

2012 IN REVIEW

PHARMACIST SUPPORT

OVERVIEW

It's been four years since the charity's relaunch and demand for our support continues to grow. In 2012:

- the charity provided its greatest amount of financial assistance to date (almost £260,000)
- enquiries were up 15% on 2011 figures
- we saw a 14% increase in referrals to our specialist advisers at Manchester Citizens Advice Bureau
- the charity piloted a career counselling support service, assisting pharmacists facing barriers to work to identify a wider range of career options
- we developed a new Customer Relationship Management system to help consolidate our contact information and better manage our communications with services users, colleagues and partner organisations.

OUR YEAR IN NUMBERS

IN 2012 THE CHARITY PROVIDED:

OVER 11,000 INDIRECT ACTS OF SUPPORT VIA OUR WEBSITE

1129 INDIVIDUAL ACTS OF SUPPORT, CONSISTING OF:



465 enquirers supported with a wide range of issues

Information was provided on topics such as carers, domestic violence, bereavement and home improvements. The two largest enquiry topics were financial issues and employment.



309 calls made from Listening Friends volunteers to those struggling with a range of situations

The three largest user groups of this service were relief/locum pharmacists, managers/hospital seniors and preregistration trainees.



159 individuals in need in receipt of financial assistance

Working age pharmacists were most likely to make applications for grants, with 67% of the total number of recipients aged between 21 and 49.



145 referrals made to our specialist advisers (for debt, benefits and employment advice)

This achieved gains totalling £1.7m for our service users via state benefits, debt rescheduling / consolidation or write off and pay entitlements from employers.



27 people with dependency issues supported via our Health Support Programme



24 elderly or vulnerable beneficiaries visited in their homes

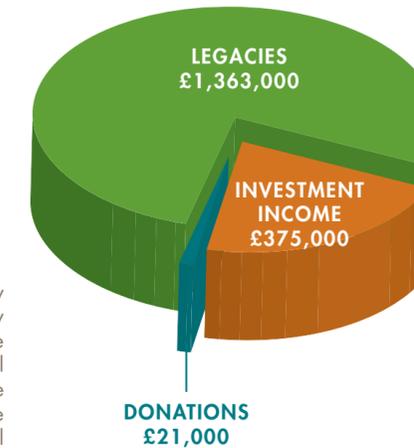
Home visits are an integral part of our grants process for annual grant recipients. They help us understand better our beneficiaries' needs and circumstances and also ensure a greater awareness amongst our beneficiaries of how the charity can support them.

INCOME & EXPENDITURE

Income

£1,759,000

- donations £21,000
- legacies £1,363,000
- investment income £375,000

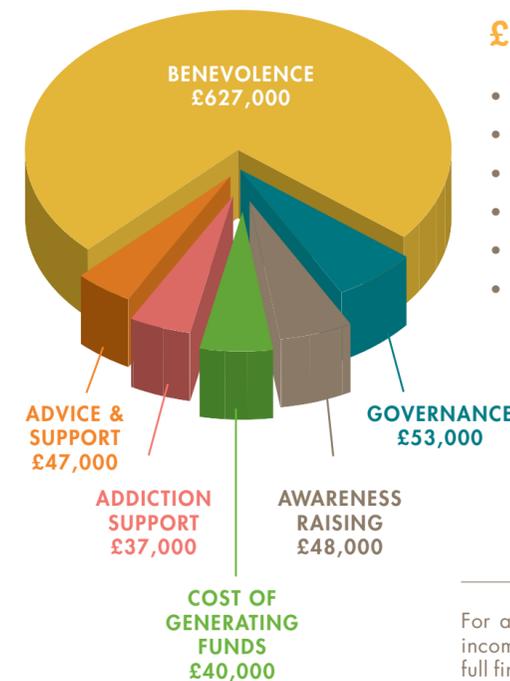


In 2012 the charity received its largest legacy to date from Mrs Wardley. Details of how the charity plans to use these funds will be available on our website. We were grateful to receive £21,000 in donations during the year, including a gift of £4,000 from the Scottish Chief Administrative Pharmaceutical Officers' Group. The Trustees would like to thank all of the donors and fundraisers who have given so generously to support the work of the charity this year. For further information on making a donation, visit www.pharmacistsupport.org.

Expenditure

£852,000

- benevolence £627,000
- advice and support £47,000
- addiction support £37,000
- costs of generating funds £40,000
- awareness raising £48,000
- governance £53,000



For a more detailed report on the charity's income and expenditure please refer to the full financial report available on our website.

THE PHARMACIST SUPPORT TEAM

Staff

JANUARY – DECEMBER 2012

Diane Leicester (Charity Manager)
Paulette Storey (Acting Head of Operations)
Kate Westbrook (Development Officer)
Rowena Simm (Grants Officer)
Wendy Mansfield (Information Officer)
Tom Stephenson (Administrator)
Jo Gahan (Admin Assistant)

Trustees

JANUARY – DECEMBER 2012

David Thomson (Chair)
Steve Churton (Vice Chair)
Leonard Brookes (Treasurer)
Denis Anthony
Richard Fass
David Johns
Doreen Laity
Peter Noyce
Arthur Williams

Please refer to the charity website for a current list of staff and trustees.

CONTACT US

Pharmacist Support, 3rd Floor, The Pinnacle, 73-79 King Street, Manchester M2 4NG

Email us: info@pharmacistsupport.org | Facebook: [facebook.com/PharmacistSupport](https://www.facebook.com/PharmacistSupport)

Visit us: www.pharmacistsupport.org | Why not Tweet us: [@pharmasupport](https://twitter.com/pharmasupport)

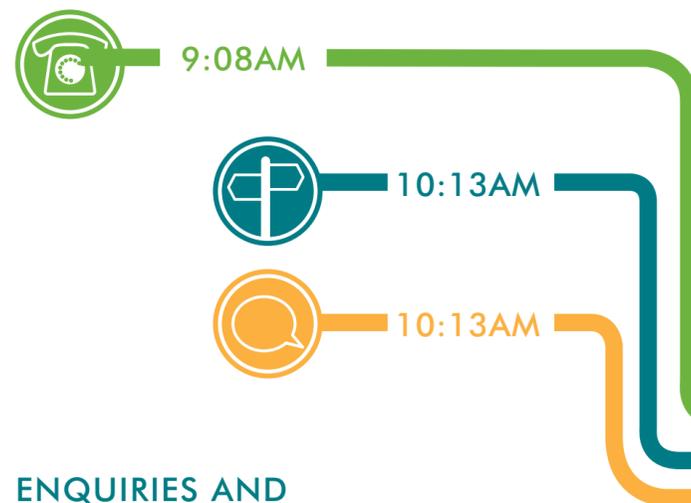
Enquiry line: 0808 168 2233 | Charity number: 221438

FSC LOGO
GOES HERE

 **Pharmacist Support**
working for pharmacists & their families

LISTENING FRIENDS

The Information Officer picks up a call on the Listening Friends helpline. It is from a distressed pharmacist requesting a call back after 8pm. She assigns the call to a volunteer for contact that evening.



ENQUIRIES AND SPECIALIST ADVICE

Colin calls the enquiry line. He has failed his first attempt at the registration assessment and finds himself out of work and without pay until his resit. He is supporting his wife who has been unemployed for several months, so they are now without a household income. He reports he is feeling stressed as he is trying to revise and prepare for his resit.

RESPONSE: The Information Officer refers Colin onto our specialist adviser for guidance on any benefits / tax credits to which he and his wife may be entitled. Colin is struggling with debts and the adviser gives advice on managing his money, including help negotiating with creditors. The Information Officer also provides information on applying for financial assistance from the charity.

"I was in severe financial distress. All my bills and rent for accommodation were in arrears. We were on the verge of being evicted. I wrote to Pharmacist Support and they replied promptly. They also referred me on for specialist advice on the benefits I could receive during the time of my hardship. I was given a grant to help with my rent and living expenses, examination fees and study materials. This lifted a big load off my shoulders and I managed to study effectively. I also later received an interest free loan to pay for my registration fees. Thank you once again for making a difference in my life."

HOME VISITS

A Home Visitor volunteer checks in with the Grants Officer following a visit to an elderly beneficiary. Mavis is the widow of a pharmacist who lives in a small housing association bungalow, adapted for wheelchair use. Mavis receives help with her care needs and is taken out once a week for shopping. The volunteer reports that Mavis was a little emotional during the visit which she put down to a recent change in her medication. She also acknowledges that she is isolated. Mavis has not been able to see her sister this year and the volunteer believes that she may get some real value from a visit.

RESPONSE: The Grants Officer thanks the volunteer and informs him that she will discuss a possible holiday grant with Mavis to enable her to get out of the house to visit her sister.

"I felt much more positive after the visit. It's always useful to talk. The support I receive from Pharmacist Support is appreciated enormously."



FINANCIAL ASSISTANCE

The Grants Officer receives a call from Peter, one of our existing beneficiaries. Peter worked as a pharmacist for over 20 years, but was forced into early retirement when his medical condition left him wheelchair bound. His wife works part time and is also his carer. Pharmacist Support is currently providing a small regular grant and our specialist adviser is assisting the couple with their benefits claim. Peter explains that he has been having problems with his wheelchair. He has looked into the cost of repair and is unable to find the money to fund the necessary work.

RESPONSE: Having only recently submitted his grant renewal form, the Grants Officer has enough current information on Peter's situation to enable a swift response. She advises Peter that the charity can pay the repair costs direct to the company.

"I have received financial support which has been nothing short of a lifeline. In all my years as a pharmacist I never in my wildest dreams thought I would reach the financial position I am in. Without Pharmacist Support's financial support I would not see the point in continuing to live in this way. All I can say is a big, big thank you, without you to contact for whatever reason or help needed life would be extremely difficult."

HEALTH SUPPORT

The addiction support counsellor contacts the office regarding a call he has just taken. The pharmacist concerned is heavily intoxicated and requires immediate treatment. The counsellor suggests a residential stay, but the pharmacist does not have the funds to cover these costs. There are a whole range of issues. Further support from the charity may be required down the line.

RESPONSE: The Grants Officer makes a recommendation to the Charity Manager requesting an emergency payment to allow the client to access the treatment needed. She requests copies of the client's bank statements be emailed over to her to support this case. In return she sends a grant application form for the client to complete as soon as possible.



11:25AM



2:20PM



1:46PM

ENQUIRIES

A pharmacy student logs into the Pharmacist Support website and requests a Live Chat. Her name is Vivienne and she is struggling to support herself through university and is falling behind on payments.

RESPONSE: The Information Officer explains that the charity is unable to pay university fees, but that she could apply for a student hardship grant to assist with general living expenses. The Information Officer also suggests Vivienne contact her student advice centre at the University, who may have access to other funds.

"I was in the second year of my MPharm course and despite having two part time jobs I was struggling financially. During my exams and whilst doing an unpaid hospital placement I could not work as much as usual. I also had debt as I had to pay my own tuition fees (it is my second degree). I was very nervous about how I would pay my rent and also help my disabled mum. I remembered that one of my lecturers mentioned Pharmacist Support. Their support not only helped me with my finances it also gave me comfort, knowing there is a place I can call and ask for advice. I hope that when I graduate and my situation stabilizes, I will be able to show my gratitude and assist Pharmacist Support by donating or volunteering."

ENQUIRIES

An email comes in from Claire – a pharmacist and mother of two young children who has taken time away from the profession to raise a family. She is looking to return to practice and came across our site in a web search.

RESPONSE: The Information Officer sends Claire a link to our Return to Practice Fact Sheet. She also signposts her onto the Centre for Pharmacy Postgraduate Education who provide courses for those returning from a career break, the RPS and National Association of Women Pharmacists who offer mentoring, networking opportunities and support. The Information Officer also provides details of our other services that may be useful to her, including our Listening Friends helpline should she be anxious about returning to the workplace after three years away. Claire agrees that this may be useful. She also requests a grant application be sent out as she may need help with the course fees and costs involved with getting back on to the register.



4:00PM



8:30PM

LISTENING FRIENDS

A volunteer calls and speaks to Aisha. She is very anxious. She has been in her current role for around a year and is finding it hard to cope with the pressure. The worry of making a mistake hangs over her and she is finding it difficult to unwind. She recognises that this is not healthy and that it is not only affecting her work but is impacting on her home life now too.

RESPONSE: The Listening Friend encourages Aisha to share her concerns. In doing so, she admits that this is the first time she has spoken about her worries and that she hadn't realised how much it had been building up inside of her – it's a huge sense of relief to be getting this off her chest. The volunteer sums up the conversation and the pair agree to a catch up call the following week to talk through how things are going.

"I spoke on a number of occasions to one listening friend. Being able to talk through my problems anonymously and in confidence with another pharmacist helped to reduce my distress. I was helped to gain insight into my difficulties at work that could only be achieved by another pharmacist. I was given the option of on-going regular contact with the listening friend which was unexpected. This allowed some continuity without having to keep explaining my situation. I found that the friendly, non-judgemental and open manner of the listening friend allowed me to talk freely and feel understood. Overall, I was able to clarify my way forward and make changes."