

Following the roundtable in February 2024 individual or combined actions for organisations were identified. (Actions 1-7). It was understood that the ability to make lasting and meaningful impact will be through each of the participants using their respective areas of influence to create lasting change. It was agreed that there is no quick fix or magic bullet to solve this complex issue of workforce wellbeing, but ongoing focus by organisations present at the roundtable can help move the needle in the right direction.

Further actions were identified at the Workforce Wellbeing roundtable in March 2025 (Actions 8 – 15)

Workforce Wellbeing Actions

Action 8: All organisations to raise awareness of the support available to pharmacy professionals, both within their organisation and externally.

CPE:

- We have included various references to Pharmacist Support resources on our website and newsletters which attracts 2.7million visits per year.
- Our call handlers and policy and advice team attended a bespoke Pharmacist Support session last year to skill up about wellbeing support available, we handle around 6000 pharmacy owner and LPC calls and emails per year
- At the Conference of LPC Representatives in November 2025, Pharmacist Support had a presence, and we hope to run a number of events for pharmacy owners and their teams, using available support materials in 2026.
- Resources consolidated to support around patient abuse, see: <https://cpe.org.uk/our-news/curbing-patient-abuse>

GHP:

- The appointment of a wellbeing lead to the national organising committee of the GHP to lead on wellbeing strategy and work with other organisations.
- Promoting wellbeing and the GHP national campaign for protected learning time on social media and articles in the PJ.
- Building closer relationships with Pharmacist Support and the RPS to promote wellbeing

RPS:

- We work closely with Pharmacist Support in the development of our workforce wellbeing surveys and always signpost to them as part of the survey
- We have developed a memorandum of understanding with Pharmacist Support which includes promoting their campaigns and signposting to their resources
- Pharmacist Support had a wellbeing area at the 2025 RPS conference and also presented a session

UKCPA:

We ran a number of social media posts across all our channels (over 16,000 followers combined) promoting Pharmacist Support and the services they provide: These consisted of:

- 15 October – general support
- 17 Dec – podcast
- 12 Nov – health and wellbeing workshops
- 13 Oct & 30 Oct – act now campaign

Action 9: PS and RPS to work together to ensure the RPS pledge is incorporated into the accreditation work that PS are progressing with the PDA.

PS and RPS met in November 2025 to discuss this. PS are developing the accreditation requirements and will ensure that the RPS pledge is incorporated into this work. PS and RPS will meet again in January 2026 as more detail will be available at that time.

Action 10: CPE to share results of their pressure survey with the wider group once analysed and published

The Community Pharmacy England 2025 Pharmacy Pressures Survey was carried out between early January 2025 and early March 2025. Over 800 pharmacy owners, between them representing more than 4,300 pharmacy premises in England, and over 1,600 pharmacy team members (mostly pharmacists, but also some technicians, dispensers and assistants) took part.

The results from the 2025 survey are being presented in a series of national reports including:

- **Medicines Supply report:** This report includes data that highlights the significant strain medicines supply issues are continuing to put on patients and community pharmacies across England. See: <https://cpe.org.uk/wp-content/uploads/2025/06/Pressures-Survey-2025-Medicines-Supply-Report.pdf>
- **Funding and profitability:** This report includes data that highlights sets out the desperate financial position community pharmacies are in as a result of long-term underfunding of the sector. See: <https://cpe.org.uk/wp-content/uploads/2025/08/Pharmacy-Pressures-Survey-2025-Funding-and-Profitability-Report.pdf>

Further information, historical results 2022-2005 see: <https://cpe.org.uk/our-work/representation/pressuresurvey/>

Action 11: PS, CCA, NPA and PDA to work together on identifying and disseminating resources to support individuals in relation to financial wellbeing via networks and employers

CCA: Pharmacist Support attended the Community Pharmacy Workforce Development Group (CPWDG) to discuss the financial and wellbeing support available for Pharmacists and trainees. Pharmacist Support also promoted the *Embracing a Workplace Wellbeing Culture* course to employers. Resources were shared with employers to disseminate where appropriate.

NPA: The NPA have been supporting NPA members on financial wellbeing over the years and in 2025, we published a one-stop page on our Membership hub (login required) bringing this all together. It covers:

- Results of a 2025 NPA survey of 600 pharmacies highlighting the severe financial pressures faced by the sector
- Financial support available as part of NPA membership
- Support from NPA Trusted Partners
- Employment and Health & Safety advice and support

- Funding impact calculator tool for members in England
- NPA Future Pharmacy Network
- Signposting to Pharmacist Support

PDA: The PDA launched their Workforce Wellbeing Strategy in March 2025 and this includes a focus on financial health resilience by offering courses that provide guidance on financial stability to promote overall resilience.

Action 12: PhSC, BPSA, RPS and PS to reinforce wellbeing and preparation for students as they come out into the workplace. As part of this, explore the use of the PS e-learning modules.

Pharmacist Support have reviewed their resources for students and made them available in one place: [Support for students - Pharmacist Support](#). Universities can link to these resources from their Learning Platforms. This page includes information about our direct services, including counselling, peer support and financial assistance, as well as links to our Wellbeing Learning Platform, information pages and podcast. Many of these resources are being reviewed by PhSC and feedback is being shared.

Additionally, the BPSA collaborated with Rowlands Pharmacy to deliver a webinar centred on what to expect during the training year. This webinar included advice on managing expectations and how to prioritise wellbeing and mental health as a trainee pharmacist.

Action 13: RPS and PS to work with BPSA and PhSC to develop a survey for students and early career pharmacists focused on expectations around wellbeing in the workplace for 2025.

RPS have developed two surveys, one for pharmacy students and one for trainee and early career pharmacists, in collaboration with Pharmacist Support, BPSA and PhSC. These went live on 3 November 2025. A report from these surveys will be published in 2026.

Action 14: GPhC to provide guidance on how wellbeing can be included as part of CPD, particularly around reflection on standards.

As part of our ongoing work on revalidation, the GPhC is considering how wellbeing considerations can be meaningfully integrated into the current framework. Obligations in relation to wellbeing have been included in the draft standards for Superintendent Pharmacists and Responsible Pharmacists we are currently consulting on and are already included in our standards for Chief Pharmacists. We will also consider how we incorporate wellbeing considerations in future reviews of our standards for pharmacy professionals and standards for registered pharmacists.

Action 15: RPS, GPhC and APTUK to develop resources that operationalise professional standards to maximise impact, with a focus on medicines shortages.

RPS, GPhC and APTUK will develop case studies based on real life scenarios that cause moral distress and provide information and signposting to support pharmacists and pharmacy technicians who find themselves in these situations.

For noting:

Action 1: GPhC to consider how it would support future WWB surveys for all registrants, in collaboration with RPS and PS, and with the inclusion of pharmacy technicians.

COMPLETED: GPhC circulated the 2024 WWB survey to all registrants, including pharmacy technicians. This resulted in a significant increase in the response rate, over 5 times the response rate for previous years. GPhC will continue to circulate the WWB survey in future years, where appropriate.

Action 2: GPhC, RPS and APTUK to work together to identify those regulatory standards that have an impact on WWB and to identify these for the professions.

COMPLETED: GPhC held a meeting with RPS, PS and APTUK. The April 2025 publication of Regulate contains an article "[*Supporting pharmacists and pharmacy technicians: a path to workplace wellbeing*](#)".

Action 3: CQC to identify the quality standards that relate to workforce wellbeing and share with the wider group.

COMPLETED: CQC have developed a document which has been published and can be found [here](#).

Action 4: All organisations to proactively advocate for protected learning time for the profession and share examples of where it has been successfully implemented with RPS.

ONGOING: Examples of PLT have been gathered by RPS and some are shared as blogs on the RPS website. Pharmacy organisations are encouraged to continue to advocate for PLT and share examples of good practice.

All organisations continue to press for pharmacist / pharmacy professionals flexibility and access to protected learning time.

Action 5: GHP and PDA to use their unique position and legal rights to help ensure that learning time is adequately provided for within the pharmacy workforce.

COMPLETED: The Guild published their [statement and launched a campaign](#) calling for a minimum of 10% of contracted hours to be protected time for Supporting Professional Activities (SPA).

The PDA have published their [wellbeing strategy](#) to help foster a positive working environment and ensure pharmacists have the resources and support they need to navigate the challenges of the profession. They will focus on implementation of the objectives over the coming months.

Action 6: CCA and NPA to explore opportunities with PS to promote PS Embracing a Wellbeing Culture Course to pharmacy managers and leaders.

ONGOING: CCA has shared the details of the PS course with its member organisations. NPA have delivered a wellbeing session and have promoted the course to its members via its newsletter. There will be continued promotion of the course by CCA and NPA.

Action 7: All organisations to come together in 6 months' time to discuss progress and further actions to be taken.

COMPLETED: Whilst the group did not come together within 6 months of the February 2024 meeting, updates against actions were gathered and published in October 2024. It has since been agreed that these roundtables will occur annually with virtual updates at regular intervals.