



Commonwealth Bank



IQVIA

Pharmacy Barometer

2022

UTS Pharmacy Barometer

Annual Barometer Nov 2022

Interim Barometer May 2023



What is the UTS Community Pharmacy Barometer?

- UTS Pharmacy developed the Community Pharmacy Barometer in response to industry challenges and perceived gaps in knowledge about the impact of policy and practice changes on community pharmacy businesses and professional practice
- Pharmacy Barometer report is compiled and released annually
- A series of standard questions asked each survey to examine the change in confidence and behaviours over time
- Supplemented by questions on the “issue of the day”
- Created by UTS Pharmacy in conjunction with IQVIA and the UTS Pharmacy Expert Panel, sponsored by the Commonwealth Bank



Prof Kylie Williams



Dr Victoria Garcia Cardenas



Mr John Montgomery



Mr Warwick Plunkett



Mr John Bell



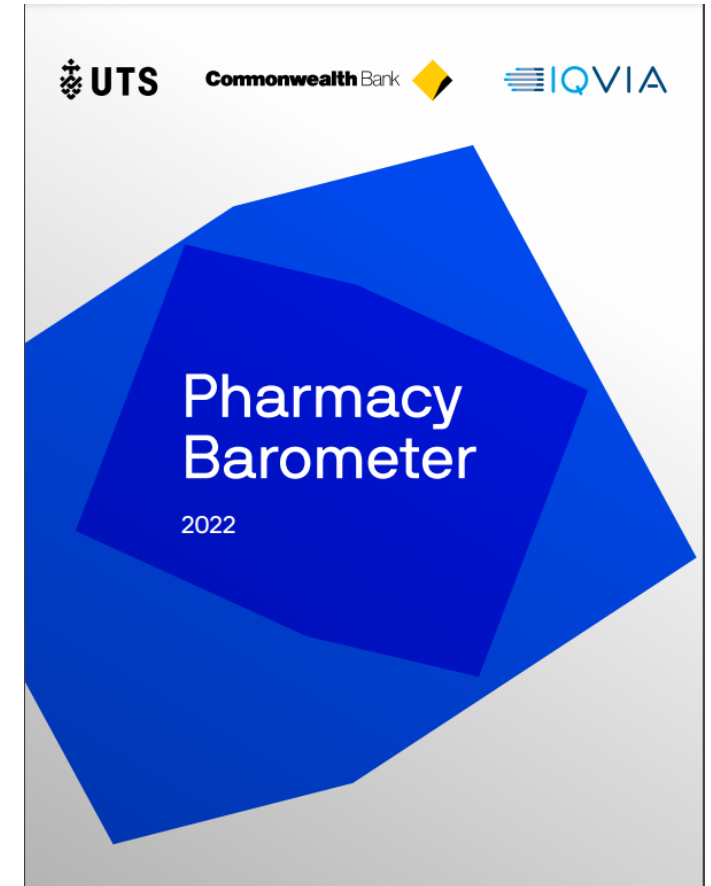
Prof Charlie Benrimoj



Ms Belinda Hegarty

Methodology

- Barometer questions were designed to assess the confidence of pharmacists in their business in the short term (1 year) and the medium term (3 years)
- 2022 was the 11th year of data collection and the 12th wave
- Data was collected from on the IQVIA online pharmacist panel:
 - in Nov 2022 from 360 pharmacists
 - in May 2023 from 216 decision makers only subset of 2022 cohort (owners and managers)



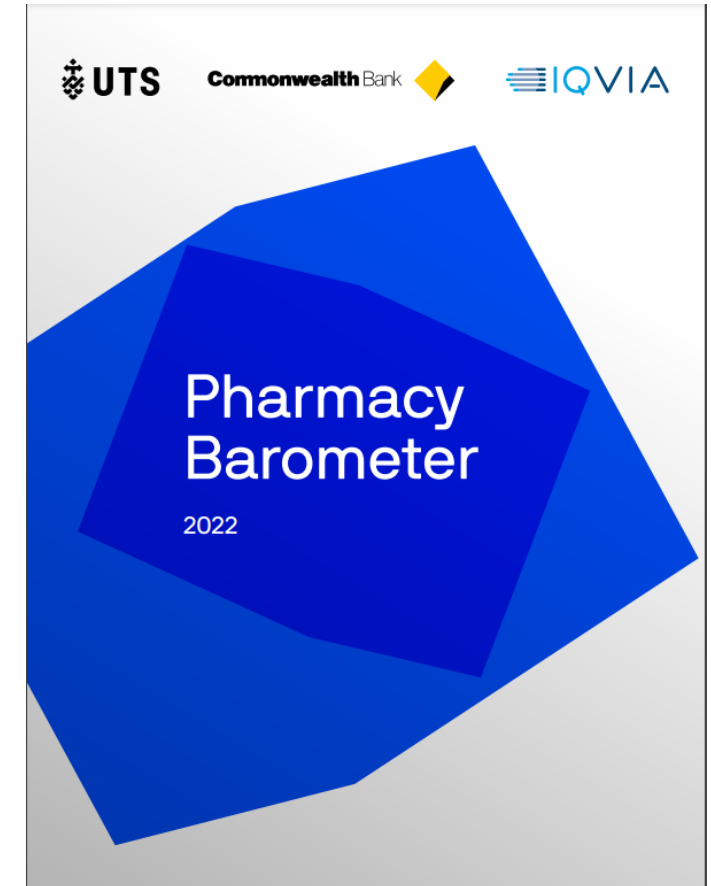
November 2022 & Interim May 2023 Survey

- **Standard Topics**

- Confidence
- Value of pharmacy
- Roles and remuneration
- Biosimilar medications

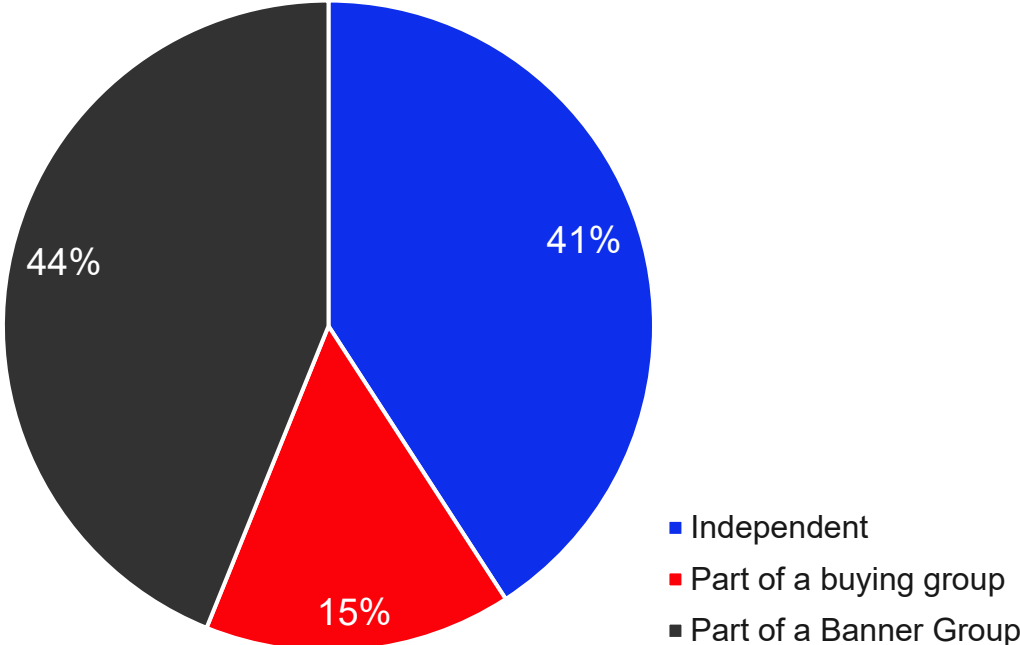
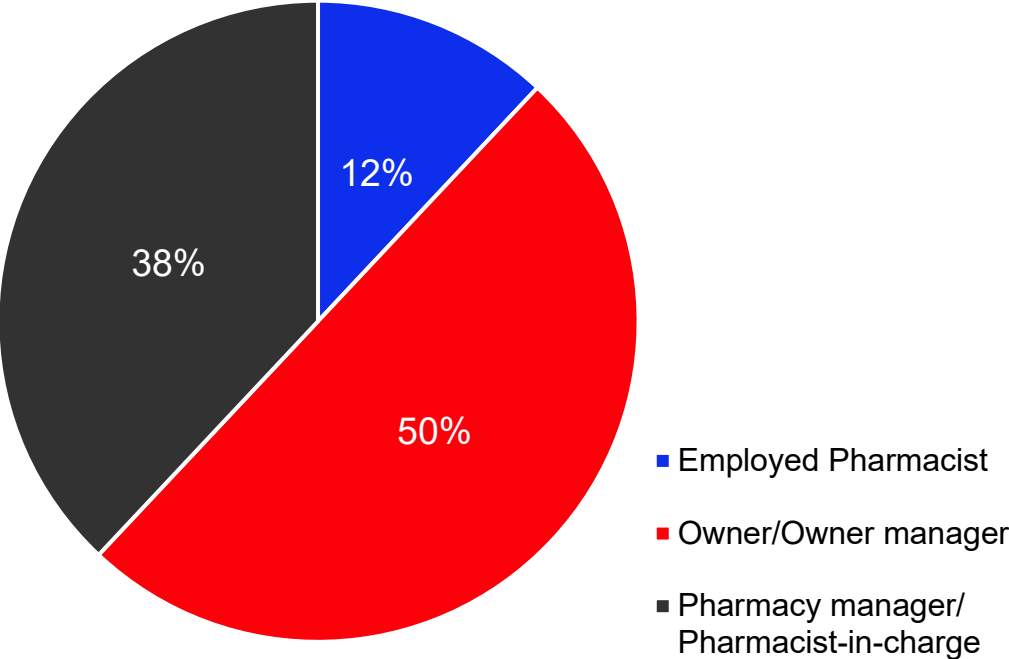
- **Additional Topics**

- Community pharmacy staff
- Expansion of pharmacists' scope of practice
- Impact of 60-day dispensing policy



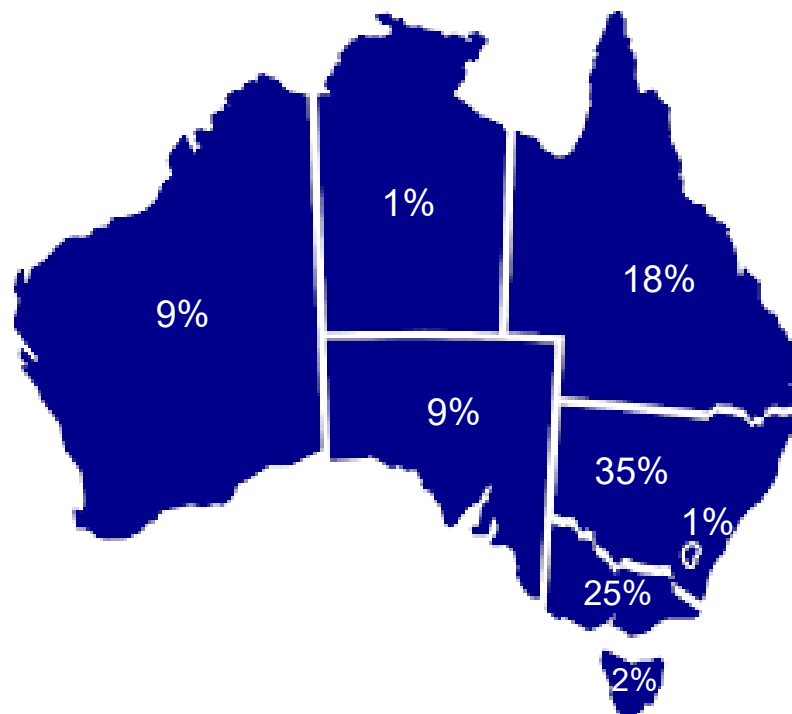
Pharmacist role in the pharmacy

Type of Pharmacy



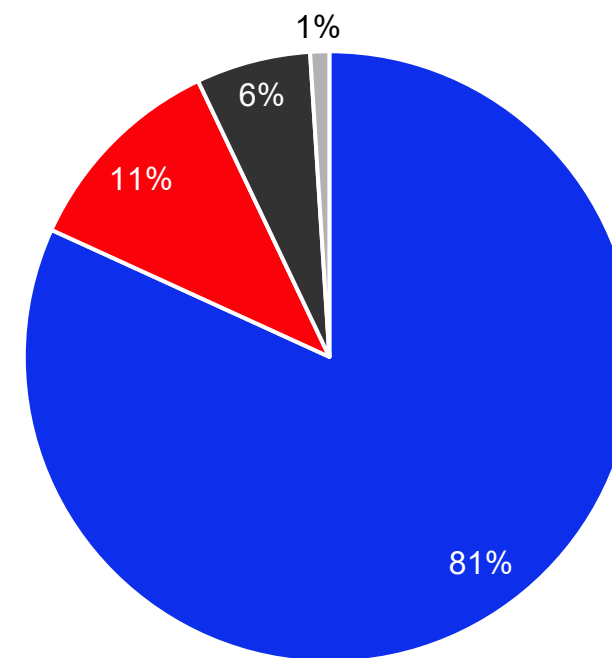
n = 360

Pharmacist distribution



n = 360

Pharmacy location



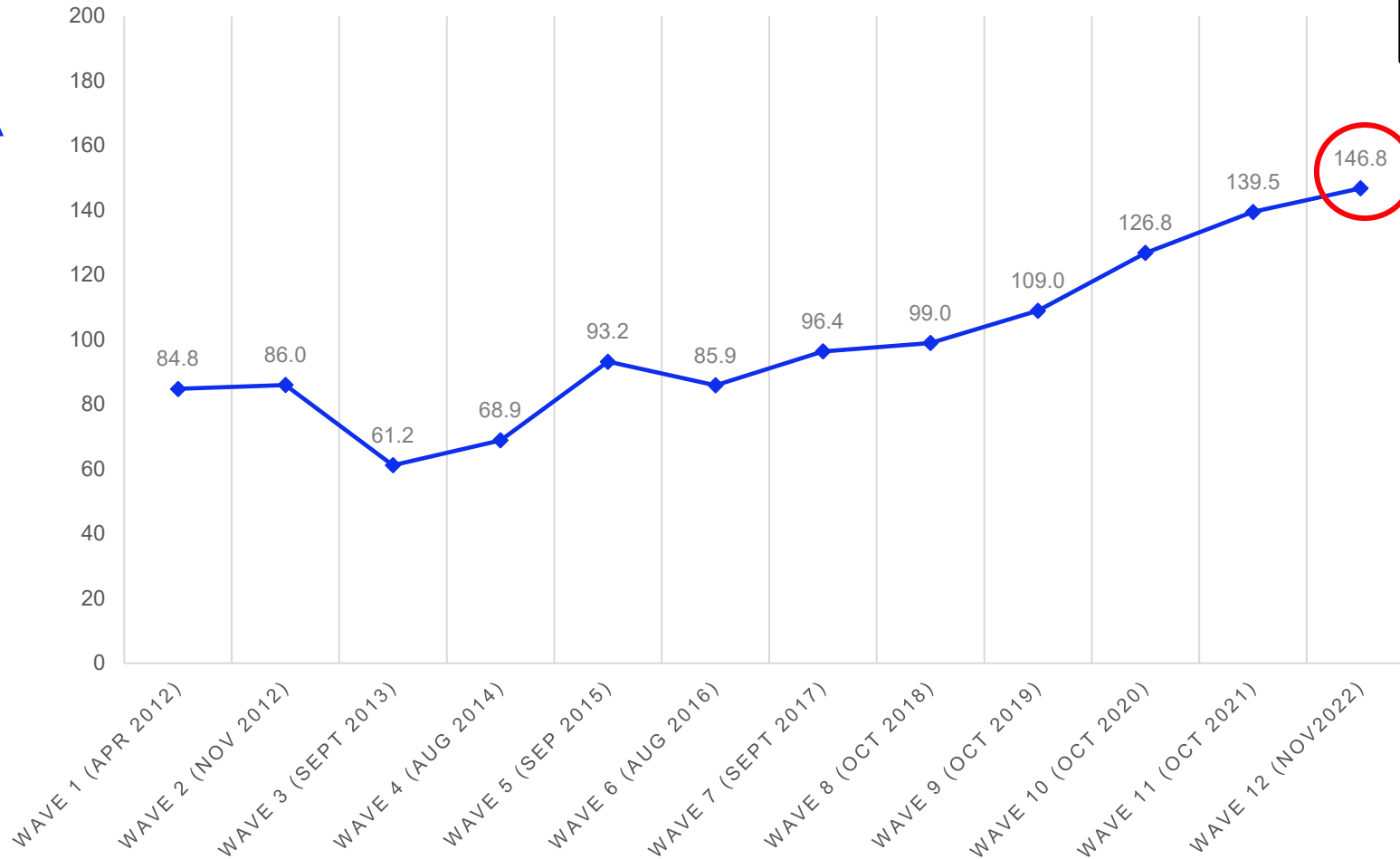
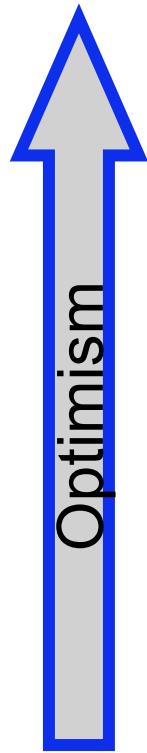
■ Metro ■ Inner Regional ■ Outer Regional ■ Remote

UTS Community Pharmacy Barometer Nov 2022

Interim Barometer May 2023



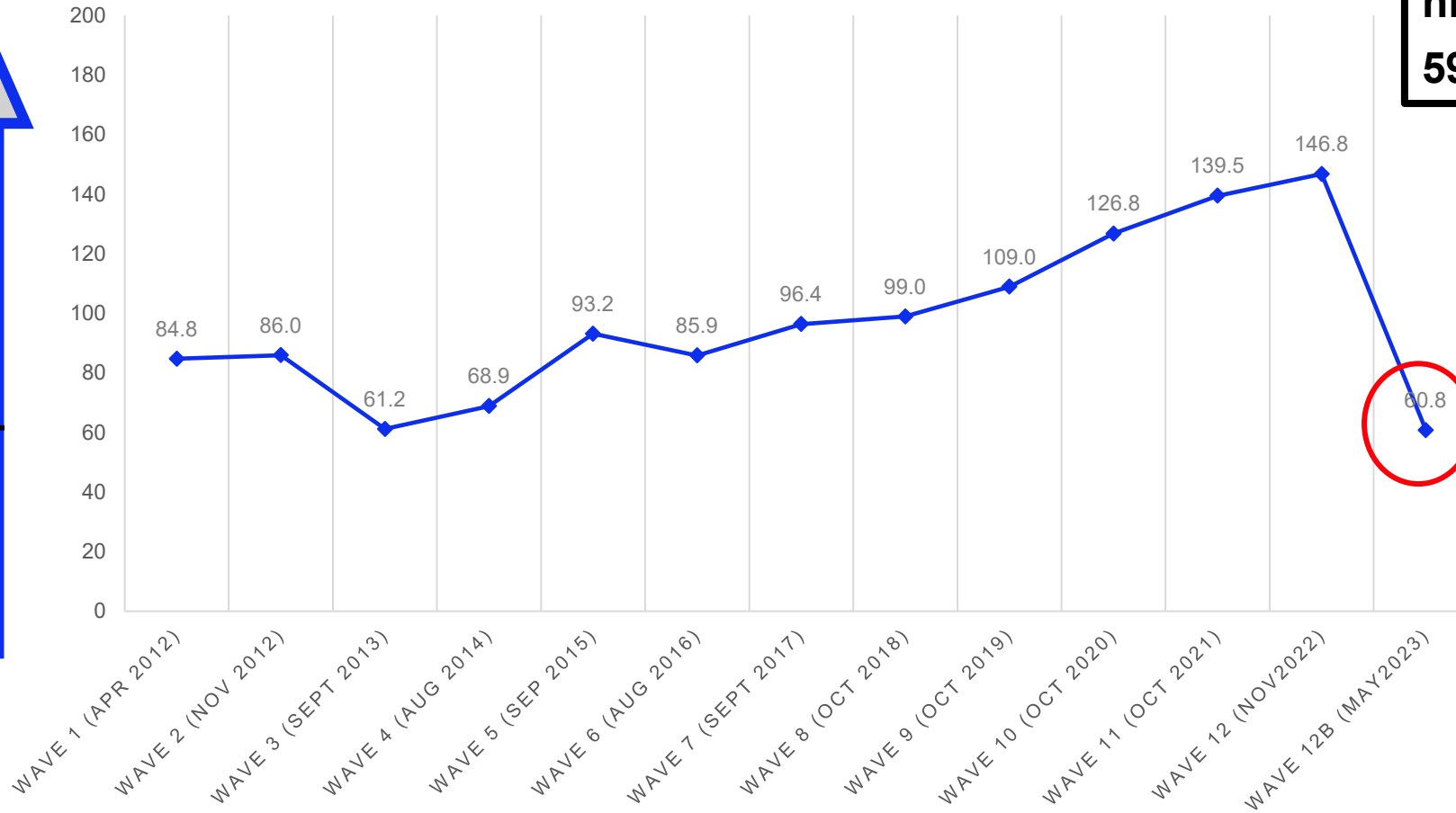
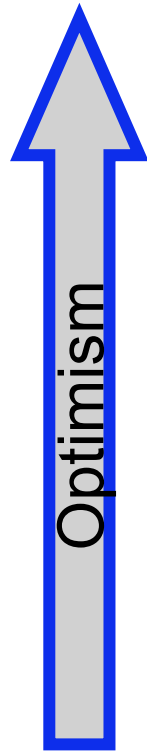
Community pharmacy barometer index - Nov 2022



Highest score in history of Barometer

For the calculation of the Barometer index, only those who answered all three Barometer questions were included (N Barometer Index Wave 12 = 284)

Community pharmacy barometer index – May 2023



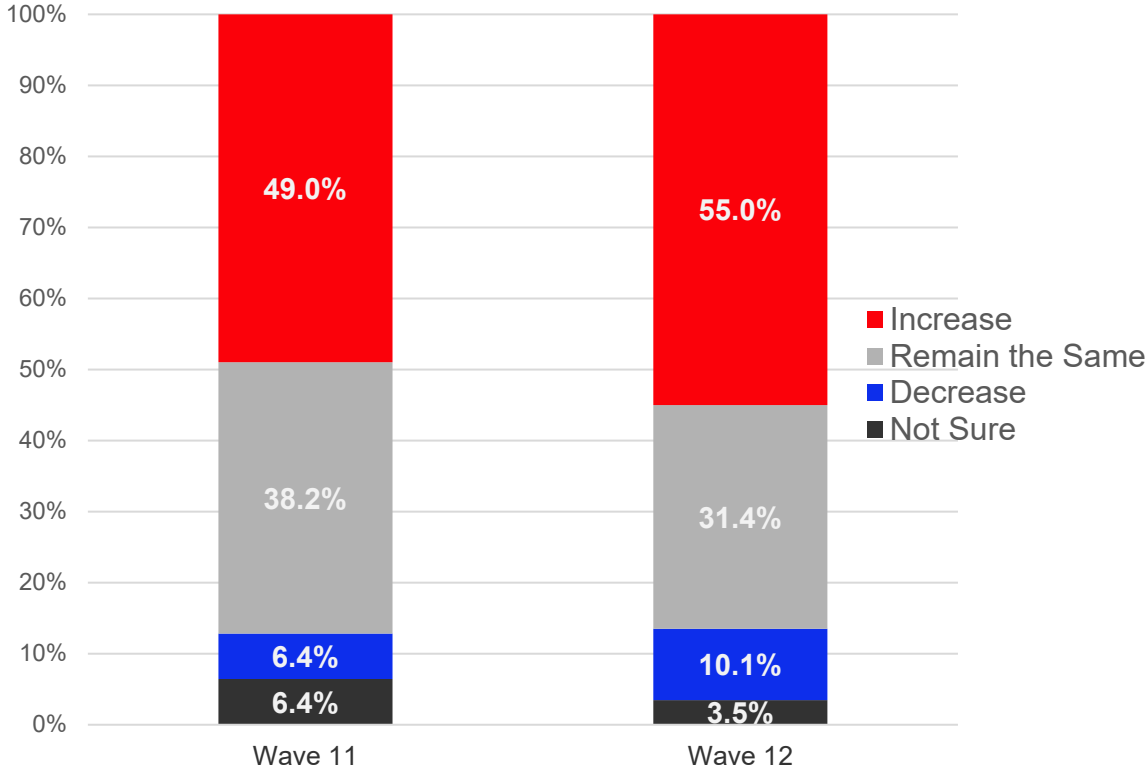
Lowest score in history of Barometer
59% drop (86 points)

For the calculation of the Barometer index, only those who answered all three Barometer questions were included (N Barometer Index Wave 12B = 216)

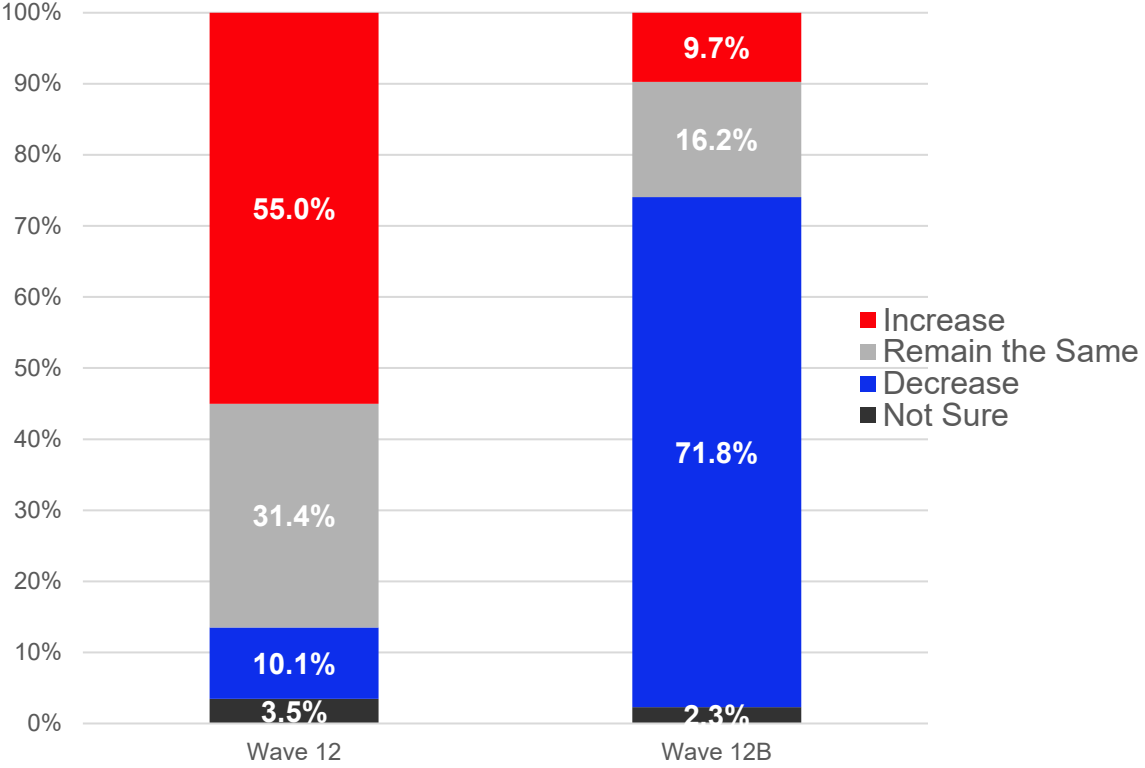
Pharmacy expected value change in the next year

70% of pharmacies are expecting the value of their pharmacy will decrease

November 2022

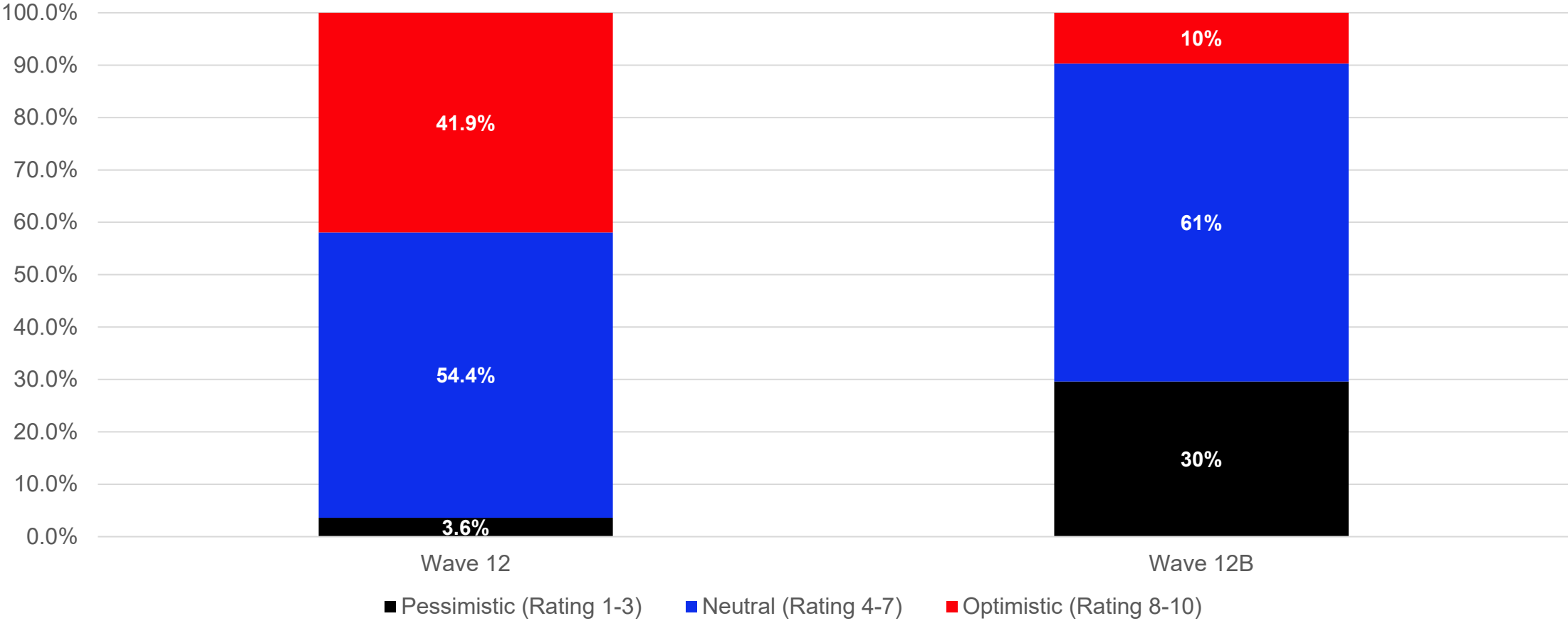


May 2023



Only calculated for decision makers (N Wave 11=296, N Wave 12=318, N Wave 12B=216)

Confidence in future viability of community-based pharmacy – Nov 22 and May 23

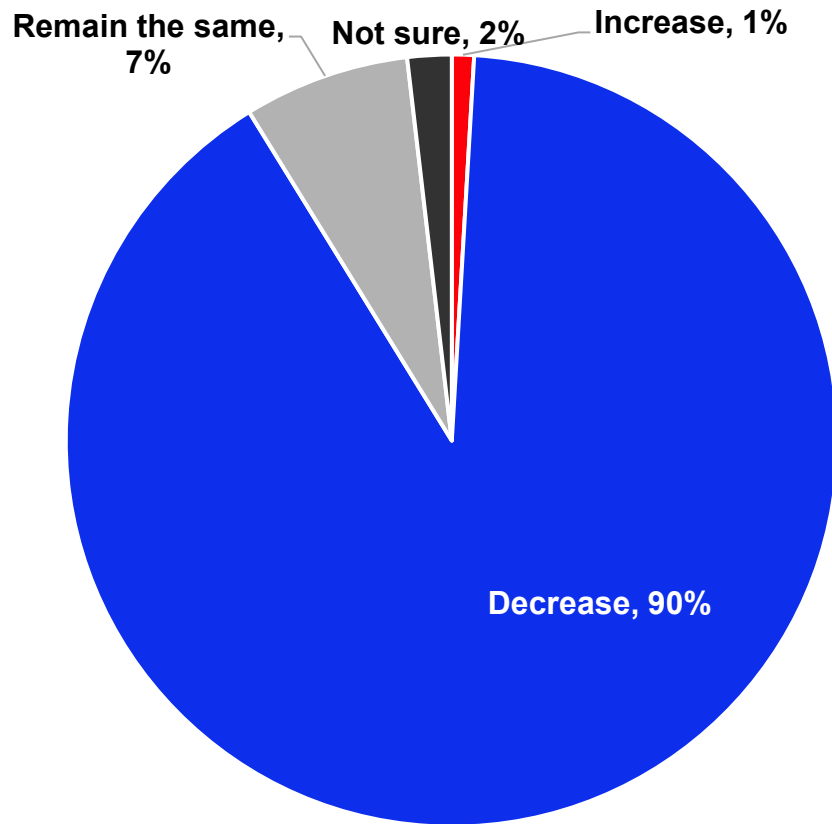


Asked to all pharmacists (Wave 12 = 360, Wave12B = 216)

Impact of 60 day dispensing

Impact on net profits

How will net profits be impacted?

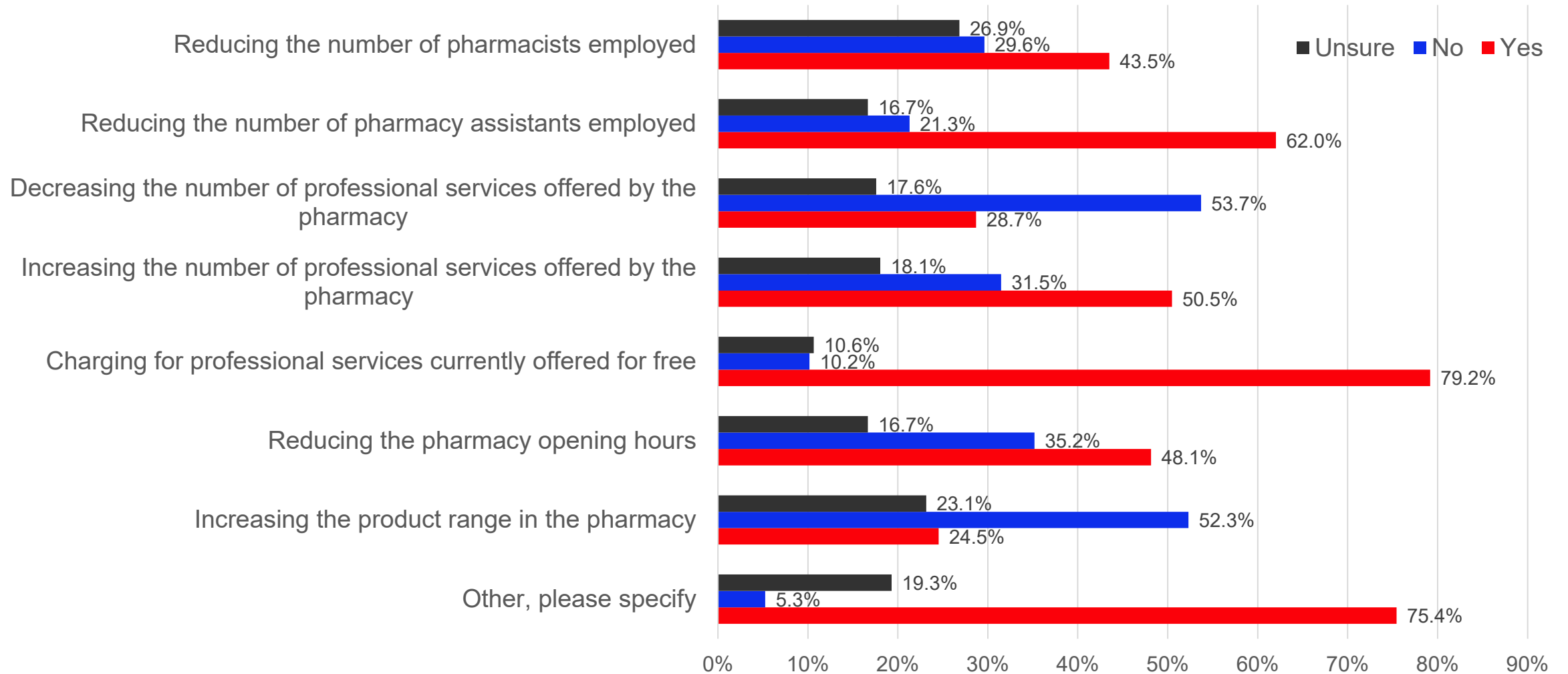


How much will the value of your pharmacy change?

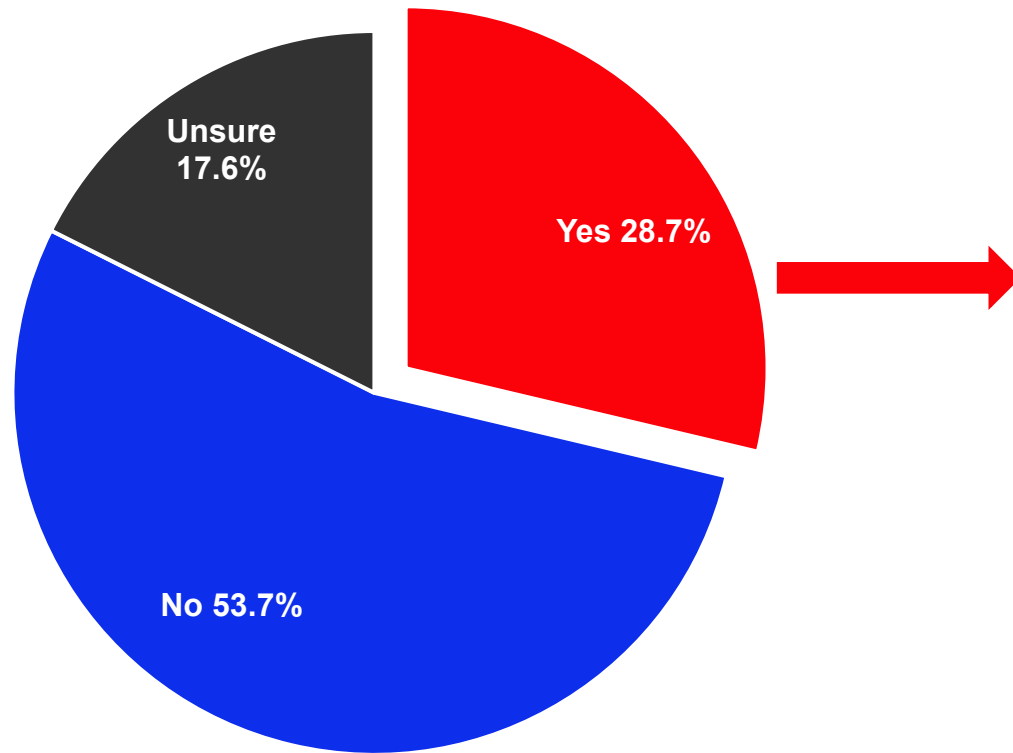
	Increase (n=2)	Decrease (n=195)
Average	12.5%	33.1%
Max	20.0%	-1.0%
min	2.0%	-500.0%

Asked to decision makers only (n=216, 19 non-responses)

What strategies are you considering as a result of 60-day dispensing?

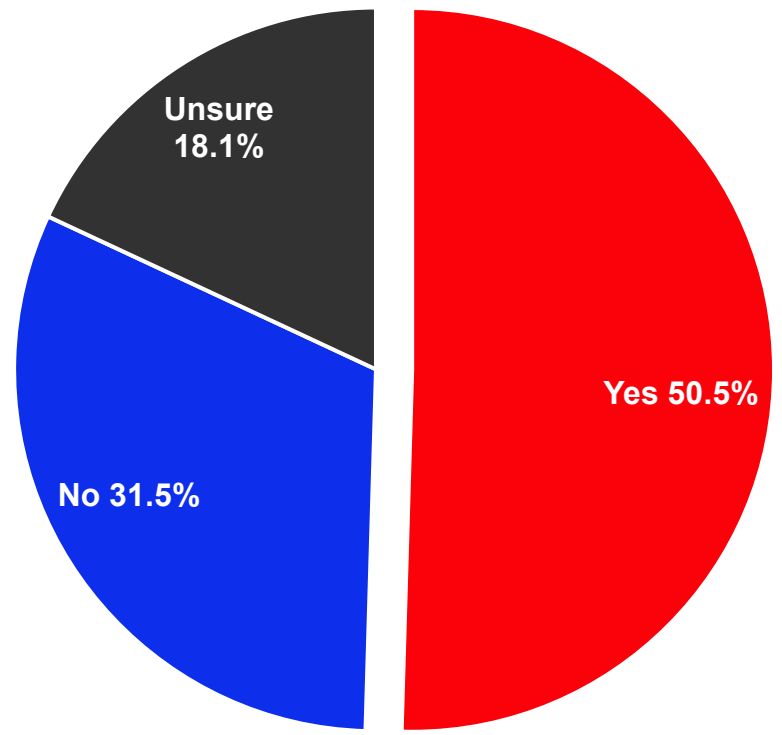


Which services are you considering removing?



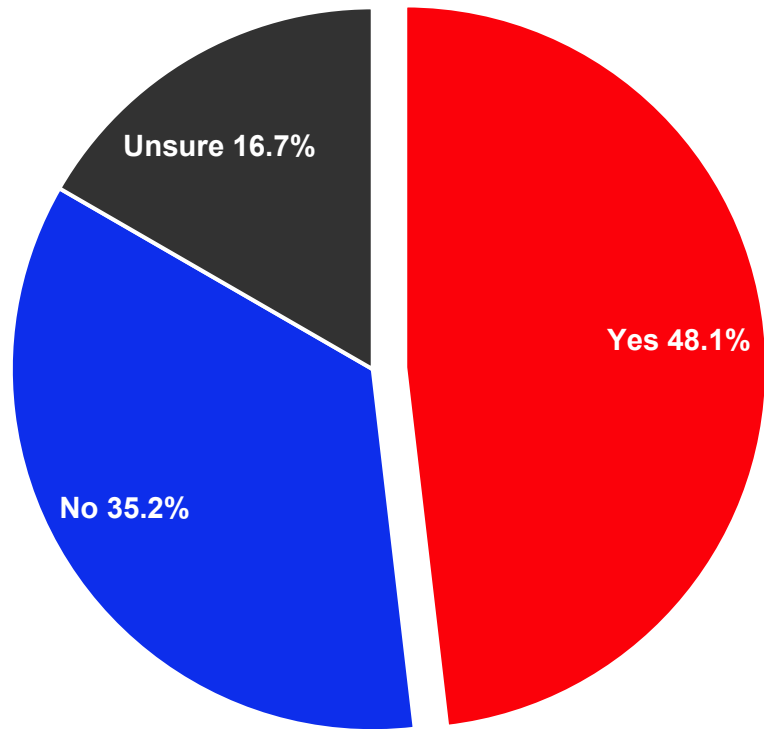
Asked to decision makers only (n=92 responses specifying services)

Which services are you considering adding?



Asked to decision makers only (n=45 responses specifying services)

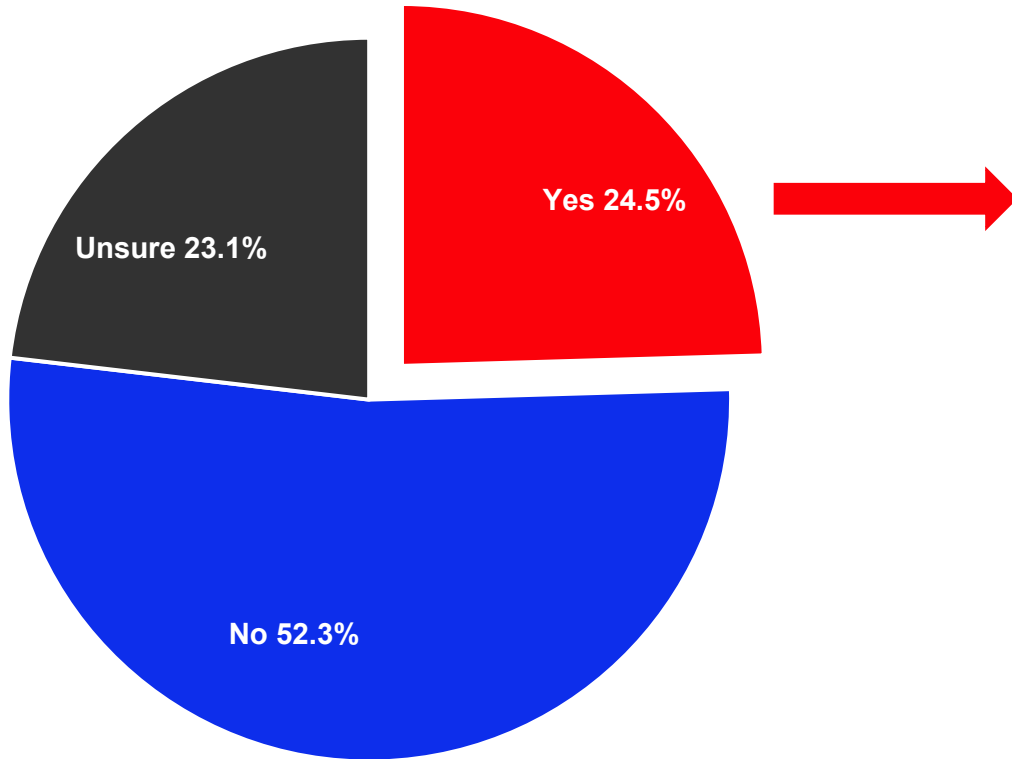
How many opening hours might you reduce?



Weekend
Saturdays close-earlier
Public-holidays
hrs/week Sunday
Weekends
close-earlier Saturday

Asked to decision makers only (n=103 responses specifying question)

What additional products/ category you might include?

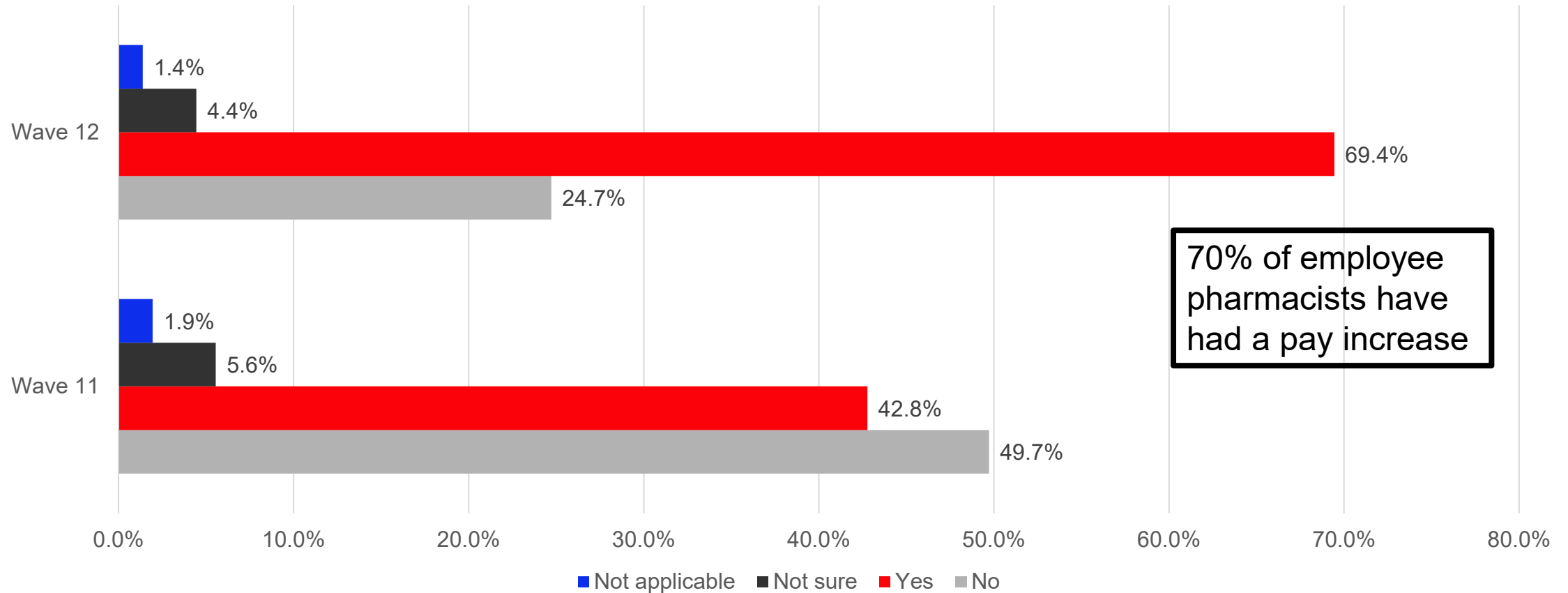


Asked to decision makers only (n=53 responses specifying question)

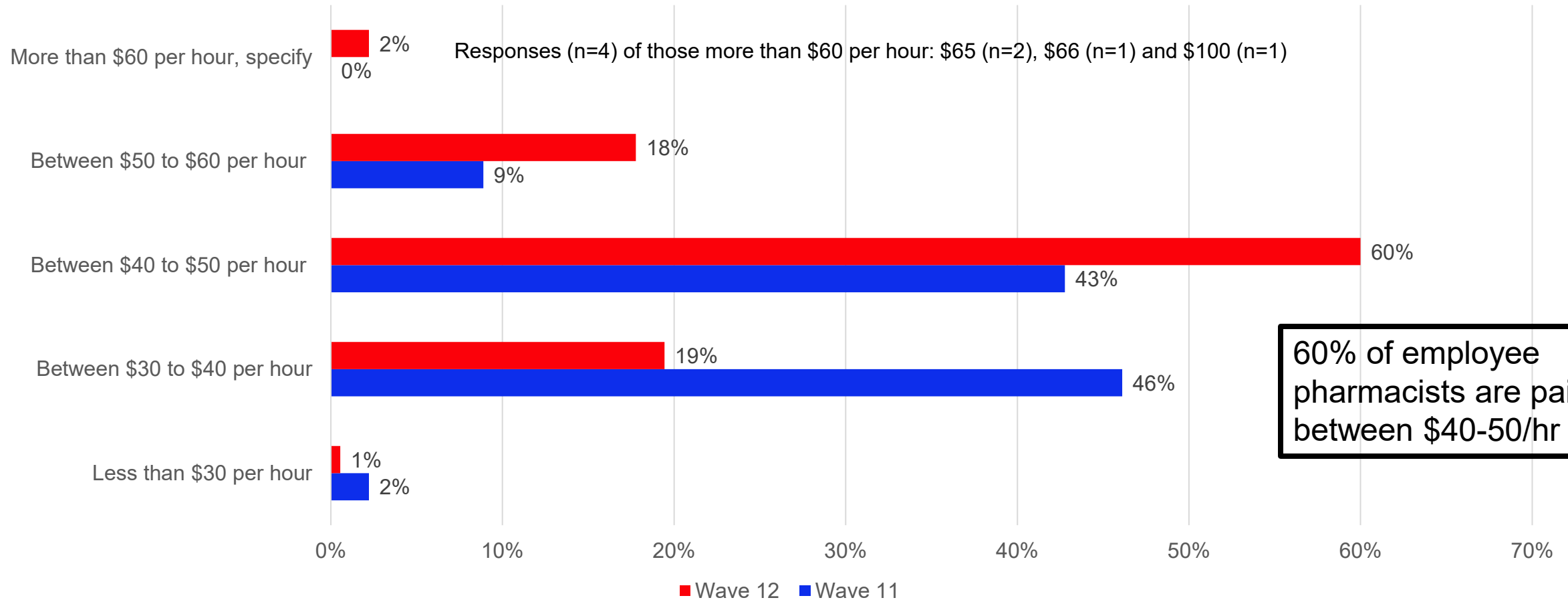
Pharmacist remuneration

Nov 2022

Changes in remuneration for employee pharmacists

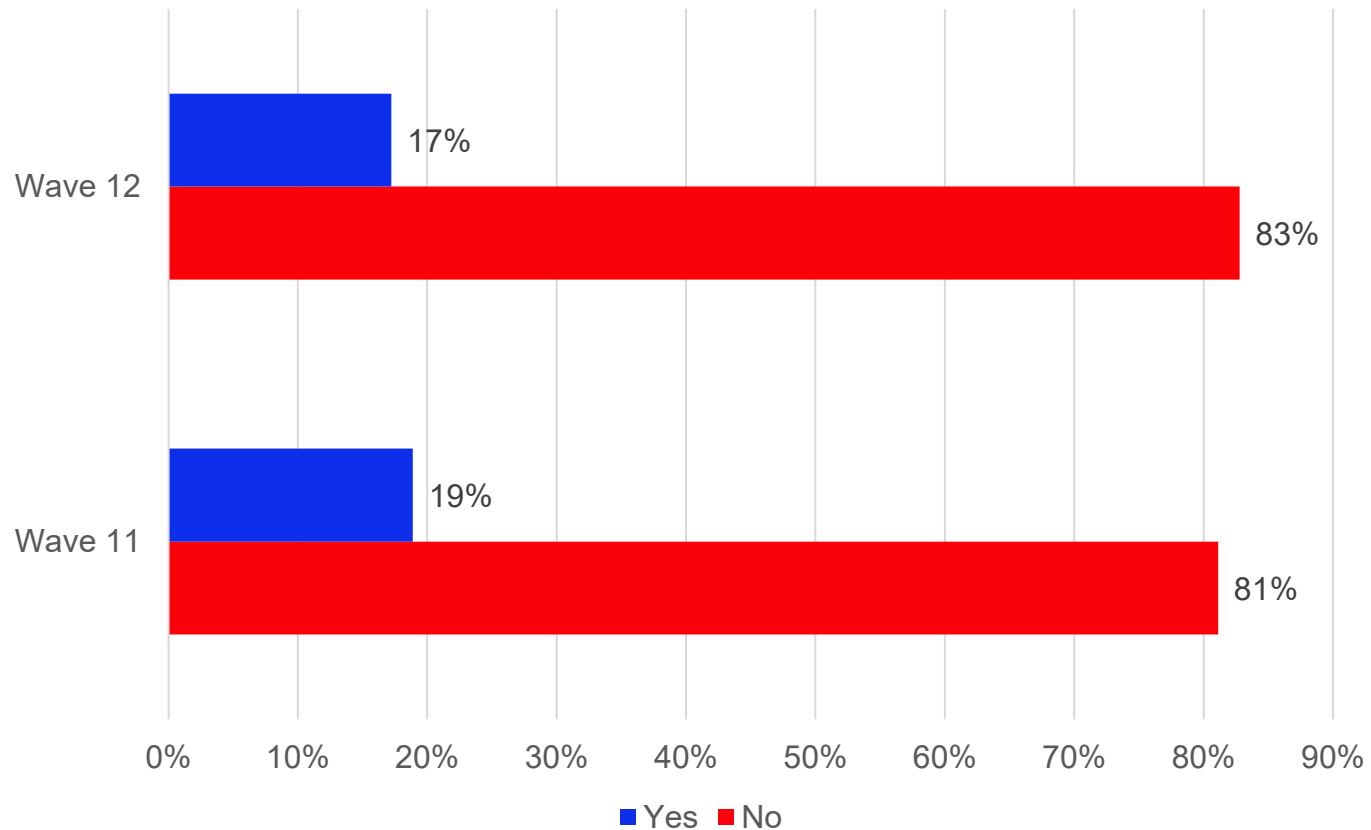


Average hourly rate for employee pharmacists



Only asked to owners/owners managers (N=180)

Professional services pharmacist remuneration



Main services provided

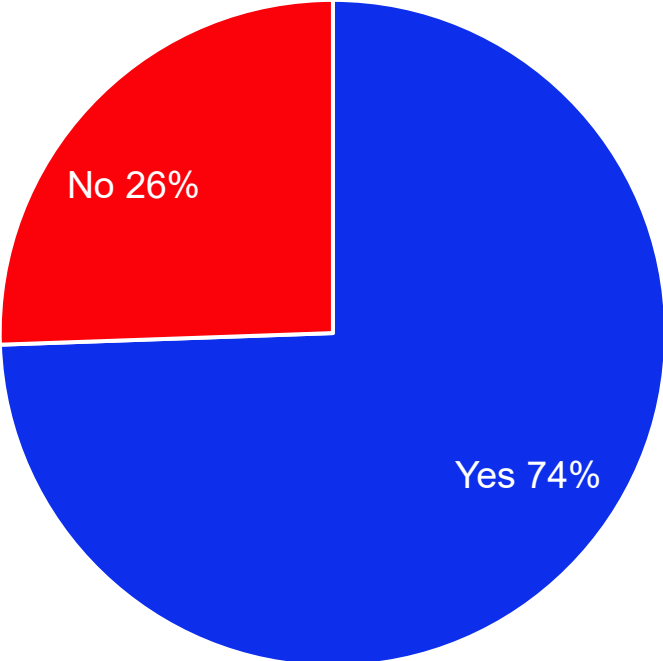
Vaccinations

MedsChecks,
DAAs

Only asked to owners/owners managers (N=180)

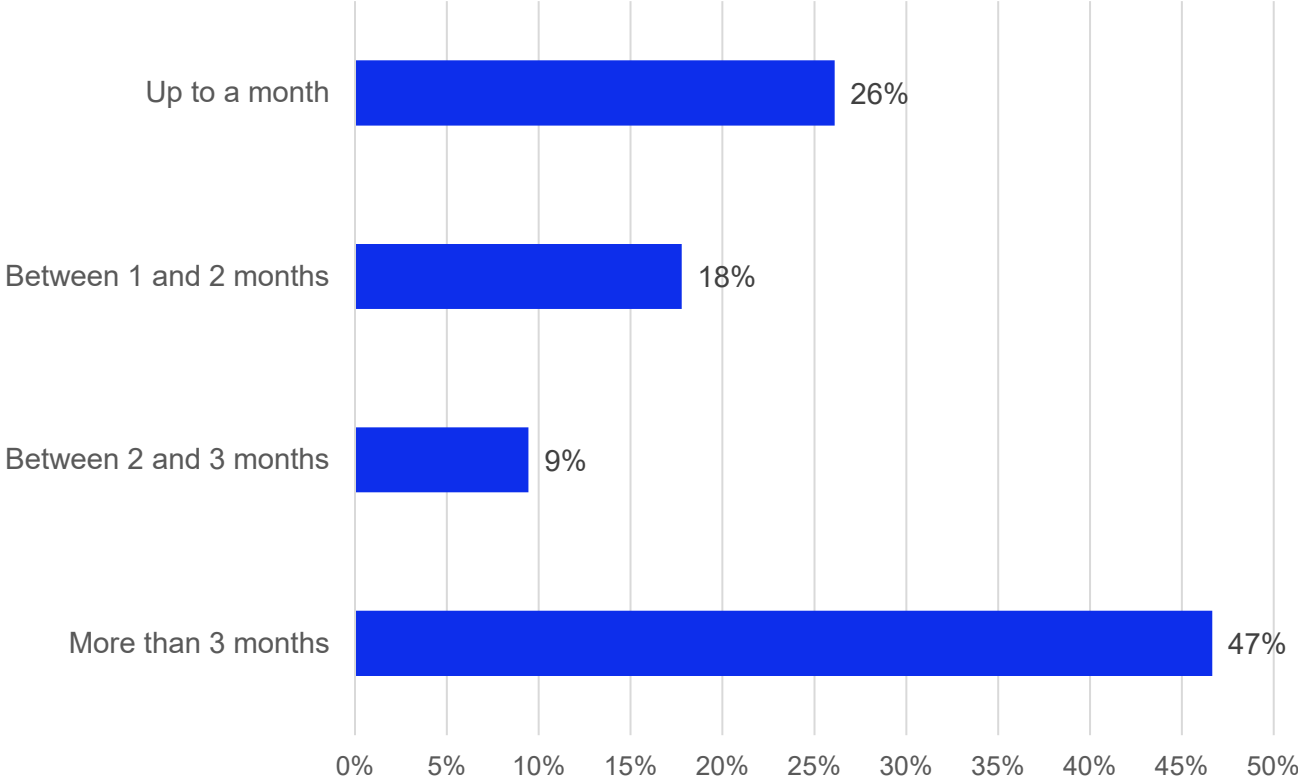
Community pharmacy staff

In the last 6 months have you had any difficulties in filling pharmacist positions?



Asked to owners only (n=180)

How long has it taken to fill that position/s?



What difficulties were experienced in finding staff?

Shortage of
pharmacists

No applicants

No suitable
candidates

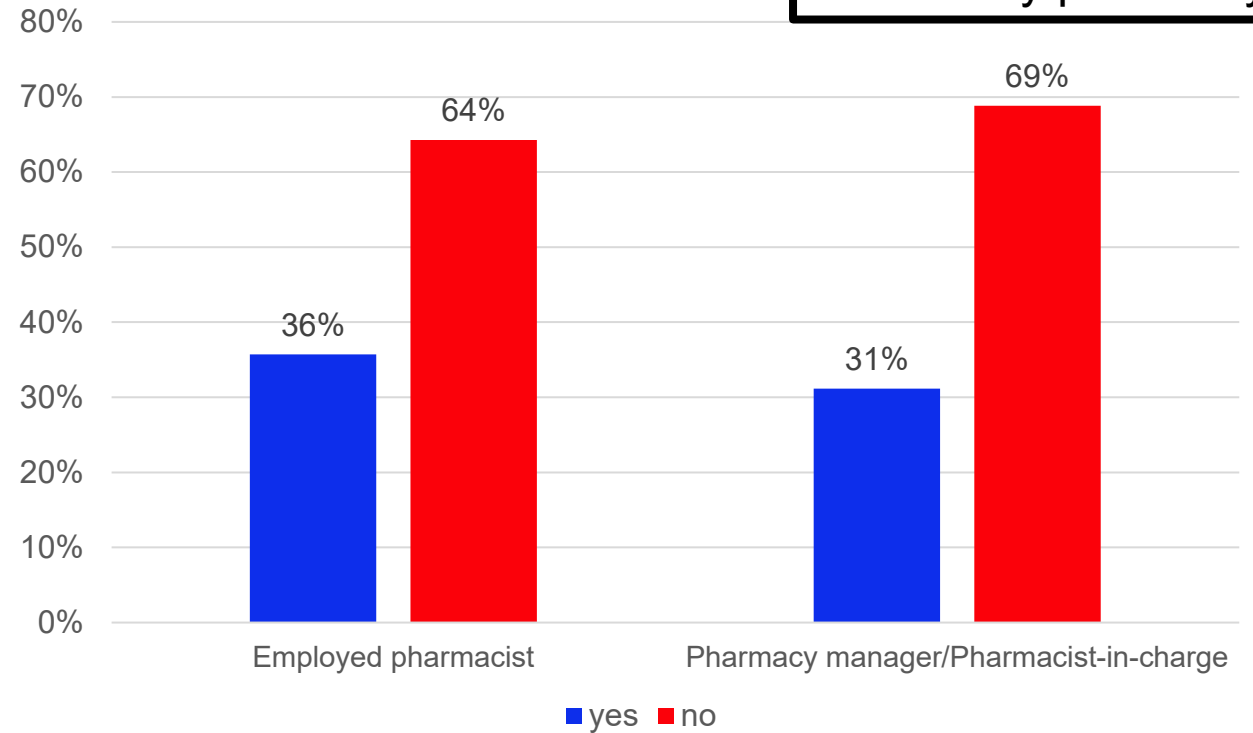
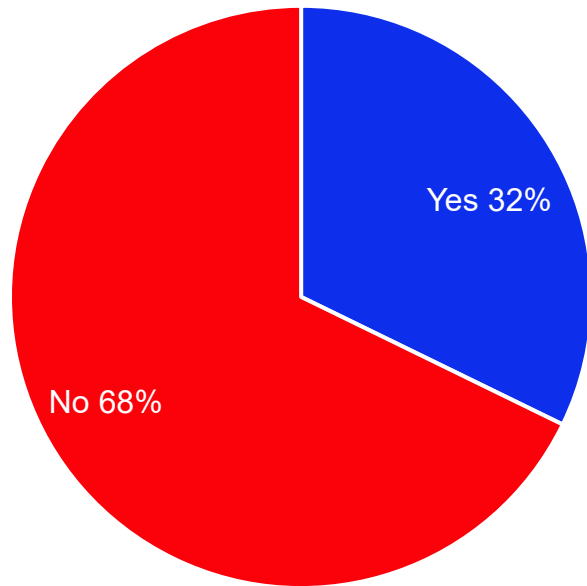
Expected wage
too high

Pharmacists
switching to
hospital

Asked to owners only (n=180)

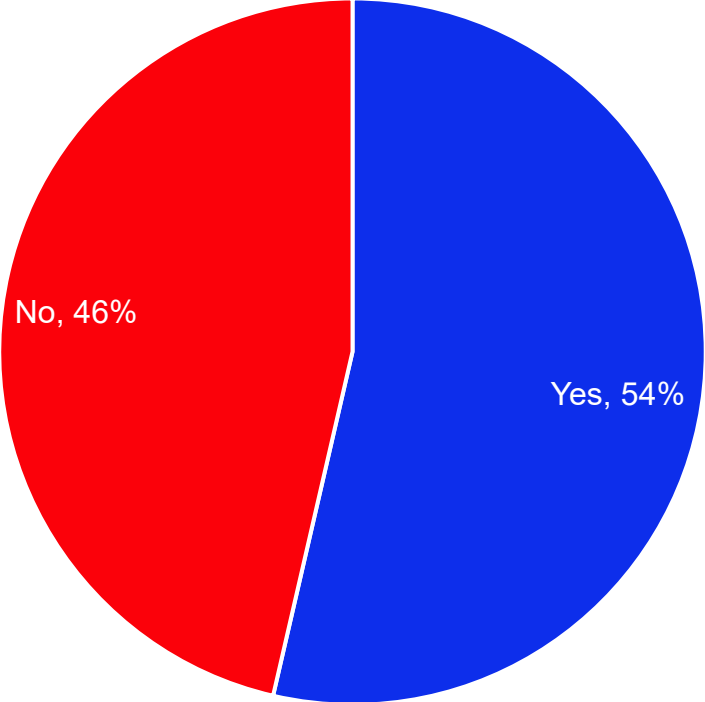
Are you actively considering leaving community pharmacy employment?

30% of employees are considering leaving community pharmacy



Asked to pharmacy managers/ Pharmacist-in-charge and employee pharmacist (n = 180)

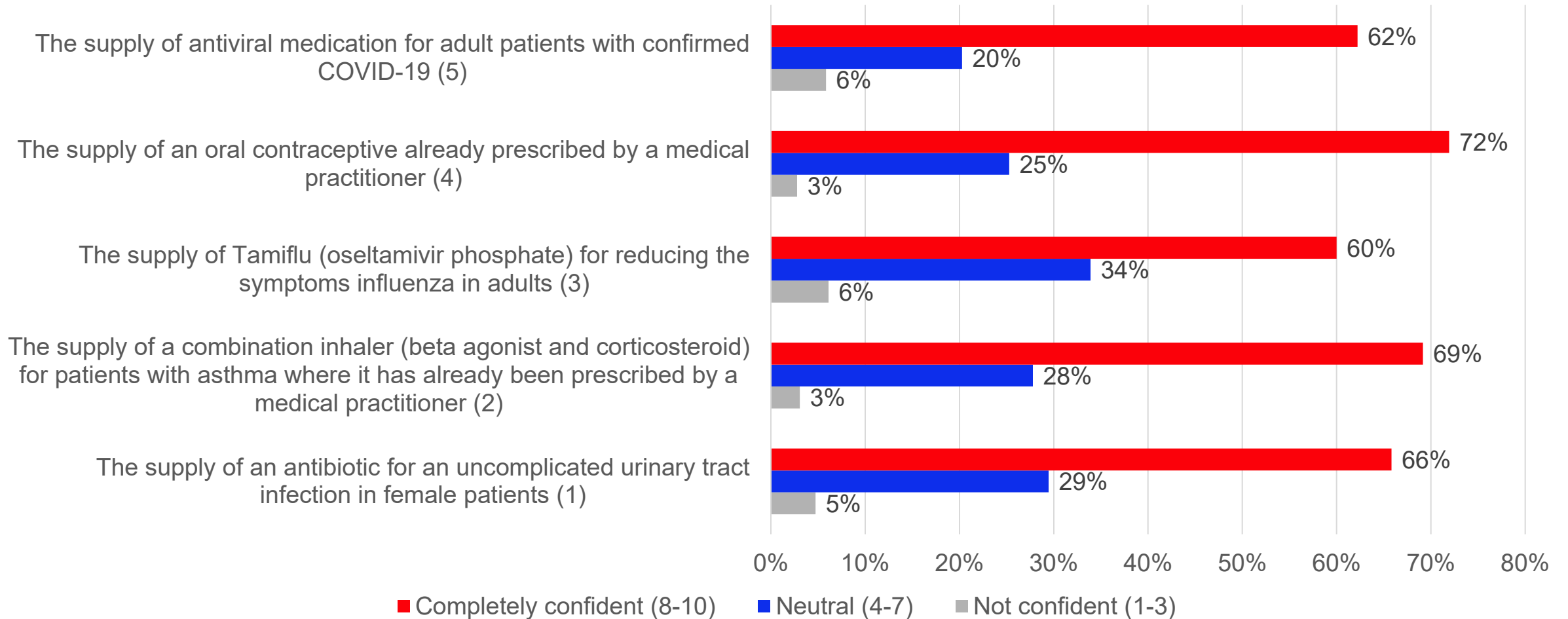
Do you feel that the role of pharmacy dispensary assistants/ technicians should involve more formal qualifications, and if so why?



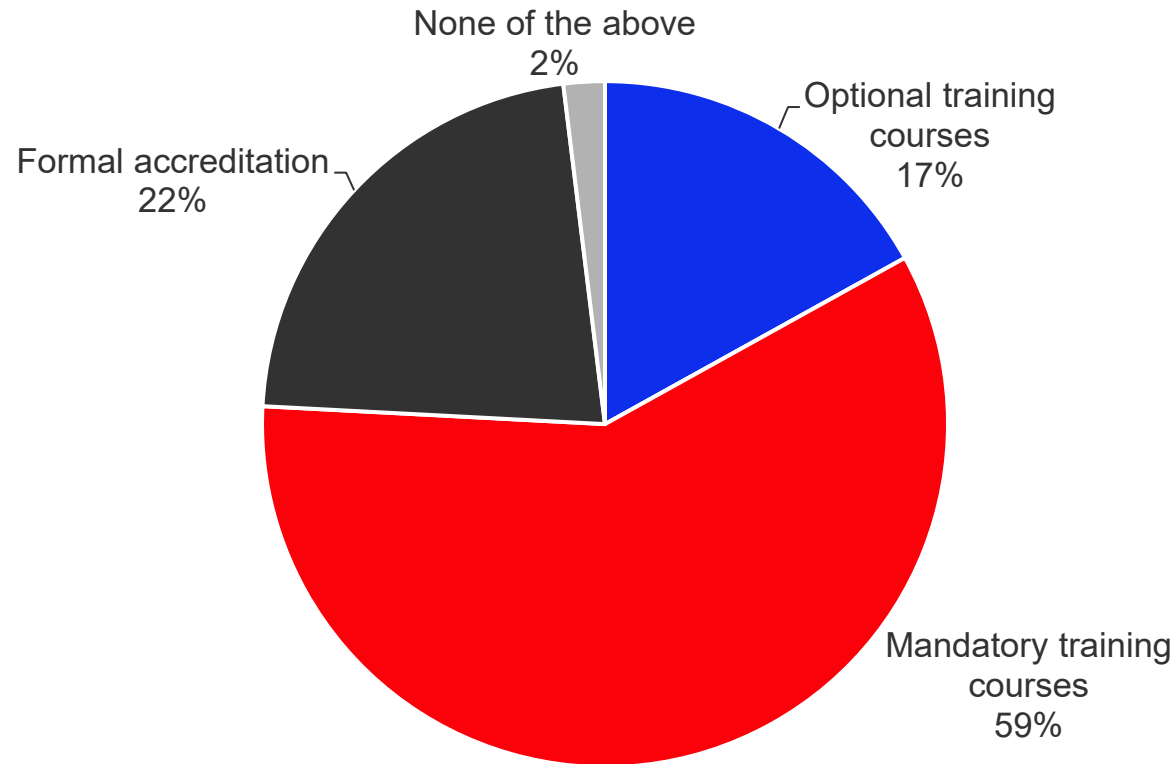
- More responsibility opportunities (dispensing)
- Recognition (enhance career/ team)
- Increasing complexity of pharmacy industry (sensitive information)
- Reduce errors and provide better (customer) services
- Ensuring basic knowledge and consistency

Pharmacists' scope of practice

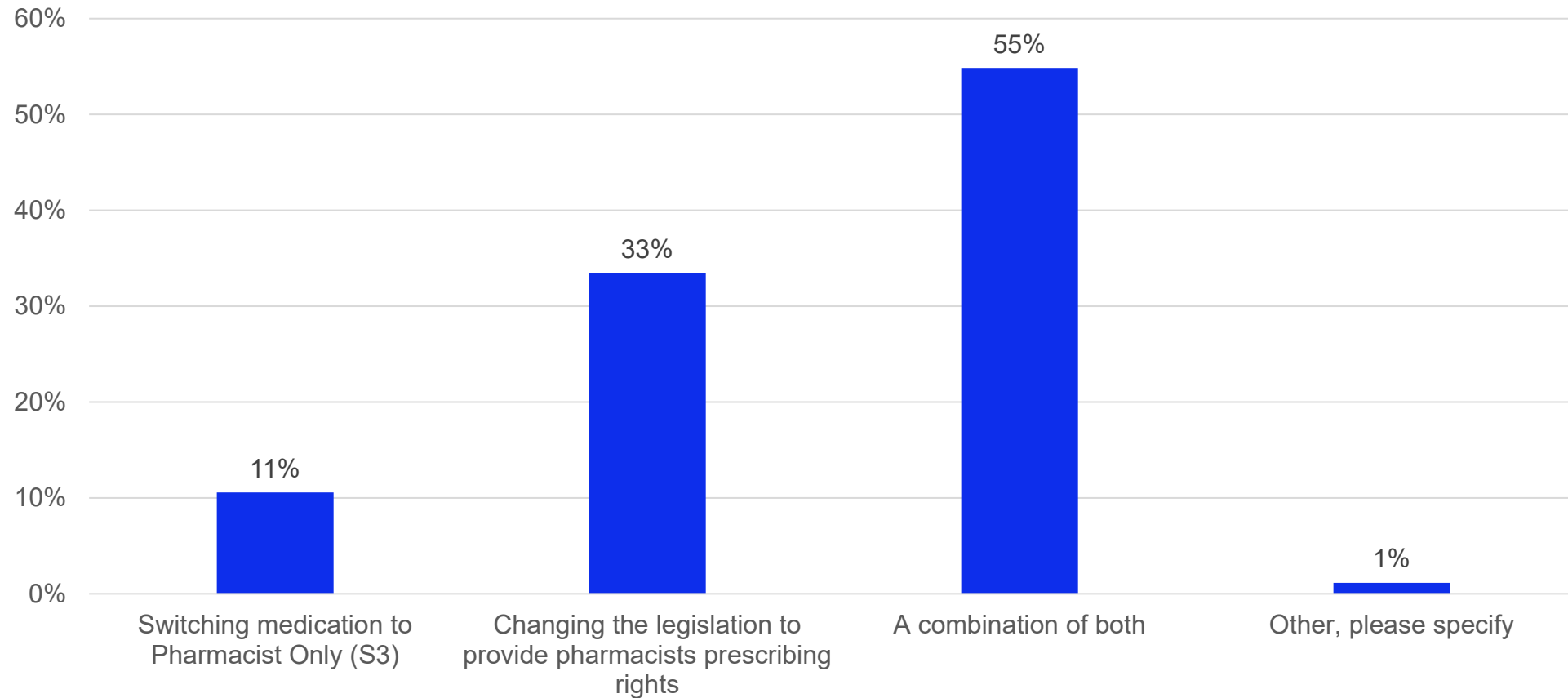
Level of confidence to provide medications to patients



The ability of pharmacists to practice in these areas should be accompanied by:



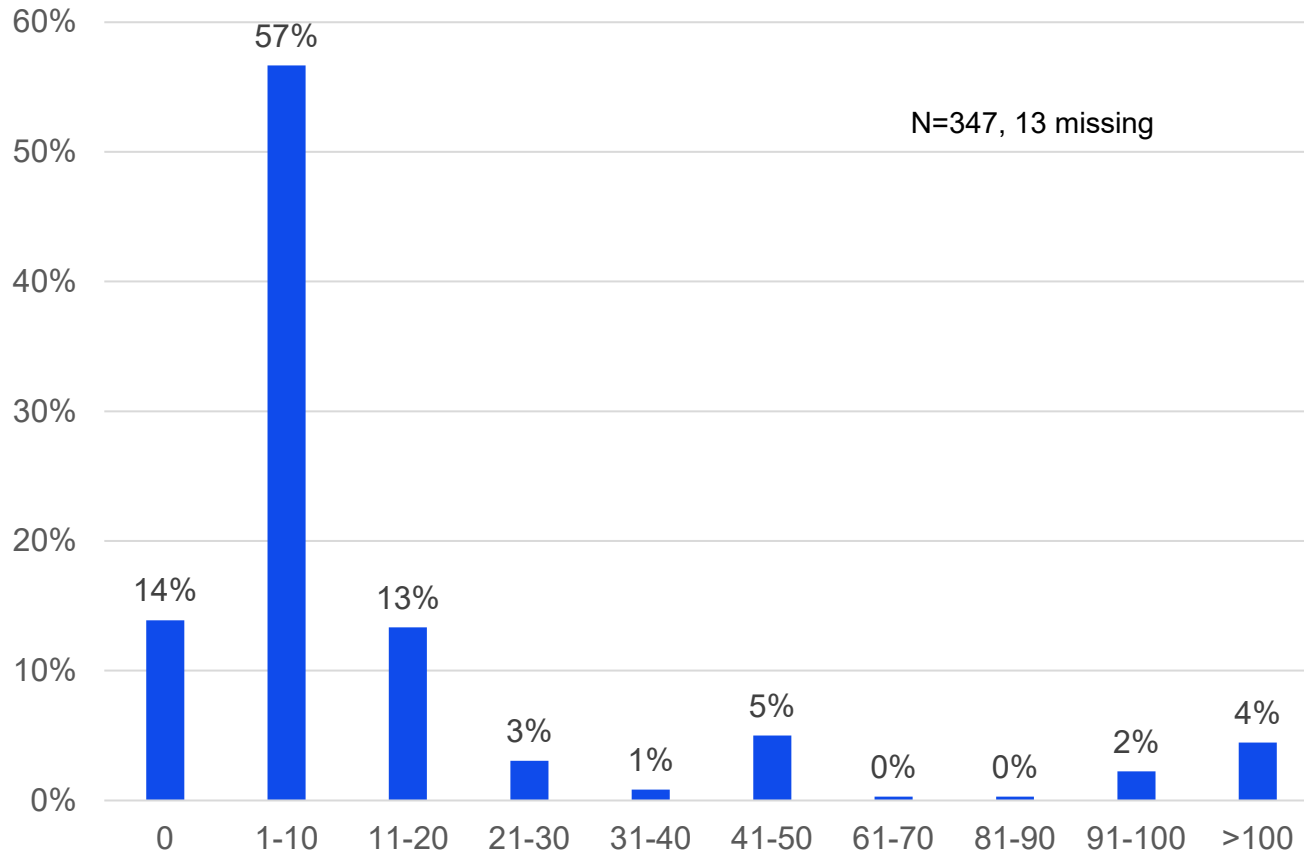
How best do you think the scenarios could be achieved?



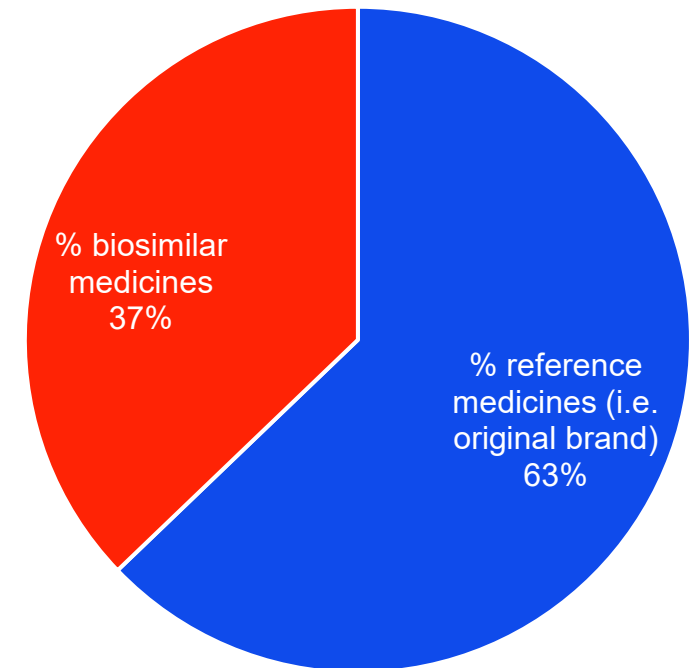
Biosimilars

In the last month how many prescriptions and what proportion were for reference and biosimilar biological medicines?

Number of prescriptions?



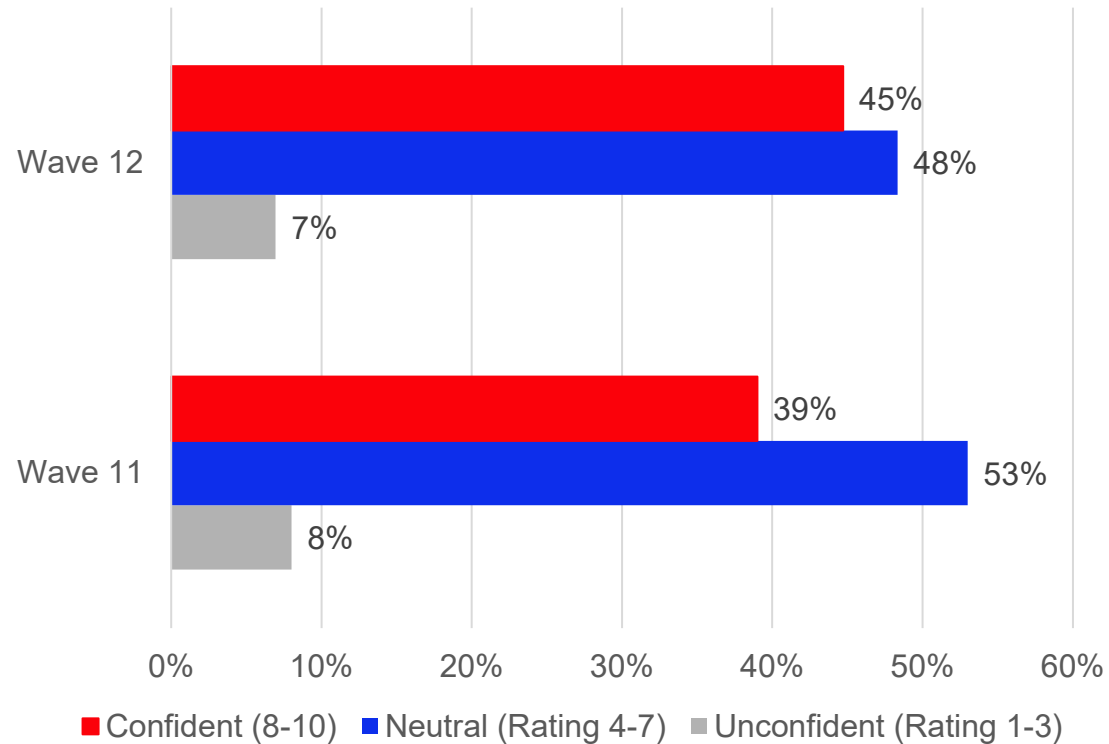
What proportion?



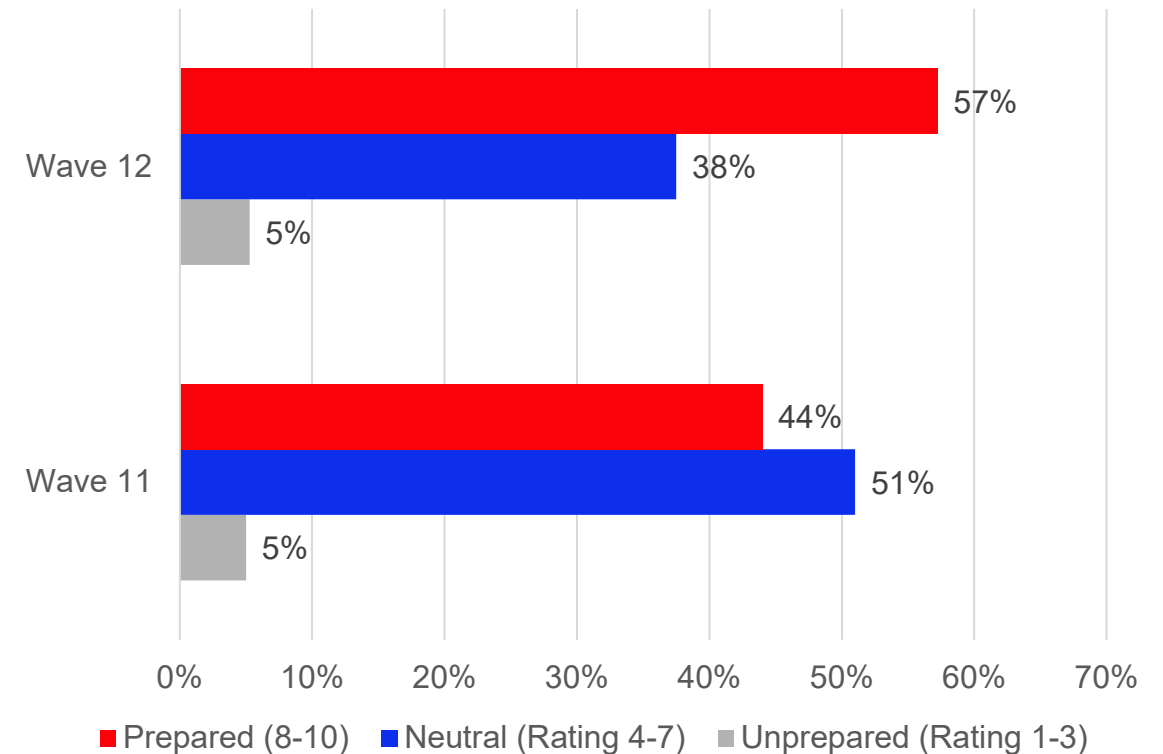
N=310, 50 missing

Confidence in substitution and preparedness to dispense biosimilars

Confidence in substitution

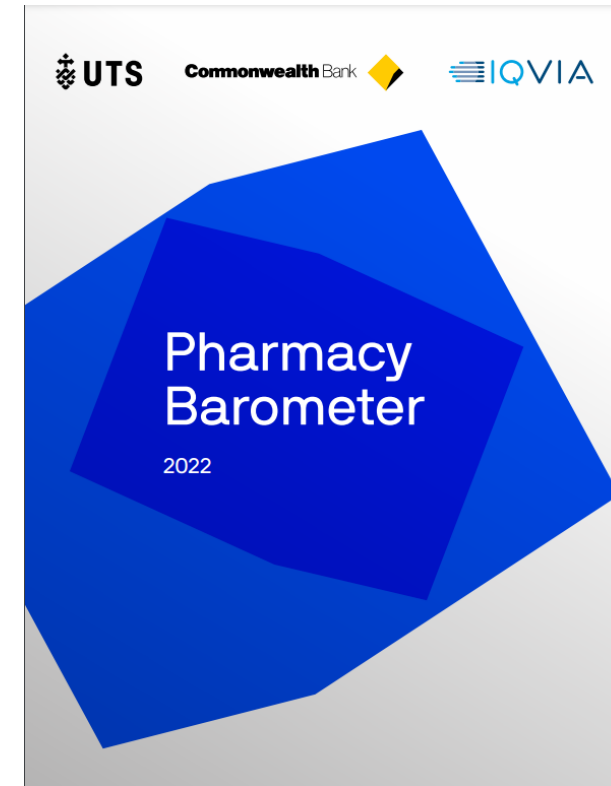


Preparedness to dispense



Conclusions

- The UTS Community Pharmacy Barometer was at the highest point ever in Nov 22, however by May 23 there was a 60% drop to the lowest
- 70% of pharmacies are expecting the value of their pharmacy will decrease (May 2023)
- Major changes envisaged as a result of 60-day dispensing:
 - Charging for currently free services
 - Reducing staff
 - Reducing opening hours
- In the year 2022, 70% of employee pharmacists have had a pay increase



Conclusions

- Approximately 40% of pharmacies are having to wait more than three months to find a suitable pharmacist
- 30% of employees are considering leaving community pharmacy
- Most pharmacists support an increase in scope of practice and generally feel confident and prepared, particularly in supply of:
 - oral contraceptives already prescribed by a medical practitioner, and
 - combination inhalers for patients with asthma who have already had a prescription.
- 81% of pharmacist support accreditation or mandatory requirements for training to expand their scope of practice

