The pharmacy workforce and the provision of services in community pharmacies

Alesha Smith¹, Shane Scahill², Jeff Harrison³, Natalie Medlicott¹

1. School of Pharmacy, University of Otago
2. School of Management, Massey University
3. School of Pharmacy, University of Auckland
Background

- >950 pharmacies and 2700 pharmacists
- CPSA 2012

Dispensing model  patient-centred service model
Project - Objective

To improve the knowledge of the types of services offered in community pharmacies in New Zealand.
Methods: Survey (Aug 14 – Jan 15)

- All pharmacies in NZ were invited to take part in survey (n=958)

- 3 mail-out invitations and 3 email invitations (72%)
<table>
<thead>
<tr>
<th>Qualification</th>
<th>%</th>
<th>n</th>
</tr>
</thead>
<tbody>
<tr>
<td>BPharm</td>
<td>82.3%</td>
<td>427</td>
</tr>
<tr>
<td>BPharm(hons)</td>
<td>21.6%</td>
<td>112</td>
</tr>
<tr>
<td>Apprenticeship</td>
<td>5.4%</td>
<td>28</td>
</tr>
</tbody>
</table>
Results - Demographics

5% Rural
26% Provincial Town
27% Provincial City
42% Major City
Results - Languages
Results

Different technologies in pharmacy

Facebook Page: 68.8%
Twitter Account: 1.9%
Website: 53.9%
Smartphone App(s): 5.2%
Other (please specify): 9.1%
# Results – Service Provision (Core)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefer not to answer</td>
<td>3.9%</td>
<td>20</td>
</tr>
<tr>
<td>&lt;100</td>
<td>10.2%</td>
<td>53</td>
</tr>
<tr>
<td>101-200</td>
<td>31.0%</td>
<td>161</td>
</tr>
<tr>
<td>201-300</td>
<td>25.4%</td>
<td>132</td>
</tr>
<tr>
<td>301-500</td>
<td>22.2%</td>
<td>115</td>
</tr>
<tr>
<td>501-700</td>
<td>5.2%</td>
<td>27</td>
</tr>
<tr>
<td>&gt;700, approximately how many:</td>
<td>2.1%</td>
<td>11</td>
</tr>
</tbody>
</table>
Results – Service Provision (LTC)

- 98% had enrolled patients in LTC (n=508)
- Range 1-649
- Average = 145
## Results – Service Provision (specific)

<table>
<thead>
<tr>
<th>Service</th>
<th>%</th>
<th>n</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECP consultations</td>
<td>97%</td>
<td>500</td>
</tr>
<tr>
<td>UTI treatment (TMP accredited)</td>
<td>81%</td>
<td>421</td>
</tr>
<tr>
<td>Methadone Program</td>
<td>61%</td>
<td>317</td>
</tr>
<tr>
<td>Clozapine Dispensing</td>
<td>53%</td>
<td>272</td>
</tr>
<tr>
<td>Smoking Cessation Support Consultation Services</td>
<td>40%</td>
<td>207</td>
</tr>
<tr>
<td>Weight Management Consultation Services</td>
<td>36%</td>
<td>185</td>
</tr>
<tr>
<td>Medicines Use Reviews</td>
<td>32%</td>
<td>163</td>
</tr>
<tr>
<td>Vaccinations (e.g. INTANZA)</td>
<td>23%</td>
<td>117</td>
</tr>
<tr>
<td>Needle Exchange</td>
<td>19%</td>
<td>96</td>
</tr>
<tr>
<td>Anticoagulation Services (e.g. CPAM)</td>
<td>19%</td>
<td>96</td>
</tr>
<tr>
<td>Asthma Checks</td>
<td>8%</td>
<td>42</td>
</tr>
<tr>
<td>Medicine Therapy Assessment</td>
<td>5%</td>
<td>24</td>
</tr>
</tbody>
</table>
Results - Service provision and the workforce

<table>
<thead>
<tr>
<th>Barrier: Staff Availability</th>
<th>Barrier: Lack of staff expertise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core</td>
<td>32</td>
</tr>
<tr>
<td>LTC</td>
<td>60</td>
</tr>
<tr>
<td>Specific</td>
<td>33</td>
</tr>
</tbody>
</table>

- Core: 32
- LTC: 60
- Specific: 33

- Core: 14
- LTC: 35
- Specific: 28
Results - Service provision and the workforce

Staff levels are tight and LTC is still very much a service that is seen as less urgent than the customers actually waiting in the shop (LTC)

Have had to employ a Fulltime Pharmacist to be able to cope with increased workload (LTC)

Weekend staffing and staff to cover sick days/leave is a problem (core)

It is bad enough trying to find good pharmacy staff let alone specialised, qualified and experienced staff (specific)

Depends on accredited staff available for some services (specific)

Particularly in a rural setting - difficult to get staff (e.g. another pharmacist) and cost is increasing for a lot of medicines (core)
## Results – Accreditations

<table>
<thead>
<tr>
<th>Service</th>
<th>Providing (%)</th>
<th>Accredited (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECP consultations</td>
<td>97%</td>
<td>98</td>
</tr>
<tr>
<td>UTI treatment (TMP accredited)</td>
<td>81%</td>
<td>83</td>
</tr>
<tr>
<td>Clozapine Dispensing</td>
<td>53%</td>
<td>55</td>
</tr>
<tr>
<td>Medicines Use Reviews</td>
<td>32%</td>
<td>37</td>
</tr>
<tr>
<td>Vaccinations (e.g. INTANZA)</td>
<td>23%</td>
<td>28</td>
</tr>
<tr>
<td>Anticoagulation Services (e.g. CPAM)</td>
<td>19%</td>
<td>21</td>
</tr>
<tr>
<td>Medicine Therapy Assessment</td>
<td>5%</td>
<td>5</td>
</tr>
</tbody>
</table>
# Results – Qualifications

<table>
<thead>
<tr>
<th>Qualification</th>
<th>%</th>
<th>n</th>
</tr>
</thead>
<tbody>
<tr>
<td>DipPharm</td>
<td>46.1%</td>
<td>239</td>
</tr>
<tr>
<td>Post-graduate certificate (not including -Pharmacy Prescribing)</td>
<td>8.5%</td>
<td>44</td>
</tr>
<tr>
<td>Post-graduate diploma</td>
<td>7.5%</td>
<td>39</td>
</tr>
<tr>
<td>Masters</td>
<td>5.0%</td>
<td>26</td>
</tr>
<tr>
<td>PGCertPharmPres (Pharmacy Prescribing)</td>
<td>1.0%</td>
<td>5</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>5.6%</td>
<td>29</td>
</tr>
</tbody>
</table>
Results – Training

- 58% of pharmacies had taken an undergraduate student or an intern pharmacist in the past 24 months
Conclusions

- Pharmacies are providing a range of services including more patient centred services

- Staff availability and expertise may negatively impact the provision of services provided by pharmacy throughout New Zealand