

The Quality and Safety Survey 2018-19

Wales Community Pharmacy Workforce Survey

Who is undertaking the survey?

Health Education and Improvement Wales (HEIW) are the sponsor for this year's Quality and Safety survey in community pharmacy. The survey is being undertaken in partnership with Community Pharmacy Wales, Welsh Government and Health Boards.

Why is the survey being undertaken?

The survey will provide the first baseline data for Wales on the size and skill mix of the community pharmacy workforce. Health Education and Improvement Wales will use the data to plan the right training and role developments to support community pharmacy towards a more clinically orientated contract in Wales.

Who needs to complete the survey?

All pharmacies that received the Quality and Safety contract payment in June 2018 are required to undertake the survey during the **6 weeks between February 18th – 29th March 2019**.

Privacy Statement

As in 2017, data collection is at individual contracted pharmacy level. Health Education and Improvement Wales (HEIW) is responsible for data collection, analysis, reporting and security. HEIW may contact individual pharmacies in line with the consents given within the survey.

Due to potential business sensitivity, individual pharmacy data will **NOT** be shared outside HEIW. Data will be aggregated to primary care cluster, health board and national level to allow comparison across geographies. Information at these higher levels will be published in the final survey report on the HEIW website.

Survey data will be password protected on a restricted access network and access limited to the project lead, digital team and data analytics team within HEIW in order to generate a report.

As this survey relates to an NHS contract payment, we will inform the relevant Health Board of the account numbers of community pharmacies who have not completed the Online Survey by 29th March 2019.

How do I access the survey?

Community Pharmacy Wales will email the survey links to contractors in advance of the survey opening on 18th February 2019. The ENAS system will also provide survey links. The survey can be completed in English or Welsh.

A single data set must be input by one individual to the Online Survey tool. This may be undertaken in one session (which we estimate will take up to 30 minutes), or the survey may be saved and returned to later via an email link which is generated and sent to the email address provided by the respondent.

Survey responses can be input via a tablet device or computer with internet connection.

Important notes on preparing to complete the survey

Information from a number of resources will need to be gathered to complete all sections of the survey. This may require collation of information between the pharmacy manager and superintendent pharmacist or their deputies.

We recommend that you use a hard copy of the 'Data Collection' form provided to help with this. Guidance is included to assist with interpretation of questions. It is important that Wales has an accurate data set at the end of the survey.

Reminders

If you have any problems or questions please email michele.sehrawat@wales.nhs.uk

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Community Pharmacy Wales will email or telephone non-responders once a week whilst the survey is open.

If you have any problems or questions please email michele.sehrawat@wales.nhs.uk