# Community Pharmacy IT Group (CP ITG)
# Results for IT arrangements survey results

Community Pharmacy conducted a poll of pharmacy contractors and teams about their IT arrangements and CP ITG member organisations promoted it via pharmacy news bulletins and other communication streams. The poll ran from late 2021 and was closed during September 2022. The collated results are outlined here.

**Q1 Is your pharmacy located within the same premises as a GP practice?**
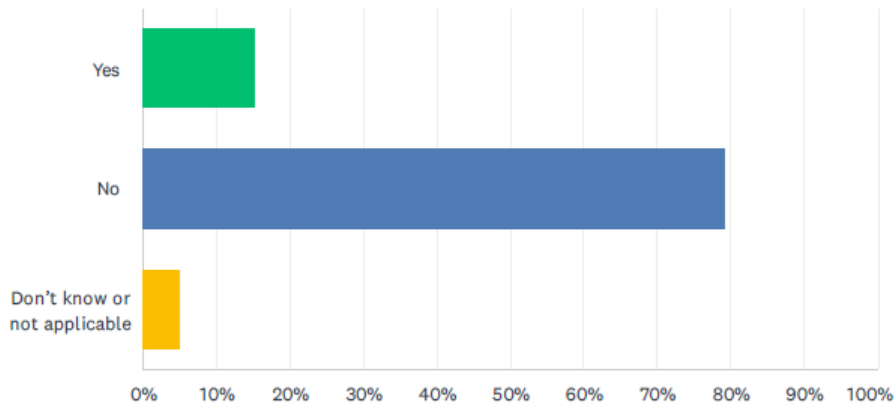
ANSWER CHOICES	RESPONSES
Yes	15.45%
No	79.40%
Don't know or not applicable	5.15%

Q2 How do you view the physical size of your pharmacy's dispensary space compared to the average sized pharmacy's dispensary space?
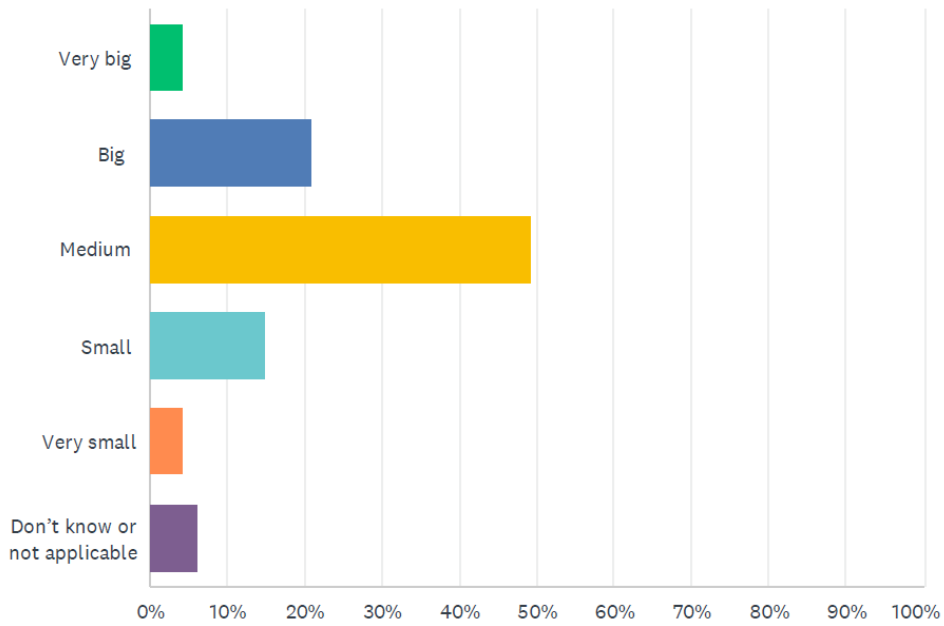
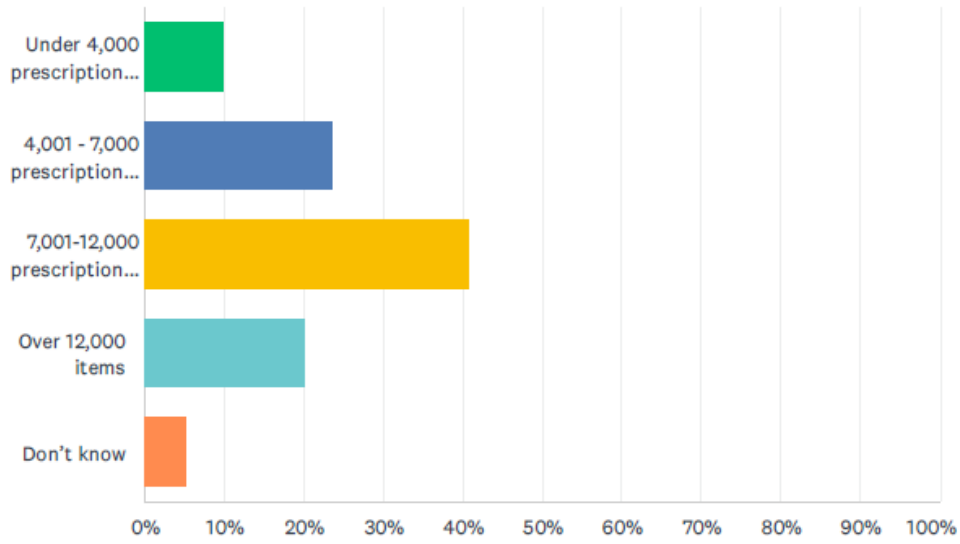| ANSWER CHOICES	RESPONSES
Very big	4.37%
Big	20.96%
Medium	49.34%
Small	14.85%
Very small	4.37%
Don't know or not applicable	6.11%

Q3 **How many members of staff are typically working within your pharmacy at the same time?**
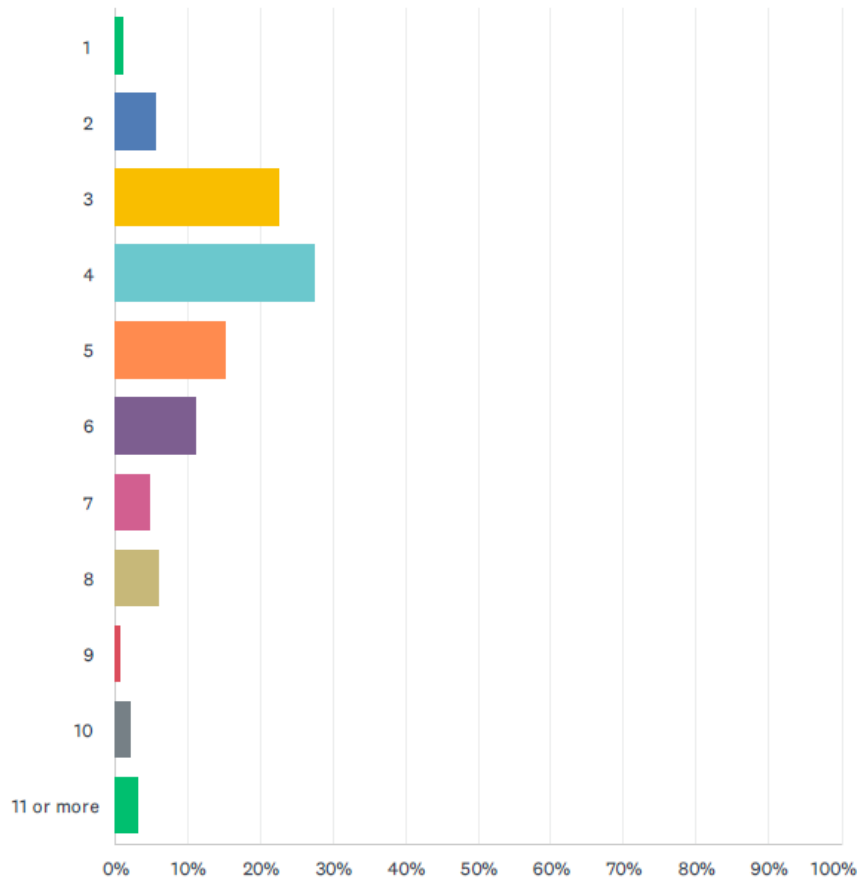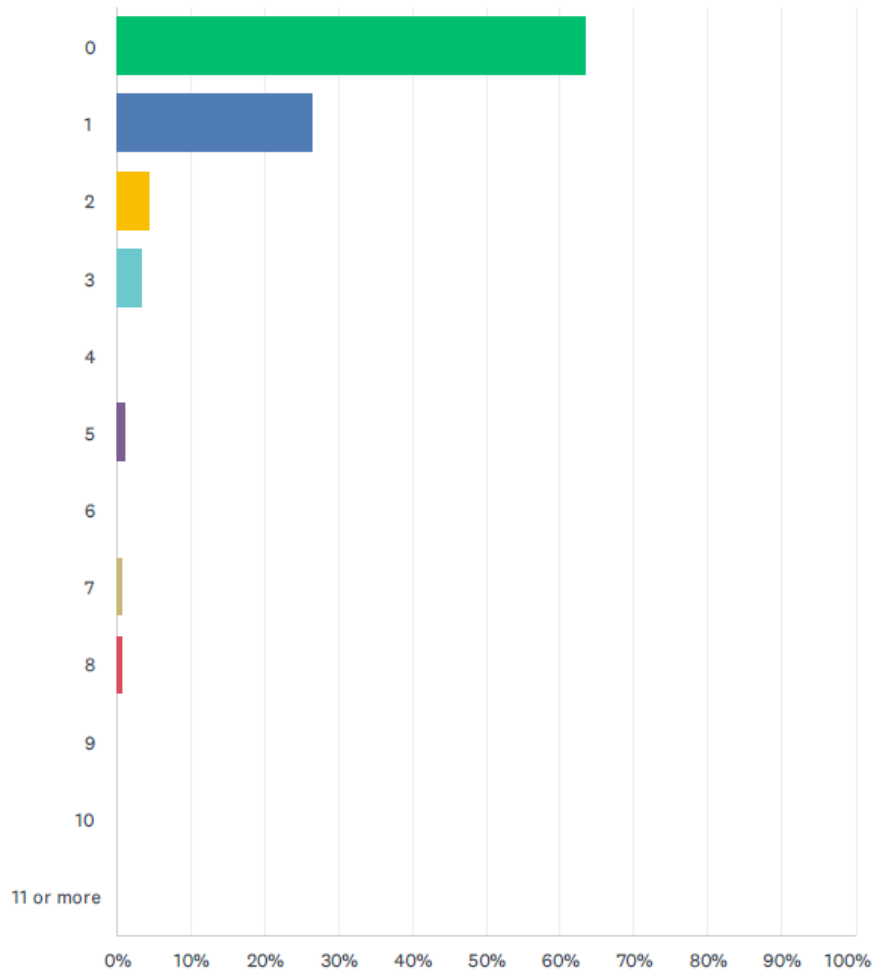

Average of approximately 4.8 persons working at the same time

ANSWER CHOICES	RESPONSES
1	1.10%
2	5.49%
3	22.53%
4	27.47%
5	15.38%
6	10.99%
7	4.95%
8	6.04%
9	0.55%
10	2.20%
11 or more	3.30%

Q4 **What is your typical approximate prescription volume within your pharmacy?**
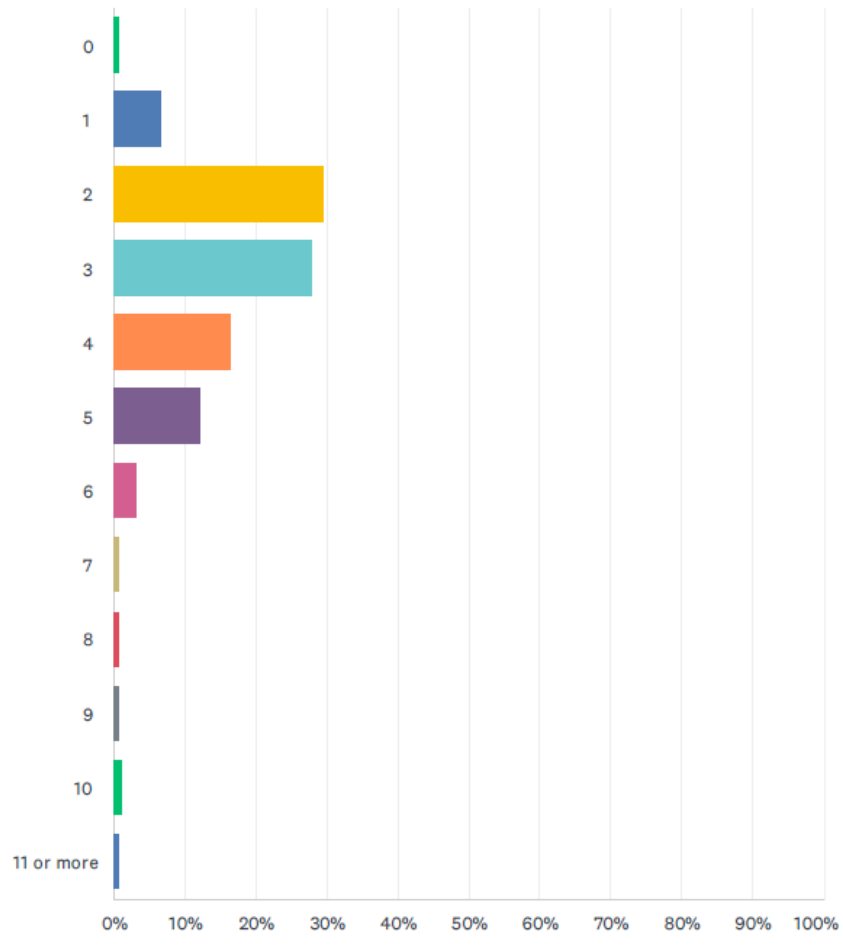
Q5 How many pharmacy-owned work smartphones are usually within the pharmacy on a typical day?

Most pharmacies must go without a pharmacy-owned smartphone for work use.

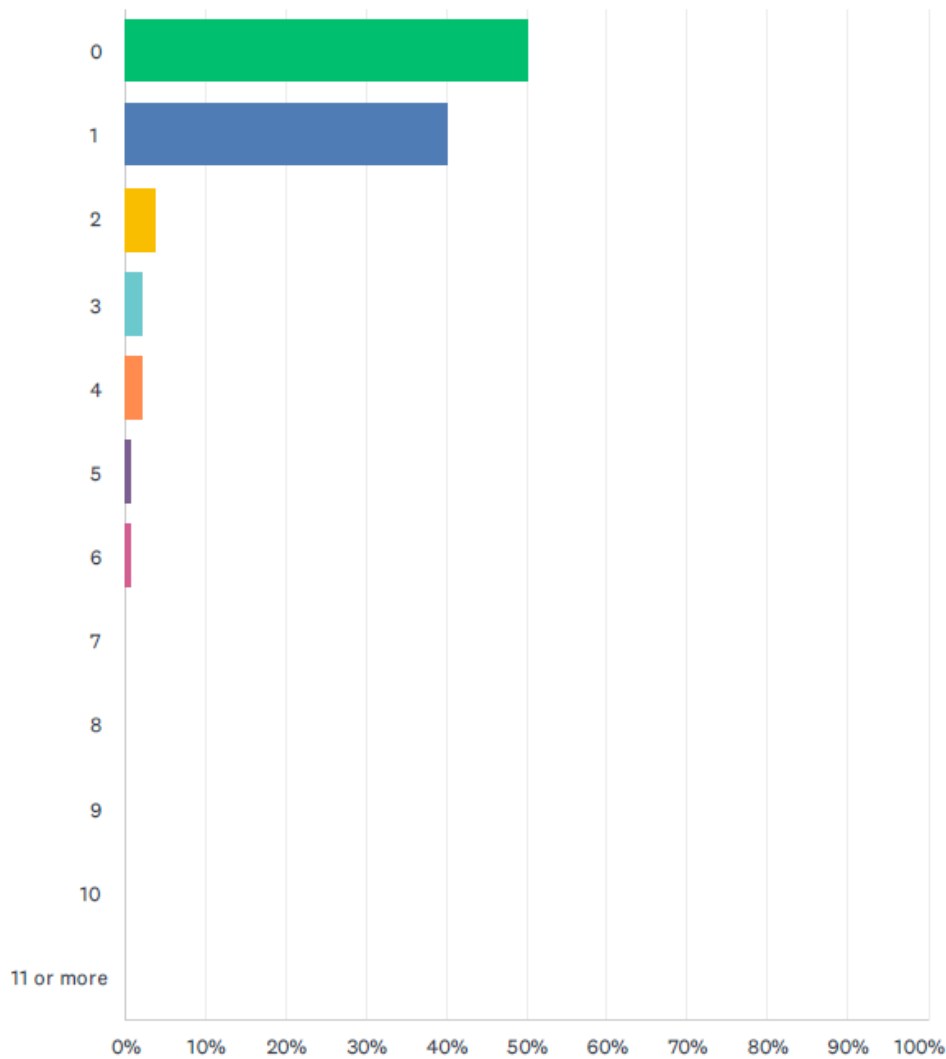| ANSWER CHOICES	RESPONSES
0	63.54%
1	26.52%
2	4.42%
3	3.31%
4	0.00%

Q6 How many desktop computer terminals are connected to the PMR within the pharmacy?

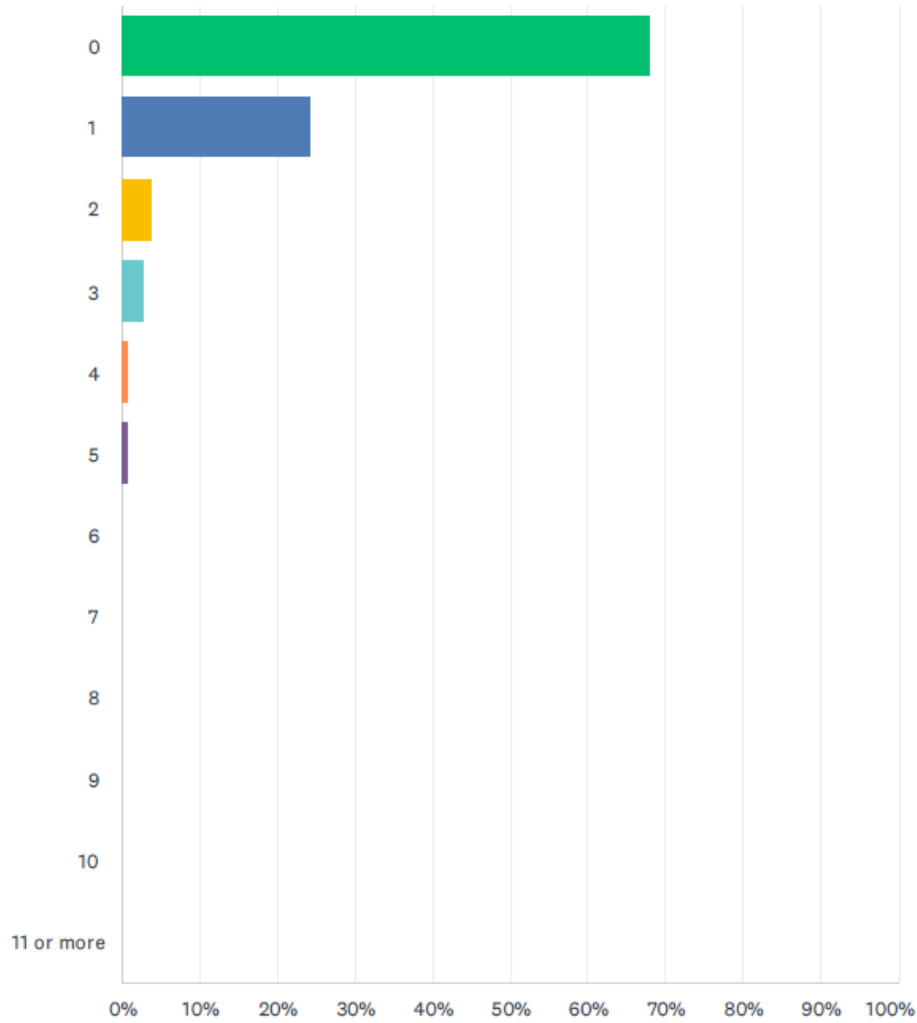The results suggest the staff member to terminal ratio is below 1:1

ANSWER CHOICES	RESPONSES
0	0.55%
1	6.59%
2	29.67%
3	28.02%
4	16.48%
5	12.09%
6	3.30%

Q7 How many laptops does the pharmacy have?

ANSWER CHOICES	RESPONSES
0	50.28%
1	40.33%
2	3.87%
3	2.21%
4	2.21%

Q8   How many tablet-sized mobile devices does the pharmacy have?

ANSWER CHOICES	RESPONSE
0	67.96%
1	24.31%
2	3.87%
3	2.76%

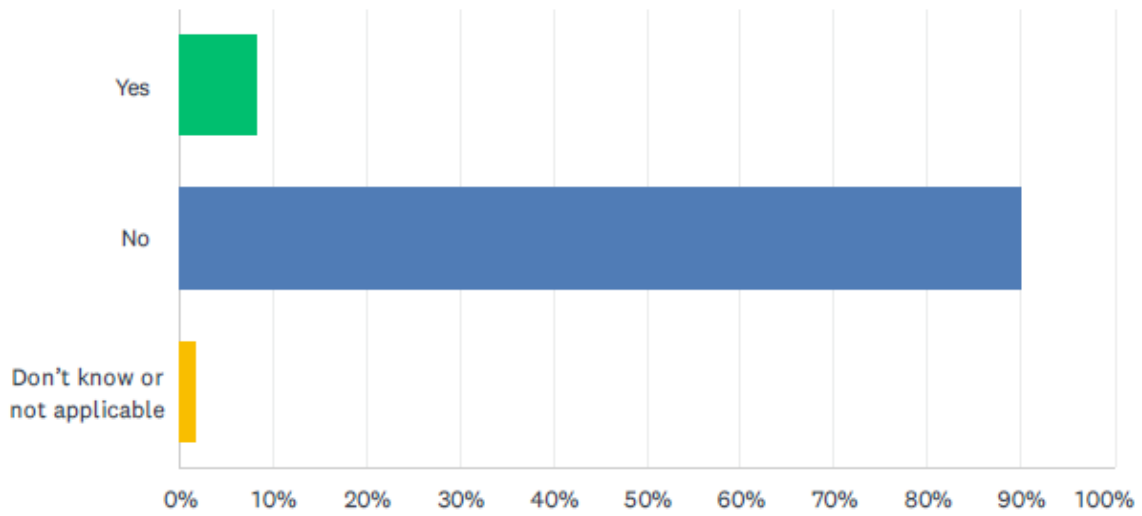Around a quarter said they had a single tablet device. Two thirds said they did not have a tablet device for work.

Q9 How many EPS token printers are used within the pharmacy?
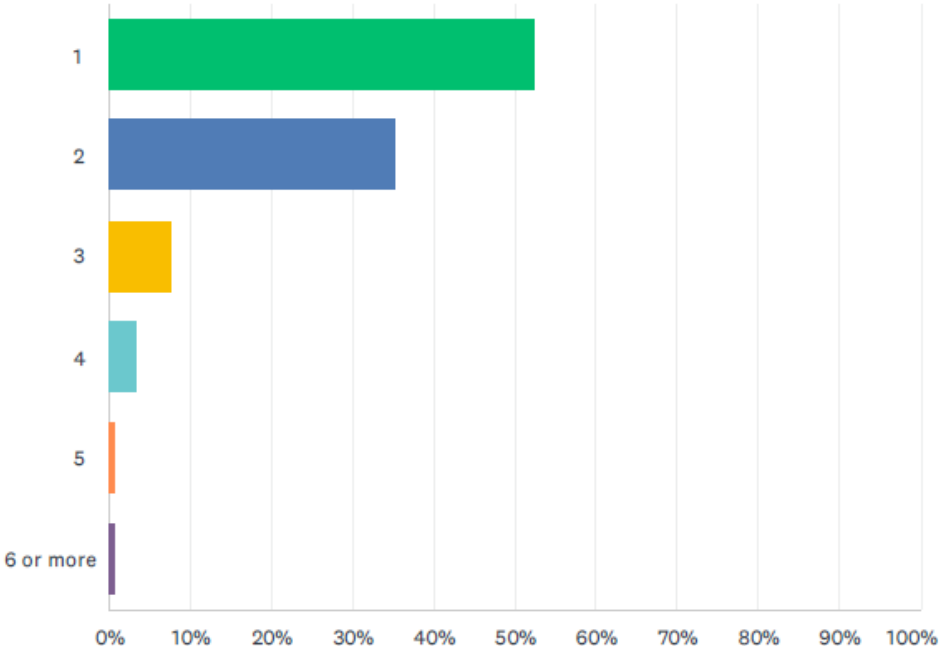
ANSWER CHOICES	RESPONSES
1	52.49%
2	35.36%
3	7.73%
4	3.31%

Q10 Does your pharmacy have dispensing robots?
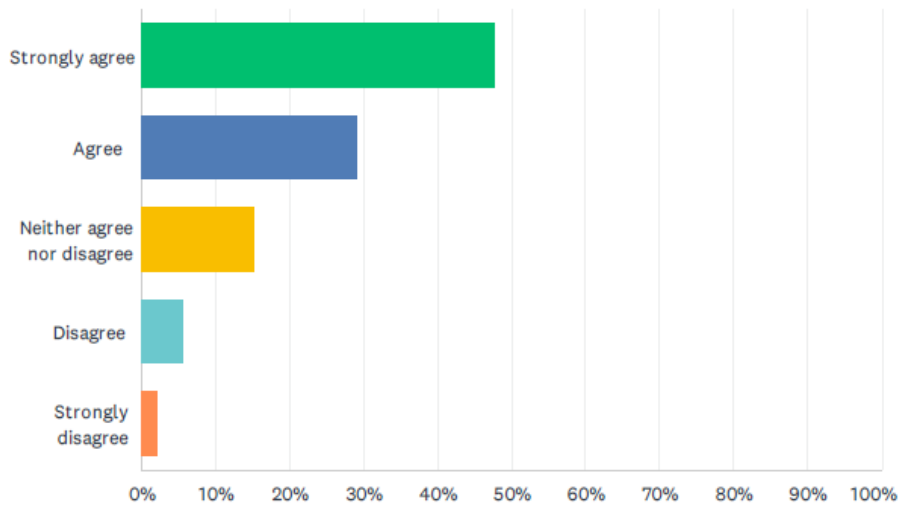

ANSWER CHOICES	RESPONSES
Yes	8.24%
No	90.11%

**Q11** Does the space available within your pharmacy cause a problem for adding more desktop computer terminals?
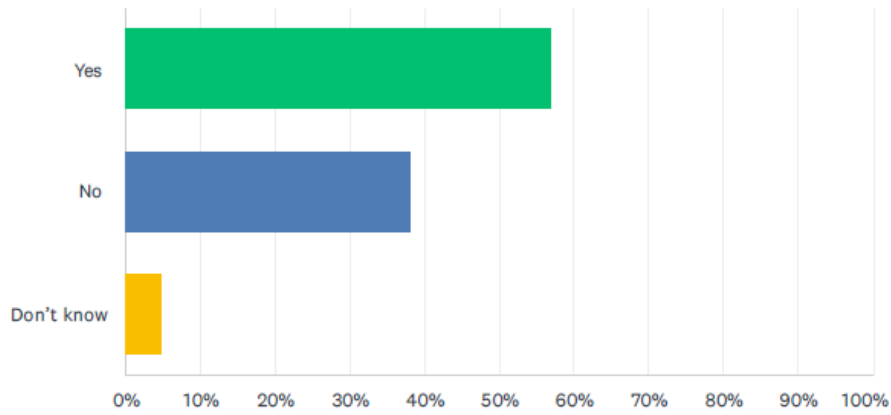
ANSWER CHOICES	RESPONSES
Yes	56.91%
No	38.12%
Don't know	4.97%

Q12 To what extent do you agree that: "Mobile devices within pharmacies could improve efficiency"

ANSWER CHOICES	RESPONSES
Strongly agree	47.80%
Agree	29.12%
Neither agree nor disagree	15.38%
Disagree	5.49%
Strongly disagree	2.20%

Q13 What do you need the mobile devices for?(please prioritise by dragging these options, so that the most important is on top and items of lesser importance are lower down)
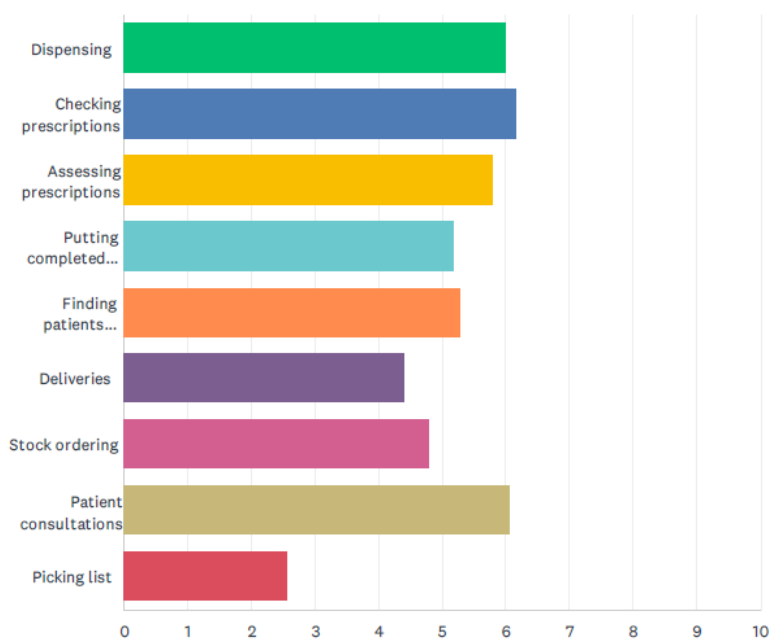

Item in order of display within graph	Relative score (scale of 10)
Dispensing	6.02
Checking prescriptions	6.16
Assessing prescriptions	5.79
Putting completed prescriptions on shelves	5.19
Finding patients medicines on the shelves	5.29
Deliveries	4.41
Stock ordering	4.79
Patient consultations	6.07
Picking list	2.56

| Items in order of priority	Relative score (scale of 10)
Checking prescriptions	6.16
Patient consultations	6.07
Dispensing	6.02
Assessing prescriptions	5.79
Finding patients medicines on the shelves	5.29
Putting completed prescriptions on shelves	5.19
Stock ordering	4.79
Deliveries	4.41
Picking list	2.56

Q14

Are you aware of NHS paperless goals?
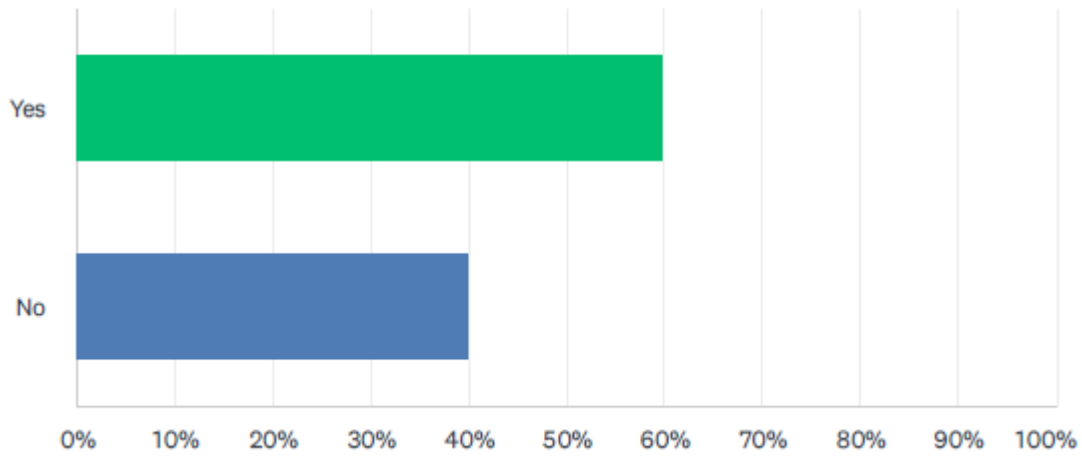
ANSWER CHOICES	RESPONSES
Yes	60.00%
No	40.00%

Q15 Are you supportive of the goal of a paperless pharmacy?
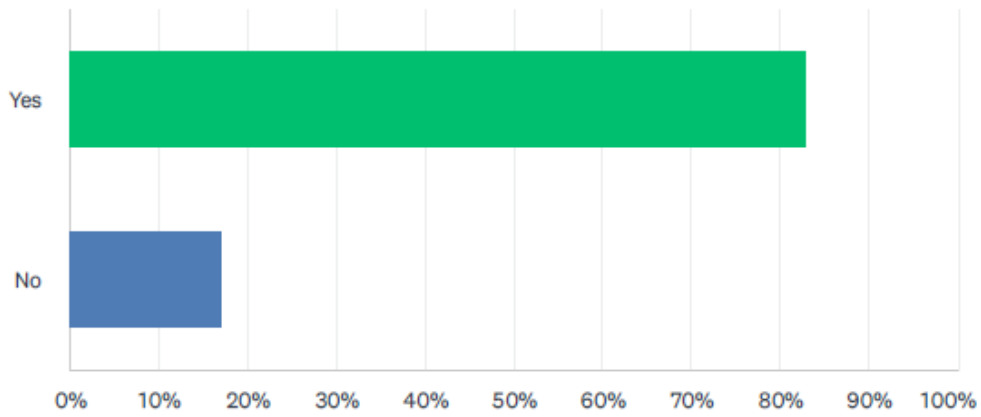
ANSWER CHOICES	RESPONSES
Yes	82.97%
No	17.03%

Q16 How frequently are computer desktop terminals replaced?
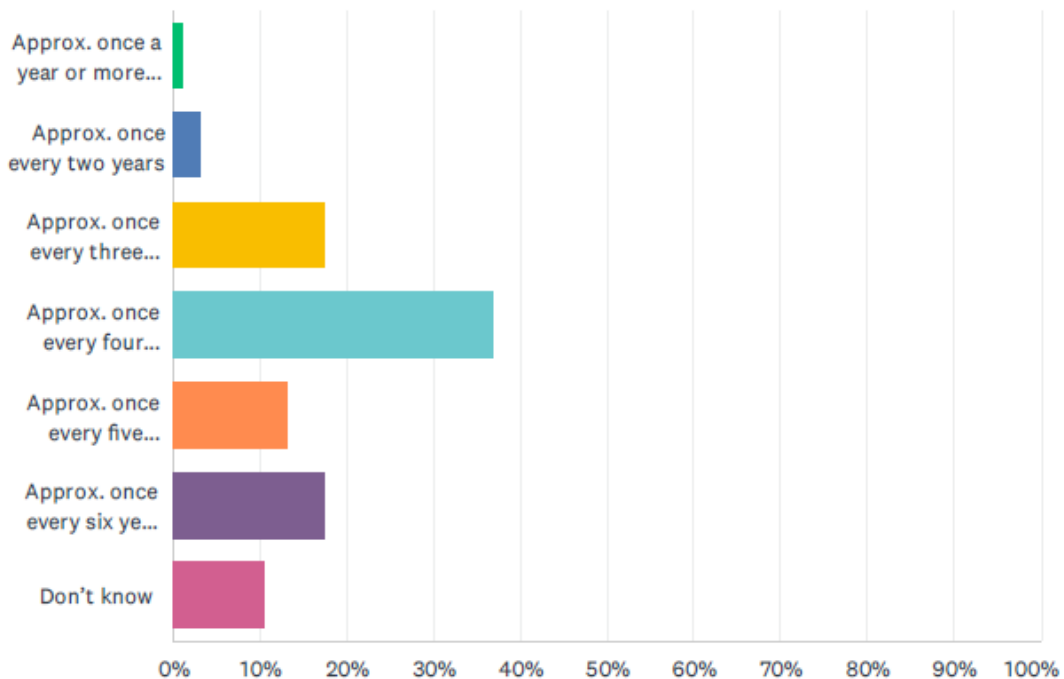
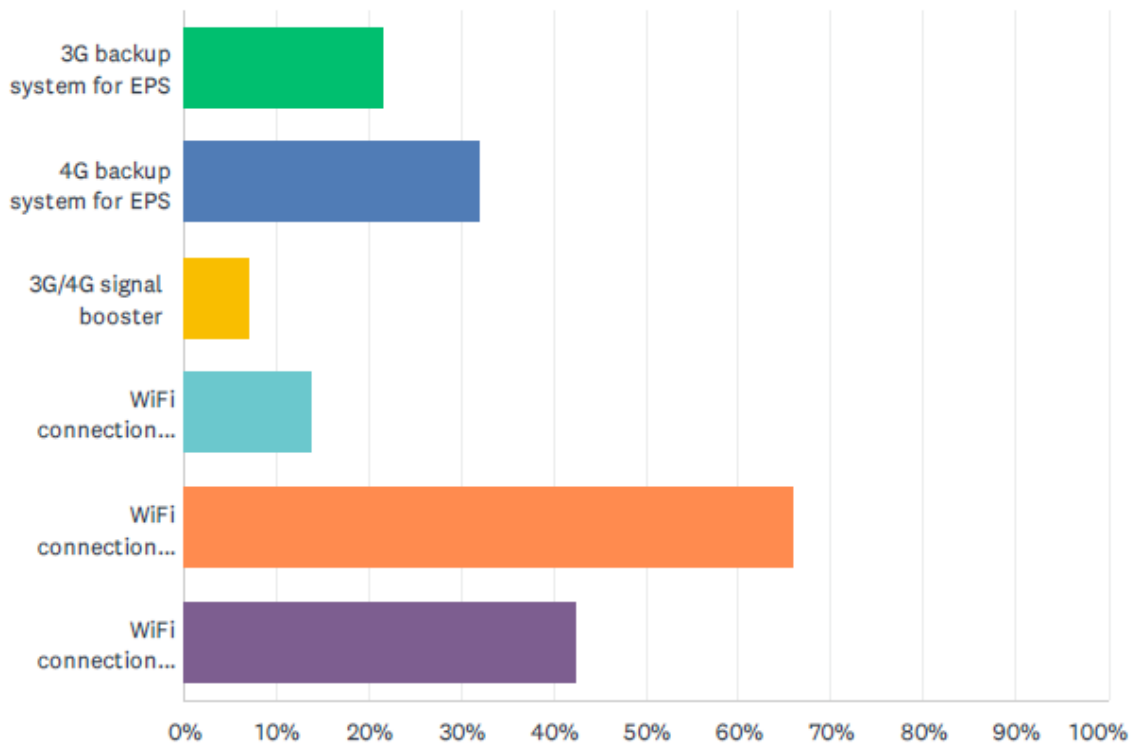| ANSWER CHOICES	RESPONSES
Approx. once a year or more often	1.10%
Approx. once every two years	3.30%
Approx. once every three years	17.58%
Approx. once every four years	36.81%
Approx. once every five years	13.19%
Approx. once every six years or less often	17.58%
Don't know	10.44%

**Q17** Who manages the PMR computer terminals? (tick against those that apply)
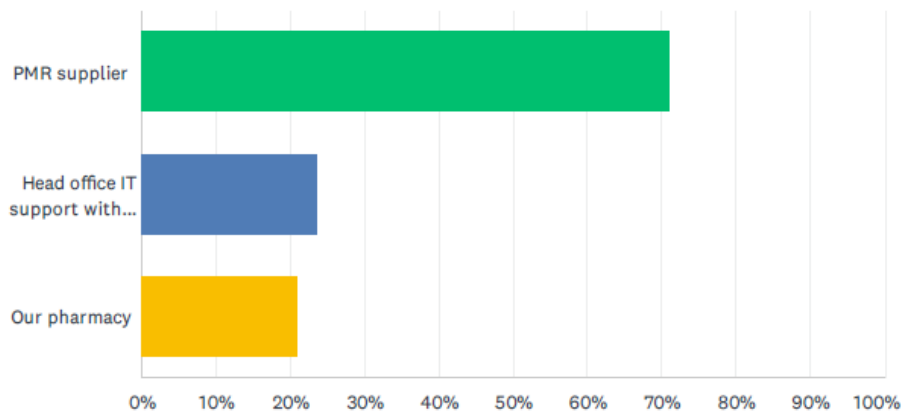
ANSWER CHOICES	RESPONSES
PMR supplier	70.97%
Head office IT support within my pharmacy organisation	23.66%
Our pharmacy	20.97%

## Q18 Please tick all those that apply for your pharmacy

ANSWER CHOICES	RESPONSES
3G backup system for EPS	21.53%
4G backup system for EPS	31.94%
3G/4G signal booster	6.94%
WiFi connection available for patients	13.89%
WiFi connection available for staff work usage	65.97%
WiFi connection available for staff personal usage	42.36%

## Q19 What experience do you have with mobile phone signal within your pharmacy?
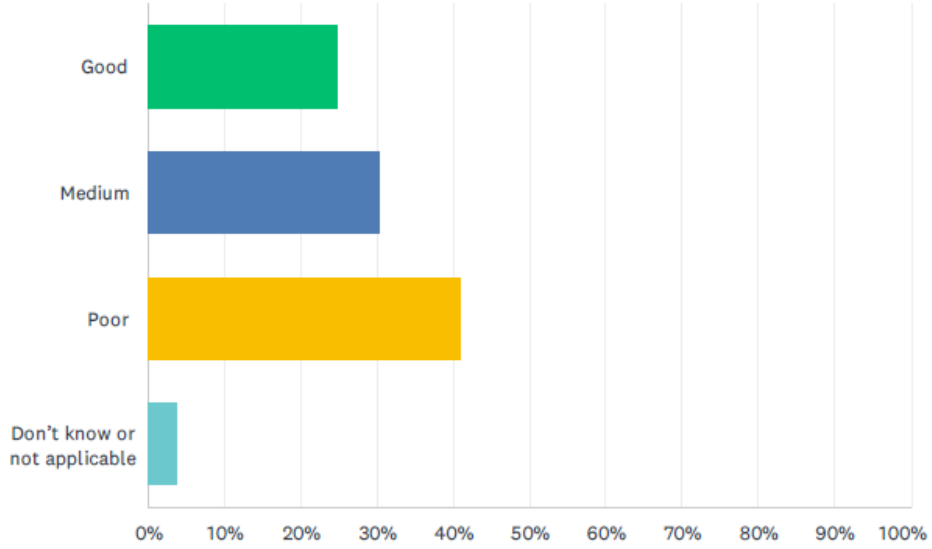
ANSWER CHOICES	RESPONSES
Good	24.86%
Medium	30.39%
Poor	40.88%
Don't know or not applicable	3.87%

Q20 During the past two months, how frequently have you noticed EPS and/or your PMR system failing for more one hour?
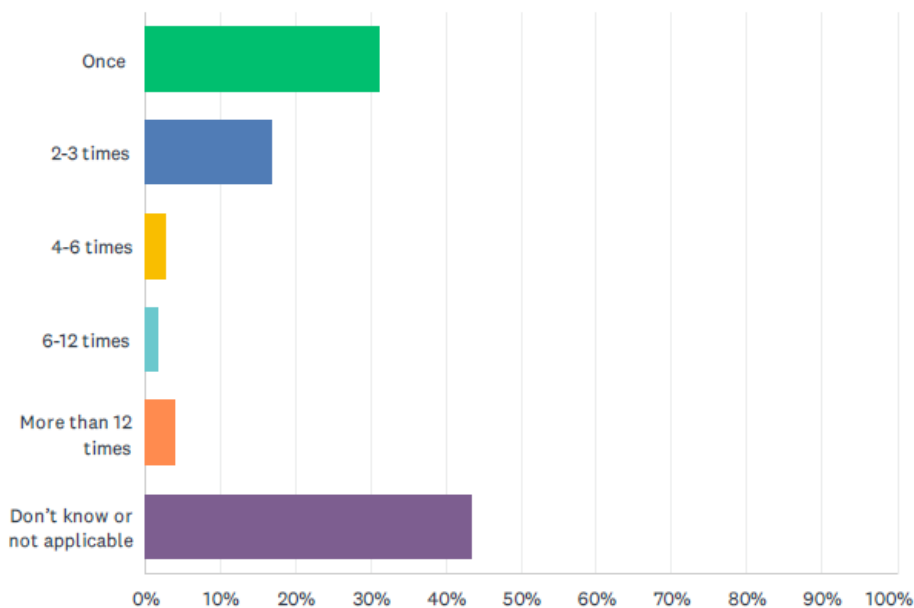
ANSWER CHOICES	RESPONSES
Once	31.07%
2-3 times	16.95%
4-6 times	2.82%
6-12 times	1.69%
More than 12 times	3.95%
Don't know or not applicable	43.50%

Q21 How many EPS backups are made each month? (off-site and on-site)Note: EPS backups are typically saved so that these can be restored in the event of a local system crash.
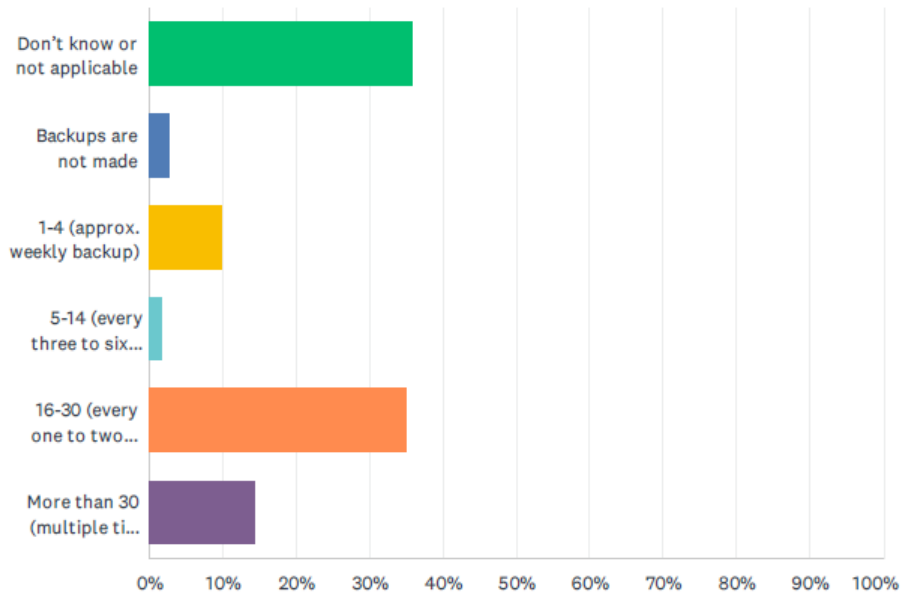
ANSWER CHOICES	RESPONSES
Don't know or not applicable	35.75%
Backups are not made	2.79%
1-4 (approx. weekly backup)	10.06%
5-14 (every three to six days)	1.68%
16-30 (every one to two days)	35.20%
More than 30 (multiple times per day)	14.53%