



**Pharmacy Financials Survey
07 December 2016
FINAL QUESTIONNAIRE**

Below is a listing of all questions contained in the online Pharmacy Financial Survey for the Review of Pharmacy Remuneration and Regulation. Please note that each respondent will not necessarily be asked all questions, as the questions posed in the online survey will be dependent on the respondent's answer to previous questions.

INTRODUCTION

Thank you for your participation in this survey. We know that your time is precious. The independent Pharmacy Review Panel has commissioned Hall and Partners Open Mind to gather data from a broad cross-section of pharmacies to enable a comprehensive financial analysis of the sector. Understanding the relationship between financial drivers and barriers across pharmacies **of all types and locations** will allow the Review to better understand community pharmacy's current and possible future operating environments.

Your assistance will ensure the Panel has the best chance of making the most relevant recommendations that will help community pharmacy continue to serve the health needs of Australians.

Participation in this survey is voluntary and completely confidential; and, unless you specify otherwise, all data provided will be anonymised at the close of the survey period.

This survey includes questions around this pharmacy's finances, including income, expenses and government remuneration. It is desirable that you include exact values for these measures to increase the accuracy of the analysis. However, should some information not be available, please include best estimates instead.

For any enquiries about the survey, please contact [Anagha@hpopenmind.com.au]

Australian Government Statistical Clearing House Approval Number: [02532-01]

1. Pharmacy profiling

Q1 Which of the following best describes this pharmacy?

1. Independent community pharmacy that is not affiliated with any group
2. Independent community pharmacy that is affiliated with a buying group
3. Community pharmacy that is affiliated with banner group
4. Discount or warehouse style pharmacy
5. Friendly society

Q2 Which of the following describes the method of operation of this pharmacy?

1. Owner operated
2. Manager operated

Q3 How would you describe this pharmacy's location? Is it in

1. Hospital pharmacy
2. Isolated (1-4 shops together)
3. Medical centre

4. Non-regional shopping centre
5. Neighbourhood shopping centre
6. Regional shopping centre
7. Strip shopping centre

Q4 For how many hours does this pharmacy trade over a 7-day week?
Enter in number of hours up to maximum of 168, round to nearest hour.

Q5 Is this pharmacy open...
Select all that apply

1. Early mornings (i.e. prior to 9am on any day of the week)
2. Late nights (i.e. closes after 7pm more than once a week)
3. On Saturdays
4. On Sundays
5. Public Holidays

Q6 What is the total floor space size of this pharmacy (including the dispensary) (1m² is 10.8 feet²)?

Q7 Of the total pharmacy floor space, what is the proportion given to?

1. Dispensing prescription medicines
2. OTC medicines and therapeutic goods
3. Other retail
4. Private consulting rooms or spaces
5. Any other purpose (storage, office, etc.)

Q8 How many customer sales interactions did this pharmacy have in 2015-16 financial year?

Customer numbers in 2015-16

Q9 Could you provide an estimate of the proportion of customers served for the purpose of?

1. Prescription medicines only
2. Prescription medicine and retail/OTC sales
3. Retail/OTC sales only

2. Staffing levels

Q10 How many employees does this pharmacy have and how many hours in total do they work per week? Please include all currently employed staff.

1. Number of full time staff
2. Number of part time and casual staff
3. Total hours worked per week of all staff at this level
4. % of time staff at this level spend in dispensary

For each of:

1. Proprietors/owners
2. Managers (Actually employed as a manager role and be responsible for the day to day control of business) Pharmacists in charge
3. Other qualified staff
4. Dispensary assistant (Pharmacy Assistant Grade 3 or 4, actually working in the Dispensary.)
5. Other pharmacy assistants and staff

Q11 How many owners does this pharmacy have? (Note, ownership is defined as 20% or more share of a pharmacy)

1. 1 owner
2. 2 owners
3. 3 owners
4. 4 owners
5. 5 owners

Q12 How many weeks per year does each of the owners of this pharmacy work at this pharmacy (Note, ownership is defined as 20% or more share of a pharmacy?)

3. Business revenue

Q13 Please type in the pharmacy's annual revenue (turnover) in 2015-16 from

1. Total Sales (including dispensary, OTC and retail)
2. All other sources (including revenue from incentives, remuneration and fees received for services)

Q14 Thinking of sales of private prescriptions from this pharmacy in 2015-16 financial year. Please type in the number of private prescriptions sales and their value

1. Sales from private prescriptions (total number)
2. Value of all private prescriptions (\$ value ex GST)

Q15 For which of the following government-supported pharmacy services did you receive remuneration in the 2015-16 financial year?

1. Dose Administration Aids
2. Clinical interventions
3. Staged supply
4. Home Medicines Review
5. Medscheck
6. Diabetes medscheck
7. Residential Medication Management Review
8. QUM
9. Did not receive remuneration for any of these in 2015-16
10. Don't know

Q16 And for each of the following government supported services, how much remuneration did you receive from the government in the 2015-16 financial year?

Please enter actual total annual remuneration from each or estimated to the best of your ability. If you do not have an itemised breakdown by services, please select don't know for each and enter a value for the total amount.

1. Dose Administration Aids
2. Clinical interventions
3. Staged supply
4. Home Medicines Review
5. Medscheck
6. Diabetes medscheck
7. Residential Medication Management Review
8. QUM
- TOTAL

Q17 Which of the following government allowances and support payments did you claim remuneration for in the 2015-16 financial year?

1. Rural and Remote Allowance
2. Continuing Professional Education Allowance
3. Emergency Locum Service

4. Intern Incentive Allowance for Rural Pharmacies
5. Rural Intern Training Allowance
6. Rural Pharmacy Liaison Officer Programme
7. Rural Pharmacy Maintenance Allowance
8. Rural Pharmacy Scholarship Scheme
9. Rural Pharmacy Student Placement and Administrative Support
10. Aboriginal and Torres Strait Islander Pharmacy Assistant Traineeship and Scholarship Schemes
11. QUMAX – Quality Use of Medicines Maximised for Aboriginal & Torres Strait Islander People
12. S100 Pharmacy Support Allowance
13. Pharmacy Trial Programme
14. E-Health Programme (Electronic Prescription Fee)
15. Did not receive any of these payments or allowances in 2015-16
16. Don't know

Q18 And thinking about the following government allowances and support payments you have claimed, how much remuneration did you receive for these in total in the 2015-16 financial year? (Please do not include any remuneration for dispensing PBS medicines)

Please enter actual total annual revenue from these or estimated to the best of your ability.

1. Rural and Remote Allowance
 2. Continuing Professional Education Allowance
 3. Emergency Locum Service
 4. Intern Incentive Allowance for Rural Pharmacies
 5. Rural Intern Training Allowance
 6. Rural Pharmacy Liaison Officer Programme
 7. Rural Pharmacy Maintenance Allowance
 8. Rural Pharmacy Scholarship Scheme
 9. Rural Pharmacy Student Placement and Administrative Support
 10. Aboriginal and Torres Strait Islander Pharmacy Assistant Traineeship and Scholarship Schemes
 11. QUMAX – Quality Use of Medicines Maximised for Aboriginal & Torres Strait Islander People
 12. S100 Pharmacy Support Allowance
 13. Pharmacy Trial Programme
 14. E-Health Programme (Electronic Prescription Fee)
- TOTAL

Q19 How reliant is this pharmacy on the Rural Pharmacy Maintenance Allowance for its financial sustainability?

1. Completely reliant (would not survive without it)
2. Somewhat reliant
3. Not at all reliant
4. Not sure

Q20 And how much does the Rural Pharmacy Maintenance Allowance contribute to the overall revenue of the pharmacy?

Q21 Does this pharmacy service any nursing homes?

1. Yes
2. No

Q22 How many beds in total do you service at nursing homes?

Q23 On average, how much does this pharmacy charge or get paid by nursing homes per bed?
Please include actual value or enter estimate to you best of your ability.

Q24 Which of the following services does this pharmacy provide to customers for a fee?
Select all that apply.

1. Absence from work certificate provision
2. Adherence/compliance support
3. Aged care services
4. Arthritis services
5. Blood pressure and cardiovascular disease risk assessment
6. Bone density testing
7. Cardiovascular disease services
8. Compounded medicines
9. Compression garment fitting for DVT
10. Diabetes management services (NDSS)
11. Diabetes risk assessment
12. Dose administration aids
13. Health advice
14. Health aids and equipment provision
15. Home delivery services
16. Immunisation services (nurse-led)
17. INR (anticoagulant therapy) monitoring
18. Maternal and child health clinics
19. Mental health support services
20. Minor ailment treatment
21. Needle and syringe programs
22. Opioid dependence treatment
23. Pain management services
24. Palliative support services
25. Point of care testing cholesterol and blood glucose
26. Respiratory services (Asthma, COPD)
27. Self-test screening: bowel cancer and chlamydia
28. Sleep apnoea services
29. Smoking cessation
30. Staged supply
31. Weight management and nutrition services
32. Other (please specify)

Q25 Do you maintain records of the revenue generated by this pharmacy from the provision of these services (i.e. customer payments, not government remuneration)?

1. Yes
2. No
3. Don't know

Q26 What was the total revenue generated by this pharmacy from these service fees in the 2015-16 financial year? Please only include fees paid by customers, not any government remuneration you received for these services

Please enter actual total revenue or estimate to the best of your ability.

4. Costs and expenses

Q27 Please enter the value of the following for this pharmacy in the 2015-16 financial year. Provide a best estimate if actual values are not known.

COST OF GOODS SOLD

1. Cost of goods sold (i.e. the cost to purchase all of the items sold in the financial year including dispensary, OTC and retail items)

EXPENSES

2. Wages and staff costs (including superannuation and payroll tax, do not include any wages or salary drawn from the business by the owner)
3. Rent and occupancy costs (including rent, fit out, all utility bills, shopping centre fees, etc)
4. Computers, technology and information system costs

5. Training and professional development expenditure including memberships to professional bodies
 6. Advertising, promotion and marketing group fees
 7. Cost of servicing debt (including loan and interest repayments)
 8. Accountancy and Bookkeeping costs
 9. Any other expenditure in 2015-16 not accounted for above (e.g. other outgoings, service fees or licenses, insurances, one-off expenses, motor vehicles expenses, capital expenditure, depreciation, etc)
- TOTAL EXPENDITURE

Q27 What was the total of the owner/s notional salary and drawings for this pharmacy in the 2015-16 financial year?

Q28 In 2015-16, what was the percentage of revenue used to service loans or debts of the pharmacy?

Q29 What was the pharmacy's earnings before, interest, taxes, depreciation and amortisation (EBITDA) in 2015-16? Note, owner/s notional salary and drawings should be excluded from earnings calculations.

Q30 How many different wholesalers does this pharmacy deal with that supply PBS medicines to your pharmacy?

Q31 On average in 2015-16 financial year, what was the % value of the rebate/discount on PBS medicines that this pharmacy received from wholesalers or suppliers?

1. I do not receive any rebates or discounts on PBS medicines from wholesalers or suppliers
2. Up to 1%
3. 1% - 2%
4. 2% - 3%
5. 3% - 4%
6. 4% - 5%
7. 5% - 6%
8. 6% - 7%
9. 7% - 8%
10. 8% or more

Q32 Is the amount of rebate/discount on PBS medicines that this pharmacy received in 2015 -16 financial year from wholesalers or suppliers...

1. Less than amount received in 2014/15 financial year
2. Same as amount received in 2014/15 financial year
3. More than amount received in 2014/15 financial year
4. Not sure

Q33 How many manufacturers supply PBS medicines to your pharmacy through a direct supply relationship?

5. Re-contact/Follow-up

Q34 The Review would like to link your survey responses to PBS data for this pharmacy held by the Department of Health. This will help to develop a more comprehensive financial analysis to inform the Review's recommendations. The results will be kept anonymous and only provided to the Review in this format and your contact details will not be linked to your survey results

1. Yes, I am willing for this pharmacy's PBS data to be matched for analysis

2. No, I would not like this pharmacy's PBS data to be matched for analysis – note, if this is the case, we have just a few more questions to gather some of this data now

The following question will only be asked if the answer for Q34 was NO

Q35 How many PBS scripts did this pharmacy process in the 2015-16 financial year?

% of PBS scripts by type

Q36 Could you provide an estimate of the proportion of types of PBS scripts processed in the 2015-16 financial year?

1. Concessional
 2. Safety-net
 3. General
 4. Under co-pay
- TOTAL

Q37 Still thinking about the number of PBS scripts processed by this pharmacy in the 2015-16 financial year, would you say...

1. Number of PBS scripts processed **was less than** 2014-15 financial year
2. Number of PBS scripts processed **was the same as** 2014-15 financial year
3. Number of PBS scripts processed **was more than** 2014-15 financial year
4. Not sure

Q38 For PBS scripts under the co-payment, did you charge any additional fees for any of these in the 2015-16 financial year?

1. Yes
2. No
3. We do not process any co-pay PBS scripts

Q39 Do you offer the \$1 discount to any co-payment PBS scripts in the 2015-16 financial year?

1. Yes
2. No
3. We do not process any co-pay PBS scripts

Q40 What is the proportion of \$1 discount on PBS co-payment scripts by?

1. Concessional
 2. Safety-net
 3. General
- TOTAL

Q41 What is the proportion of generics vs branded medicines sold by this pharmacy in the 2015-16 financial year?

1. Generic medicines
 2. Branded medicines
- TOTAL

Q42 What is the proportion of revenue generated from generic medicines sold by this pharmacy in the 2015-16 financial year?

Q43 Finally, the Review Panel may wish to re-contact participating pharmacies to get further insight into pharmacy revenue and cost drivers. Are you willing to be re-contacted to participate in further consultation?

Your contact details will not be linked to your survey results

1. Yes, I am willing to be contacted

[Please type in your contact details

- a. First name
- b. Last name
- c. Best number for us to contact you
- d. Email address]

2. No, thanks