates and information sharing.	We will continue to use email and the weekly newsletter as the backbone of our communications. To enhance engagement, we will expand the use of webinars for training and service updates, establish a WhatsApp group, and refresh the website as a central hub for guidance and resources. Evening webinars and Sunday face-to-face sessions will be the main training formats for 2026, matching the times when teams can most realistically participate.

National Services

You said:	We did:
National services remain the top priority, particularly Pharmacy First, Hypertension, and Contraceptive services. Teams expressed a need for ongoing support and confidence-building to successfully deliver these services.	We have provided focused support for these national services through targeted webinars, clinical discussions, and clear communications. Additional efforts included funding and distributing posters and leaflets, promoting campaigns, and collaborating with system partners to clarify referral pathways and the pharmacy offer. Our support is practical, aimed at helping teams deliver services safely and consistently.

Local Services

You said:	We did:
Locally commissioned services are important, but the current landscape is confusing—particularly with upcoming changes to local commissioning arrangements.	We will remain actively engaged with commissioners and providers, closely tracking any changes and keeping contractors informed. When services are decommissioned or transitioned to national pathways, we will provide clear explanations about what this means in practice and what pharmacies should expect going forward.

Barriers To Service Delivery

You said:	We did:
Time constraints, staffing challenges, and dispensing workload remain the biggest barriers for teams, along with knowledge gaps as service offerings expand.	We have shifted from one-off training to ongoing, accessible support, offering shorter webinars, clearer written guides, and signposting to CPPE and other funded training opportunities. We are also working with commissioners and system partners to ensure expectations of pharmacy are realistic and aligned with workforce and capacity constraints.

Training Requirements

You said:	We did:
Training must reach the entire pharmacy team, not just pharmacists.	We have designed webinars and resources to be relevant to all team members and practical roles. Our clinical workshops, service explainers, and confidence-building sessions are created with minimal preparation required, recognising that learning needs to fit into the working day.

Support Materials

You said:	We did:
Promotion is beneficial, as patients and other professionals still do not fully understand the pharmacy offer. Stronger system-wide messaging is needed to support referrals and improve public understanding.	We have invested in posters, leaflets, and social media content, while supporting wider campaigns led by ICBs and partners. Collaborating with PCN and GP colleagues, trusts, and community settings, we have reinforced referral criteria and the role of community pharmacy, directly addressing myths and misunderstandings.

Looking ahead:

The 2025 survey results show a sector that is more engaged, more diverse, and more realistic about what is possible. Pharmacies are now focused on delivering services well, safely, and sustainably, rather than questioning whether they should deliver them at all.

Our priorities for 2026 are clear:

We will continue to focus on high-value national services, practical team-wide training, clear communication, and strong representation as local systems evolve. We remain committed to listening, adapting, and ensuring that feedback from pharmacy teams leads to meaningful action.

We would like to thank everyone who completed our Pharmacy team survey again, and if you have any further comments or need any further support please contact us on info@cpns.org.uk.