

Review of Pharmacy Remuneration and Regulation

Pharmacy Financial Survey: A clarification from the Review Panel

7 December 2016



Last week I extended an invitation to pharmacy owners and managers to participate in the Review's own financial survey of Australian community pharmacies. I am pleased that so many pharmacies have also already registered their interest in participating by contacting the Review Secretariat.

This survey has been commissioned by the Review Panel to inform our own financial analysis of the pharmacy sector, in conjunction with the other sources of information available to the Panel. We are tasked with making recommendations relating to both the remuneration and regulation of community pharmacy. Our recommendations will be based on the best information available to us, and the information gathered through this survey will contribute to this.

In designing the survey, the Review Panel and Secretariat have worked closely with our contracted survey partners, Hall & Partners Open Mind, to build an online survey that will collect much of the readily available financial information in a format most familiar to pharmacy owners who regularly provide such information to similar surveys.

To a large extent the design of the Review's Pharmacy Financial Survey has been based on the format and content adopted by the Pharmacy Guild of Australia in assembling its annual Guild Digest for the information of Guild members. The Review Panel is very appreciative of the Guild's assistance having provided the Review with the latest Digest and survey instrument to assist in the design of our survey.

Following the release of my December "Message" last week the Panel was concerned to learn of a "Guild Alert" sent to Guild members which cautions that:

"Guild members should be wary about participating in this survey until the Review Panel clarifies its purpose and how their financial data will be used."

In response the Panel would like to provide some clarification regarding the survey for the benefit of all pharmacy owners and managers who are invited or who wish to participate in the survey.

The Panel's objectives in obtaining information through the Pharmacy Financial Survey are to assist the Panel in building representative financial models of pharmacy in different locations across Australia, reflective of different business models and any other relevant criteria. This will allow the Panel to understand the financial stresses on the sector and the relative importance of the PBS remuneration and location rules in maintaining the viability of different models of pharmacy. These financial models will also be used by the Panel to test the impact of our recommendations.

In addition to supporting this analysis the survey will give the opportunity for ordinary pharmacy owners at the coalface to have their own pharmacy's data embedded in the models the Panel will be using to finalise our recommendations. This can give those individual pharmacists a level of surety that their particular circumstances will have been fully accounted for by the Review.

The Panel would like to reiterate that all data collected by the survey will be de-identified and will be maintained in the strictest confidence. Neither the Review Panel nor the Department of Health will have access to financial information provided by any individual pharmacy.

To assist prospective respondents in their decision to participate a text version of the online survey questions has been made available via the Review Website.

Once again the Panel would like to encourage pharmacy owners and managers alike to be represented in this survey, which will inform recommendations that have the potential to shape the future of your profession. Please don't miss this important opportunity to contribute to the Review.

Kind regards

A handwritten signature in black ink, appearing to read 'Stephen King', written in a cursive style.

Professor Stephen King
Chair