

PNA Pharmacy Survey 2025

This report was generated on 11/08/25. Overall, 69 respondents completed this questionnaire. The report has been filtered to show the responses for pharmacies with Leicester City postcodes (26 respondents).

Q1a,Q1b,Q1c,Q1d (ODS Code, Contractor name, Trading name, pharmacy postcode)

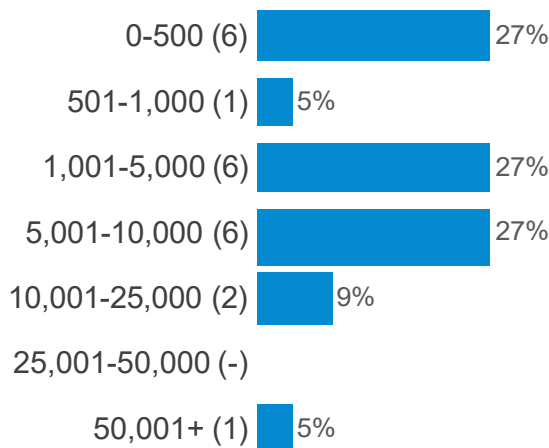
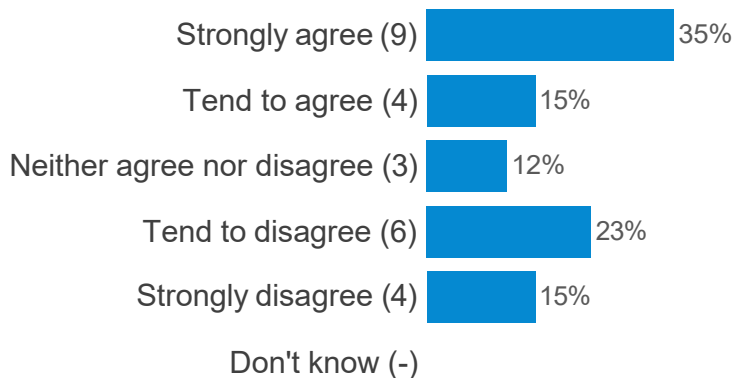
FH395	M Squared Pharma Ltd	Patels Chemist	LE3 0PA
FX150	PCT Healthcare Limited	Brennans Pharmacy	LE4 0RY
FXC00	PCT Healthcare Limited	Peak Pharmacy	LE3 0LP
FLW13	ZS PHARMA LIMITED	FUSION PHARMACY	LE4 9LG
FXH 79		Hockley Farm Chemist	LE3 1HN
FLW13	ZS PHARMA LIMITED	FUSION PHARMACY	LE4 9LG
FXM17	PEN GARVA LTD	FUSION PHARMACY	LE2 9RW
FQK80	HAMILTON HEALTH LTD	HAMILTON PHARMACY	LE5 1QN
fc256		Astill lodge pharmacy	LE4 1EF
fxh 79		Hockley Farm Chemist	LE3 1HN
FXH79		HOCKLEY FARM CHEMIST	LE3 1HN
FV608	YAKUB CHEMIST LTD	YAKUB CHEMIST	LE2 0GQ
FVL18	YAKUB CHEMIST LTD	YAKUB CHEMIST CARE HOME SERVICES	LE4 9LJ
FF526	Health Serve Pharmacy Limited	Health Serve Pharmacy	LE2 0DS
FEC69	Spirit Pharmacy	Spirit Pharmacy Limited	LE2 6UP
fme83	Asha Pharmacy	Asha Pharmacy	LE5 2BB
FNC97		HEALTHWAYS CHEMIST	LE4 5LR
FEC69	Spirit Pharmacy LTD	Spirit Pharmacy	LE2 6UP
FVF39	MEDICOMP UK LIMITED	YOUR PHARMACY	LE2 6HS
fht89	Pharmasom ltd	Pharmason	LE1 2FT
FLW13	ZS PHARMA LIMITED	FUSION PHARMACY	LE4 9LG
FXM17	PEN GARVA LTD	FUSION PHARMACY	LE2 9RW
FAQ51	BESTWAY NATIONAL CHEMISTS LTD	WELL	LE2 9DB
FCV82	BESTWAY NATIONAL CHEMISTS LTD	WELL	LE2 1TU
FND47	BESTWAY NATIONAL CHEMISTS LTD	WELL	LE3 9PW
FDJ03	BESTWAY NATIONAL CHEMISTS LTD	WELL	LE5 2NL

Is this pharmacy a distance selling pharmacy?

Yes (8)  32%

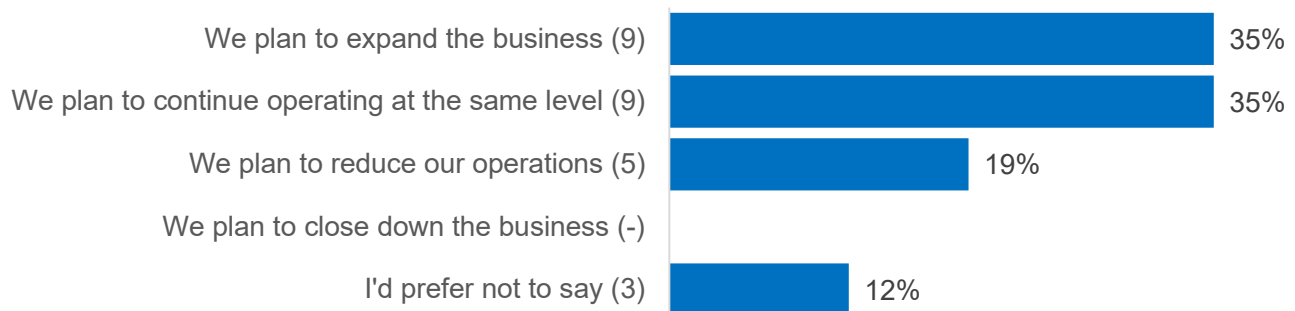
No (17)  68%

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Approximately, how many over the counter enquiries does the pharmacy get per year?**To what extent do you agree or disagree that you feel able to maintain the current level of service your pharmacy provides?****Why do you say this?****Responses included:**

- A good team that provides the full range of NHS services and we are confident that we can manage the current level of service
- 1 pharmacy commented 'Plenty of staff including 2 pharmacist and a Act, as well as trainees ensuring vacancies can be filled. Plenty of parking for people to come in from the surrounding area.
- Hub & spoke model for original pack dispensing via our Head Office
- Impact of increasing wage costs with insufficient funding increases leading to staff cuts
- Demands of additional services being brought into the pharmacy without sufficient remuneration
- Increasing healthcare services for the staff they can afford

Which of the following statements best describes the plans for your pharmacy business for the next year?

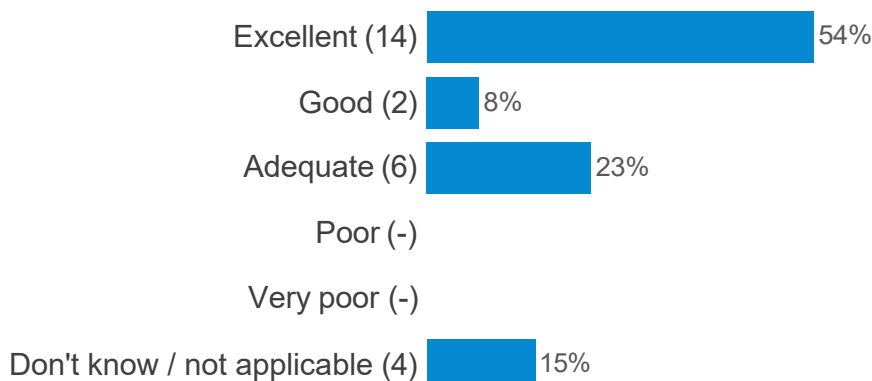


How do you intend to expand/reduce the business?

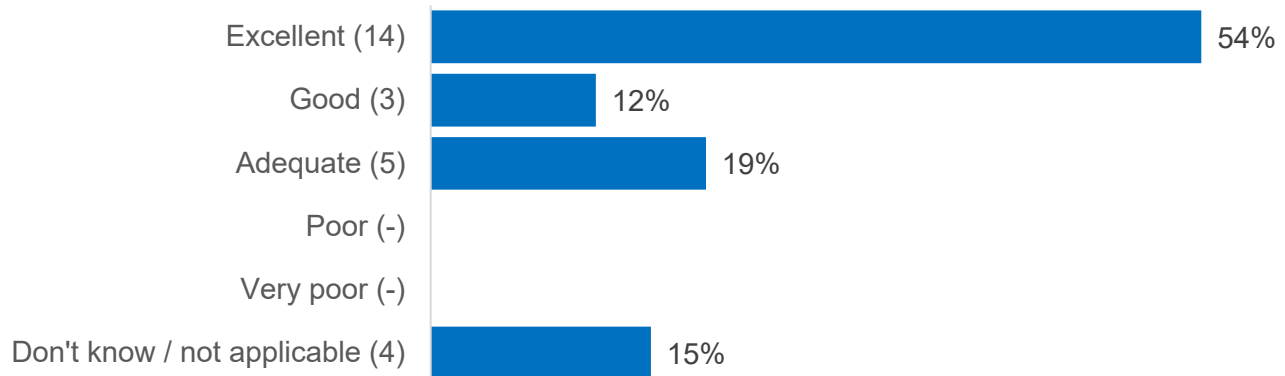
Responses included:

- Expanding private services and any new NHS services
- Increasing items, services and shop skews
- Building an additional consultation room to help generate extra income
- Onboarding a foundation trainee pharmacist to help with work flow and promote more of the Pharmacy First services
- Use of marketing and advertising, hoping to offer more services
- Expanding the service area and improving accessibility for patients who depend on home deliveries
- Reducing the team size
- Reducing compliance and dispensing and emergency deliveries
- Reducing the time with pharmacist and only allowing bookable time

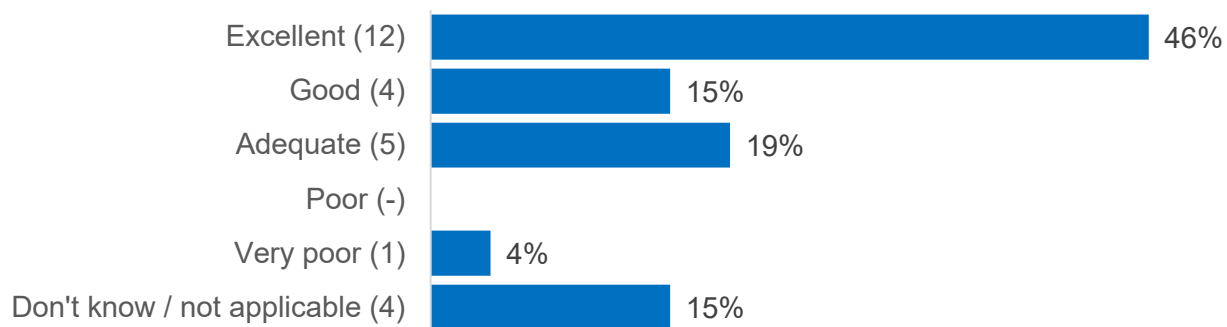
How would you describe the current provision of pharmacies in a three-mile radius of your own pharmacy? (Amount of pharmacies)



How would you describe the current provision of pharmacies in a three-mile radius of your own pharmacy? (Location of pharmacies)



How would you describe the current provision of pharmacies in a three-mile radius of your own pharmacy? (Range of services provided by pharmacies)



If 'Poor' or 'Very poor', why is this?

Responses included:

- Most pharmacies not offering free deliveries or compliance aids for elderly

How many consultation areas are there on the premises that are clearly designated, distinct from general public areas, and appropriate for confidential conversations?



Do the premises have the following? (A consultation area with wheelchair access)



Do the premises have the following? (A closed room consultation area)



Do the premises have the following? (Hand washing facilities within each consultation area)



Do the premises have the following? (Hand washing facilities close to each consultation area)



Do the premises have the following? (Toilet facilities for patients attending for consultation)



How many consultations do you see in the consultation area(s) in an average week?

Sample Standard						
Count	Sum	Mean	Deviation	Minimum	Maximum	Range
21	568	27.05	30.22	0	100	100

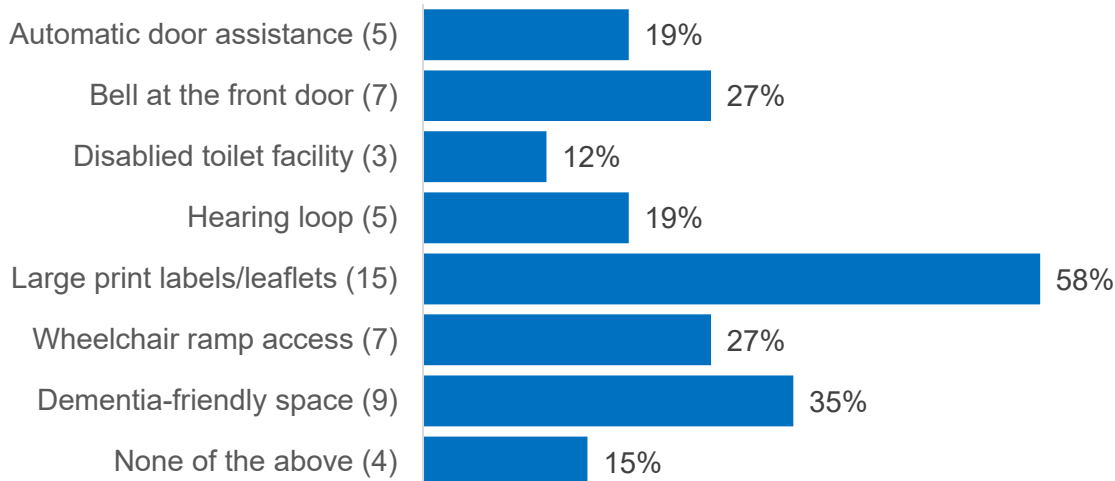
Are you planning to increase the number of consultation areas in the next 12 months?



Are you planning to provide a consultation area within the next 12 months?



Which of the following facilities does the pharmacy have to help people access services? Please tick all that apply.

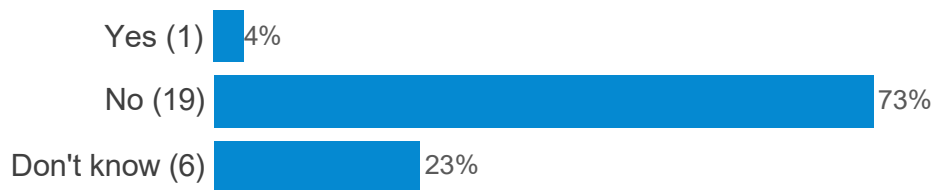


Please provide details of any other adaptations you make to help people access services, for example, support for people with physical disabilities, mental health conditions, sensory impairments or learning disabilities.

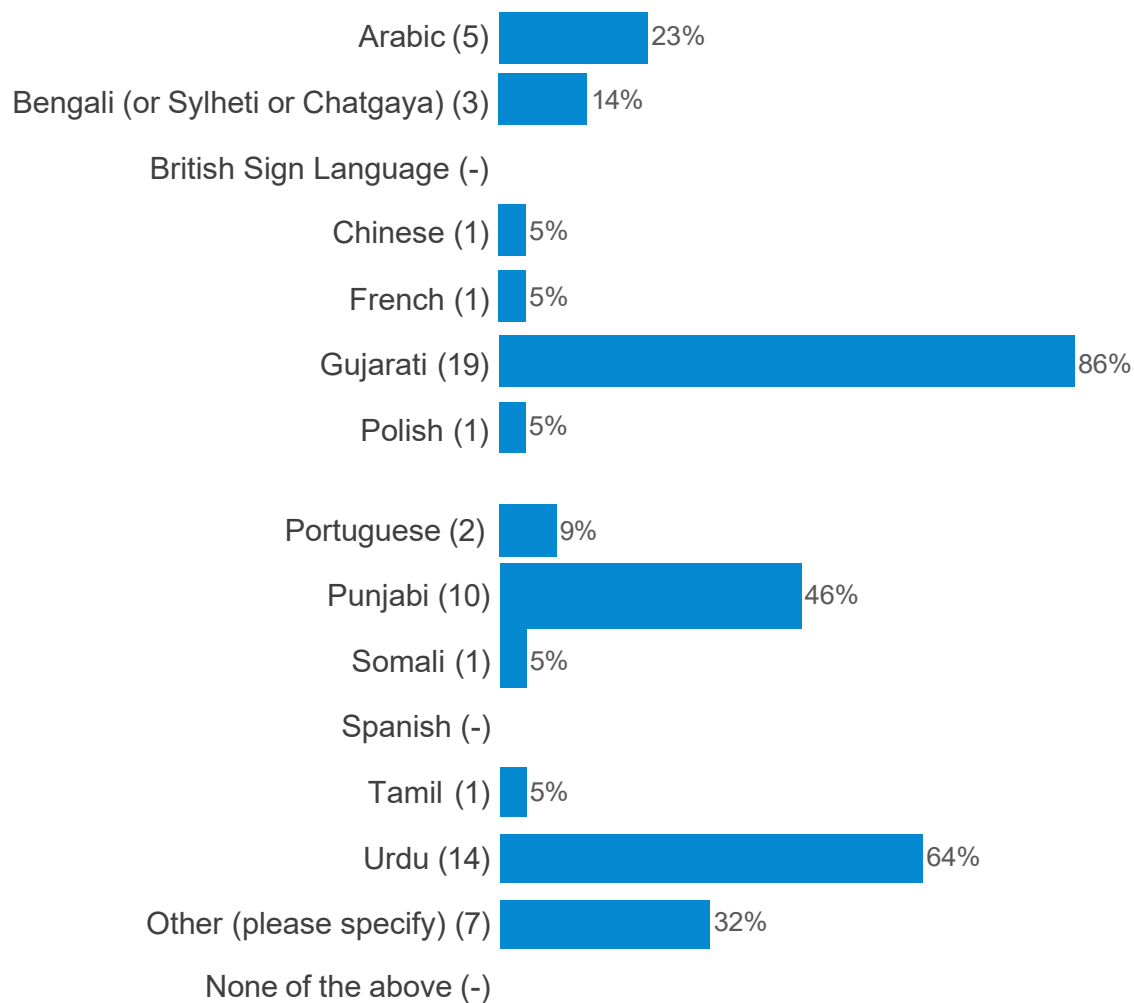
Responses included:

- Team is safeguarding trained
- Free disabled parking available in front of premises. Doors flush with street level. Spacious area so that carers can accompany patient into shop and consultation areas. Well signposted layout to ensure patients can navigate the space easily
- We can print large print materials for those with reading difficulties
- Large door access multi lingual staff. Well established staff who know the community
- As a Distance Selling Pharmacy, we provide various adaptations to ensure inclusive access for all patients. These include:
 - Free home delivery of medications, including to those with mobility issues or long-term health conditions.
 - Clear labelling and easy-open packaging for patients with visual or dexterity impairments.
 - Multilingual staff and translation support for patients who do not speak English fluently.
 - Telephone consultations for those who may struggle to access physical services, including individuals with mental health challenges or learning disabilities.
 - Priority services for vulnerable patients, including those discharged from hospital or with ongoing care needs.
 - Accessible communication methods (e.g., email, large print) based on patient preference
- Unable to make any other adaptations – currently looking to find another suitable location to relocate the pharmacy but lack of funds makes this restrictive

Is the pharmacy entitled to Pharmacy Access Scheme payments?



Which of the following languages are spoken by pharmacy staff (in addition to English)? Please tick all that apply.

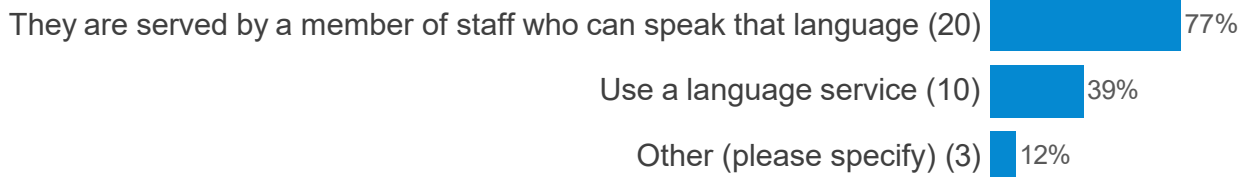


Please specify 'other'

Responses included:

- Hindi
- Kachi
- Swedish
- Dutch

If a patient who is unable to speak English attends the pharmacy, what is the usual course of action? Please tick all that apply.

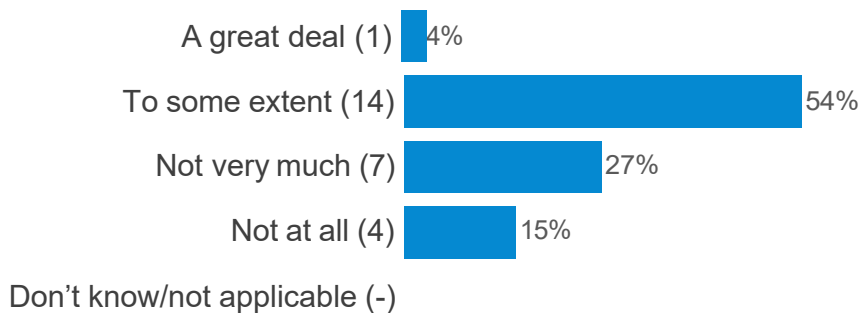


Please specify 'other'

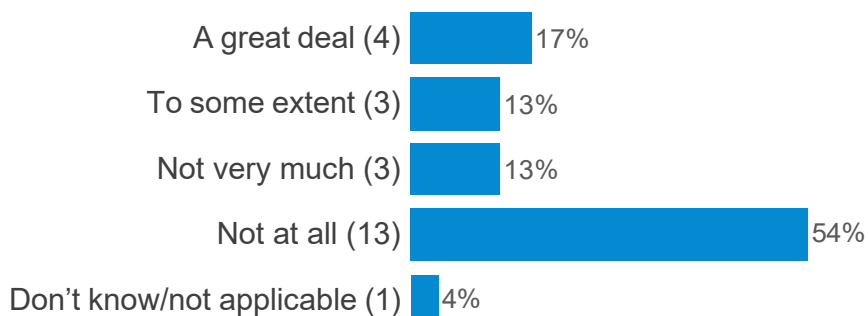
Responses included:

- Use of free translation services such as google translate
- Speaking to a family member

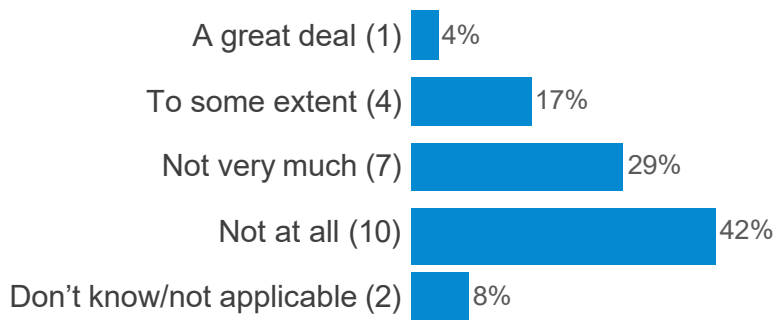
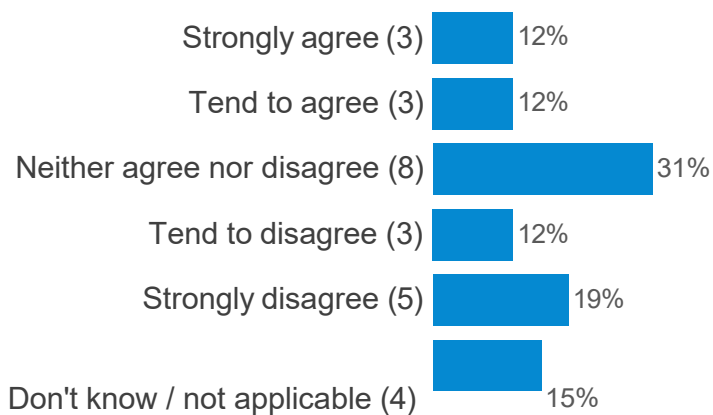
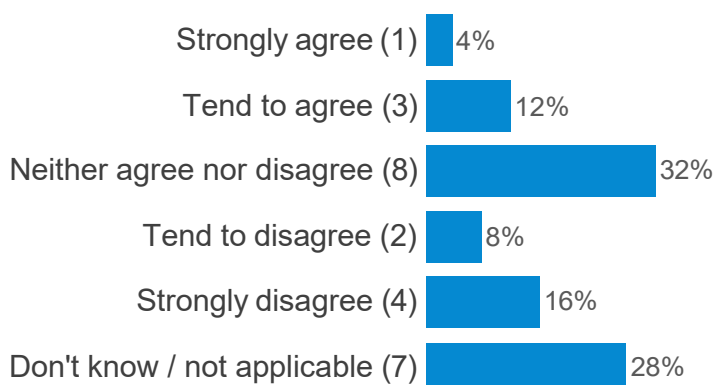
To what extent do you rely on the following? (Locum Pharmacists)



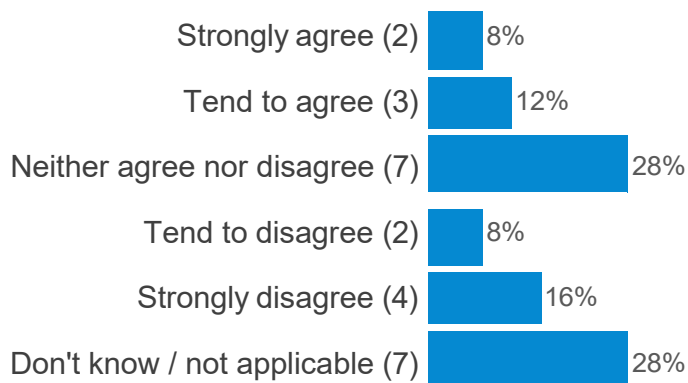
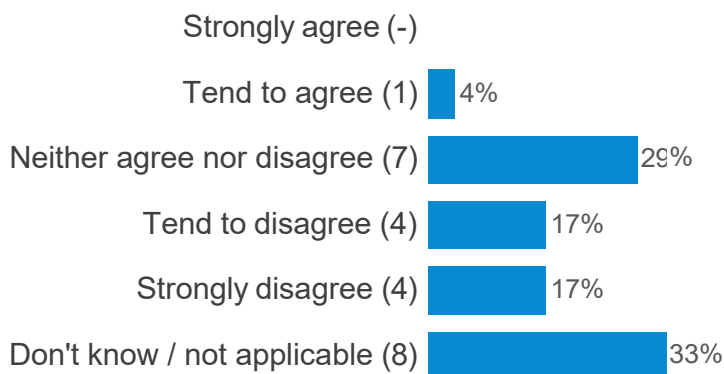
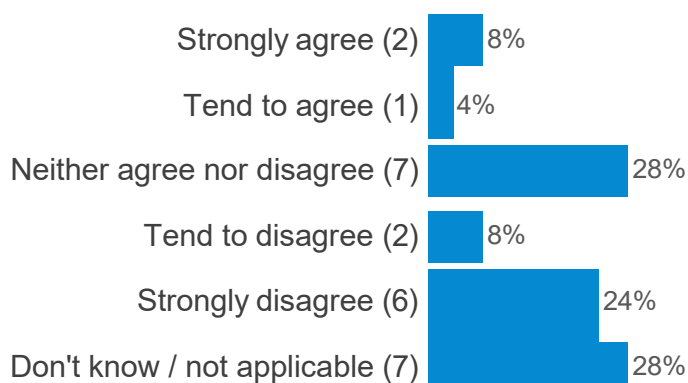
To what extent do you rely on the following? (Relief Pharmacists)



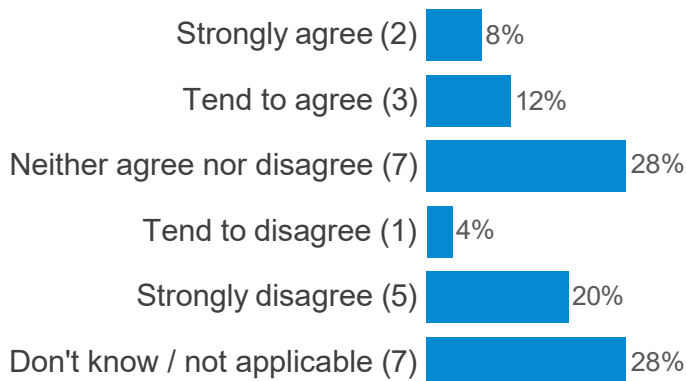
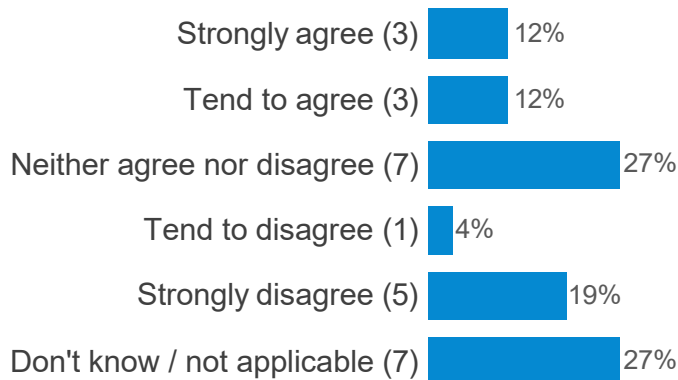
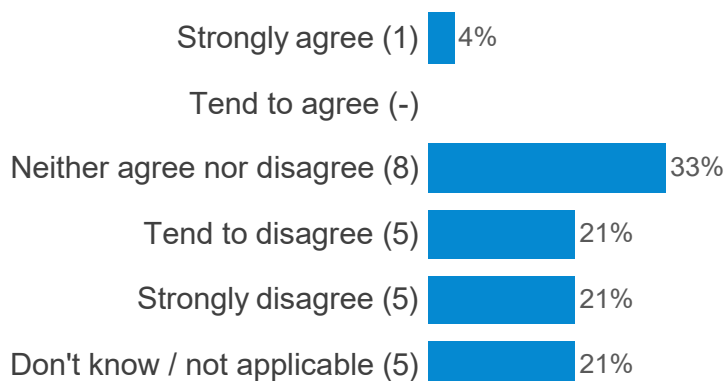
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To what extent do you rely on the following? (Other locum pharmacy staff)**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Community Pharmacist (MPharm))****To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Community Pharmacist with clinical diploma)**

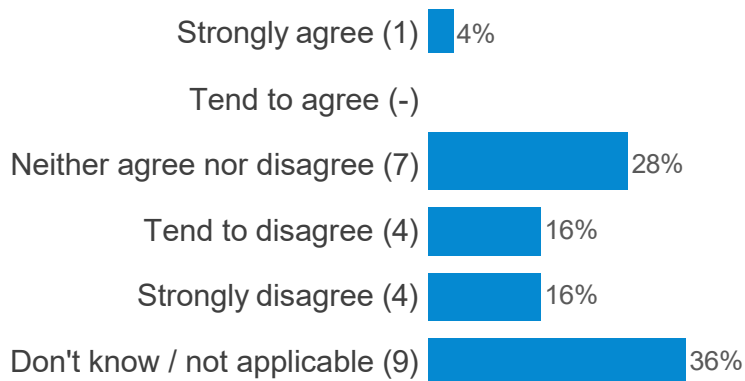
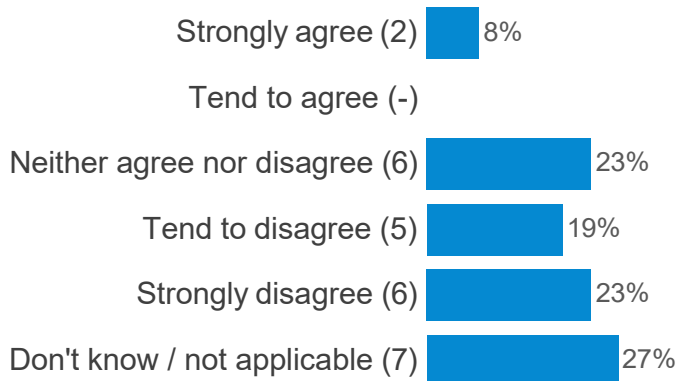
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To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Independent Prescriber Pharmacist (IPPs))**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Foundation Trainee Pharmacist)****To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Apprenticeship in any pharmacy role)**

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To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Accredited Pharmacy Technician)**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Accuracy Checking Technician)****To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Dispenser)**

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To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Medicines Counter Assistant)**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Delivery driver)****Do you currently offer the following independent prescribing services? (NHS)****Do you currently offer the following independent prescribing services? (Private)**

Please provide details of these below.**Responses included:**

- We provide a wide range of independent prescriber lead services
- Prescribing pharmacists provide a clinic on Fridays. The rest of the week GPDs are used to provide services
- We offer prescribing for minor ailments and travel vaccinations

Do you plan to alter your independent prescribing services in the future, either by expanding or reducing their scope or availability?**Please provide details of the intended changes below.****Responses included:**

- Expanding
- Participating in the NHS IP prescribing opportunities
- Completing the Independent prescribing course
- Employing IPPs to provide private services
- Making changes according to the NHS guidelines on new graduates
- Intending to prescribe anti-wrinkle treatment in addition to any new NHS prescribing services

Are there any services not currently provided that you feel would benefit the local population?**Can you provide further details about what additional services are required and why?****Responses included:**

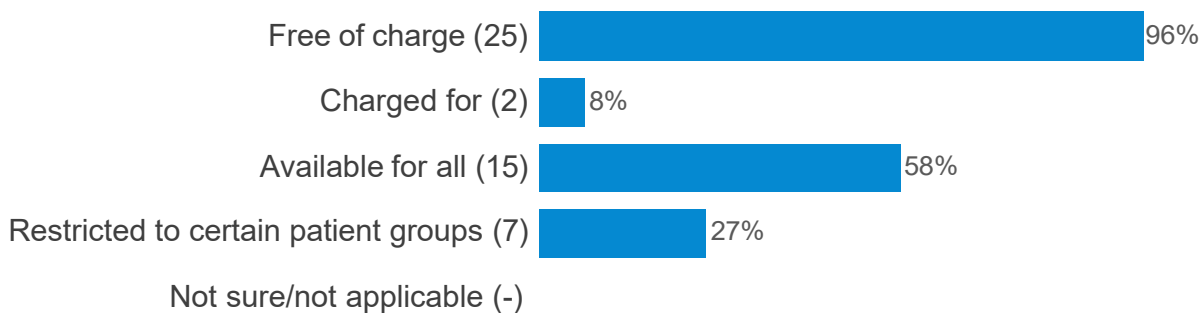
- Pharmacist clinics for minor ailments
- Covid-19 vaccinations
- Shingles, HPV, Pneumococcal vaccinations
- Blood testing services, ear syringing
- More frequent deliveries, health checks, compliance and dispensing

Are there any barriers which are stopping you providing these services at the moment?**Responses included:**

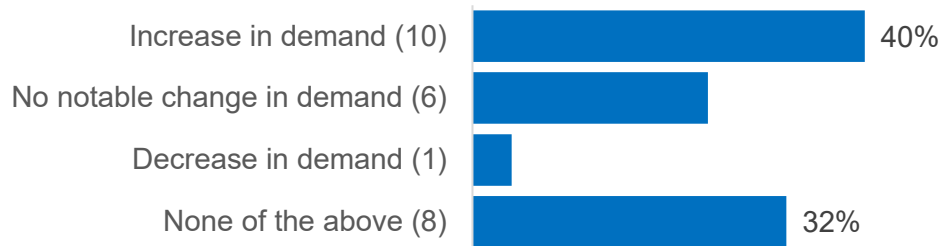
- No
- Not NHS-funded
- Cost, Cost of deliveries too high

Do you dispense appliances?**Which appliances do you dispense?****Responses included:**

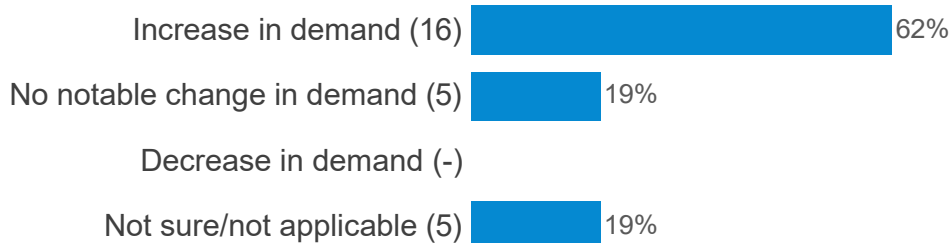
- All appliances
- Drug tariff appliances
- Catheters and leg bags (to care homes mainly)
- Stockings MTM, Truss fitting service, dressings
- Stoma bags, colostomy products
- Monitored Dosage System trays

Do you offer a delivery service?**Which of the below are applicable to the delivery service that you offer? Please select all that apply.**

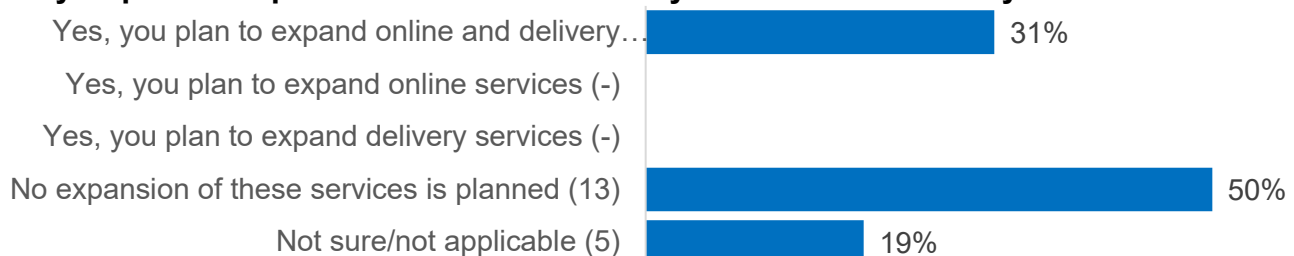
Within the last three years, have you witnessed a change in the demand for online or delivery services? (Online services)



Within the last three years, have you witnessed a change in the demand for online or delivery services? (Delivery services)



Do you plan to expand online and/or delivery services in the next year?



How, if at all, do you expect the impact of internet-based pharmacy services and online ordering will affect your pharmacy provision in the future?

Responses included:

- Negatively
- Slightly reduced demand for over the counter trade
- DSP will reduce footfall in the pharmacy

What changes, if any, would you like to see to accommodate the advance of online and digital services?

Responses include:

- No more internet pharmacies
- Restriction of online pharmacy service provision to help pharmacies deliver these services to the local population
- Easier integration with our services
- I'd like to see more Pharmacy services available that online pharmacies that can make use of. Too many services are only available for face to face consultations.

Are there any services you feel you could provide in the future but that you are not providing at the moment?**Responses included:**

- We are providing all NHS advanced and enhanced services and we offer a wide range of self-funded services too
- NHS paid Monitored Dosage System (MDS) blister packs for patients post assessment requiring an MDS pack
- Weight loss
- Expanding vaccination services
- Flu vaccinations, Covid vaccinations, ACWY vaccinations, Yellow Fever vaccines, travel vaccines
- Pharmacy First
- Private clinics
- Smoking cessation, NHS contraception service

Are there any other comments you that you would like to make or changes that you think should be made to pharmacy services in Leicester, Leicestershire and/or Rutland?**Responses included:**

- Restrictions should be in place on online pharmacies so that patients are able to use local brick and mortar pharmacies. This will ensure the survival of bricks and mortar pharmacies. We are under threat of NHS prescriptions being dispensed by online pharmacies, and the current level of NHS funding of advanced services is inadequate such that our business could not survive on that alone without the NHS prescription income. Therefore, by allowing online pharmacies to serve patients anywhere there is a risk of closure of bricks and mortar pharmacies. This would result in patients being unable to access face to face services that they need
- We would wish to see NHS pay for MDS support for patients who post assessment qualify for these
- Improved funding – pharmacies are struggling because there is no room for growth. Even sustainability has become a question as we cannot maintain the same workforce once wages increase in April
- Increase basic funding to maintain service levels
- More training workshops/sessions to go through new NHS contract, new NHS services and provide additional support to help pharmacies integrate these services in their pharmacy