



Impact Report 2021



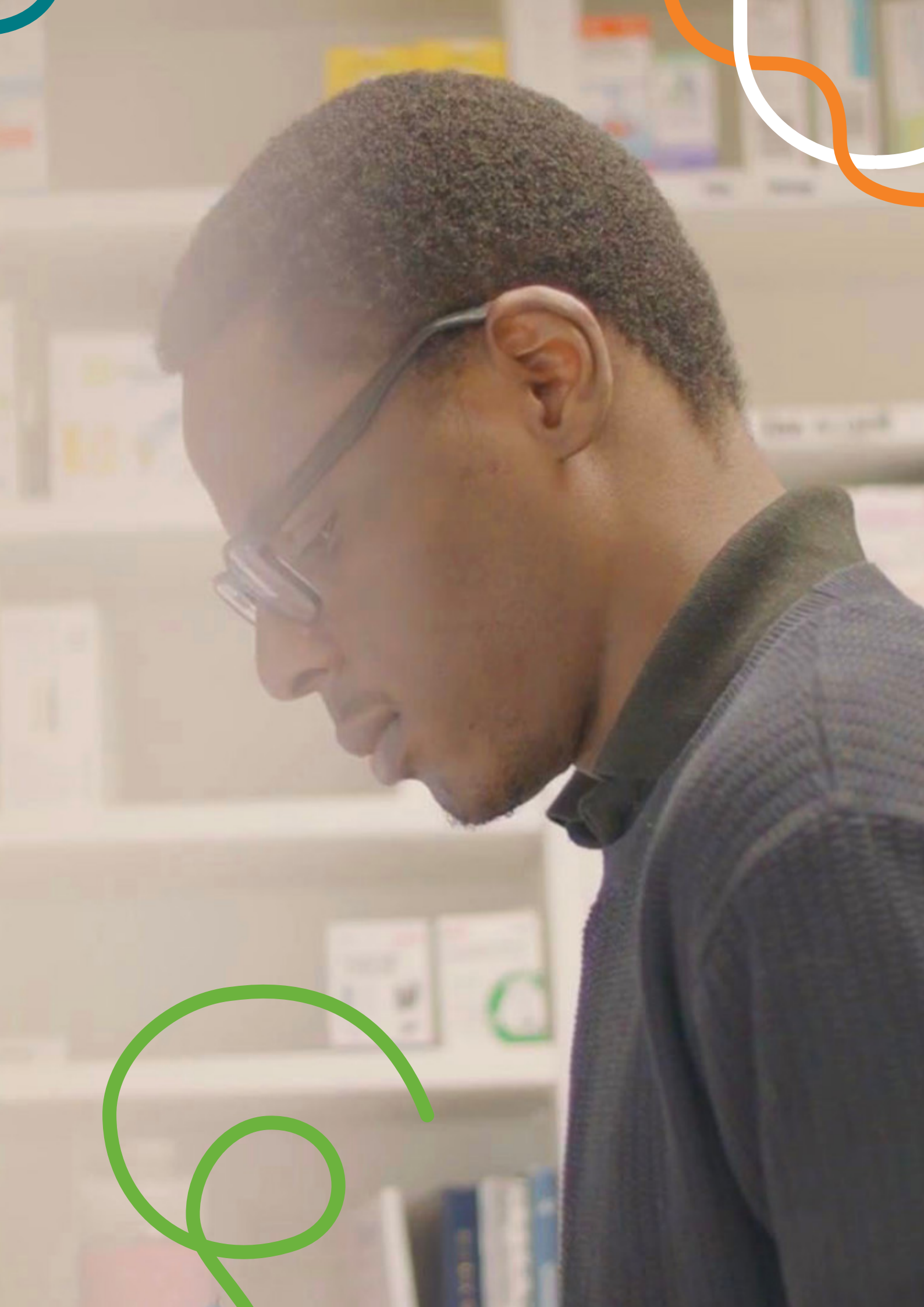
PHARMACIST
SUPPORT

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Welcome

From our Chair and Vice-Chair



As we emerge from the second year of the pandemic, it continues to be a challenging time for our profession. Whilst remaining at the front line, many in our pharmacy family initially did not get the recognition and 'airtime' of other key workers. Despite this, they have continued to play pivotal roles including supporting the vaccine roll out and being the NHS 'face to face' point of contact for patients, many of whom could not see a doctor in person when they felt they needed to.

Throughout this time, the wellbeing of those in our pharmacy family has suffered, with many feeling unable to talk to their employers about their mental health issues. Pharmacist Support recognised this gap and rapidly stepped up to provide an enhanced wellbeing service including counselling.

The second year of the ACTNow campaign is representative of some of the incredible successes for the charity. Alongside the campaign, other successes include developing new and innovative ways of delivering our wellbeing offering and ensuring topics are appropriate to beneficiaries' current needs. This couldn't be done without the support of our corporate donors, and particular thanks are extended to the PDA, Day Lewis, Bestway Medhub, Well and Alphega.

We have also invested in our team and technology to meet current and future demand and have launched a fantastic new website and customer relationship management (CRM) tool.

During the year we have also focused on strengthening our Board as well as honing our overall approach to diversity and inclusion. We have recently reviewed our investment policy, and in acknowledging that there is a climate crisis, made the decision to divest from producers of fossil fuels by the end of 2022. Moreover, we will consider the impact on the climate of the decisions we make in line with our charitable objectives.

Although our visibility continues to increase, our recent annual survey with the RPS has shown that there is a still critical need for us to increase our overall awareness. Unfortunately around 34% of respondents still have not heard of us. As demand for our service continues to outstrip our income, we must seek new partnerships to ensure our support continues to recognise, reflect and respond to, the issues facing our pharmacy family today.

On behalf of the Board of Trustees, thank you for your interest in the charity and we hope we can count on your continued support in the future.

Esther Sadler-Williams
Chair of Trustees
Pharmacist Support

Anita Cawley
Vice-Chair of Trustees
Pharmacist Support



About Pharmacist Support

As the profession's independent, trusted charity, we exist to support the general health and wellbeing of our pharmacy family.

We provide a wide variety of support services to pharmacists and their families, former pharmacists, trainee pharmacists and pharmacy students. Our support aims to meet their wellbeing needs, whether those be financial, physical, mental or social. Our aspiration is to support an empowered and resilient pharmacy workforce.

The charity's connection to the profession is deep. Established by the Royal Pharmaceutical Society of Great Britain in 1841, we have spent 180 years

supporting members of our pharmacy family through difficult times. We've evolved from a small benevolent fund, mainly providing financial assistance to those in the profession who had fallen on hard times, into a modern-day independent charity.

Today, we are focused on championing the wellbeing of our pharmacy family through a wide range of free and confidential services. We continue to be responsive and proactive, adapting to the profession's needs and we listen carefully to individuals across the profession to understand and empathise with the issues affecting pharmacy today.



Our legal Objects, recently updated, are specifically restricted to the relief of financial need or other distress, and the advancement of general health and wellbeing of:

- any individual whose name is or ever has been on the Register of Pharmacists maintained by the General Pharmaceutical Council (GPhC) (or formerly maintained by the Royal Pharmaceutical Society of Great Britain), and their dependents;
- any Trainees* in Great Britain; or
- any Pharmacy Students** in Great Britain.

*A Trainee is defined as a person in Great Britain who has successfully completed a course accredited by the GPhC, is eligible to enter training to become a pharmacist, and intends to seek registration as a pharmacist.

** A Pharmacy Student is defined as a person undertaking a GPhC accredited course in Great Britain leading to eligibility to enter accredited foundation training and register as a pharmacist.



Our vision

No one in our pharmacy family will face challenging times without us by their side.

Our mission

To champion the wellbeing of our pharmacy family.

Our Values

Wellbeing is embedded into everyday activities at Pharmacist Support. Our services put people first, create positive impact and deliver on our aspiration as a charity for an empowered and resilient pharmacy workforce.

As a charity, our values are important to us and guide the way we work. If and when a beneficiary contacts us for support, they can expect to be treated in a compassionate and empathetic way.



Empowerment

We make **good things** happen.
We encourage and build **resilience**.
We create **positive** impact.



Positivity

We believe in **better**.
We champion our pharmacy **family**.
We **never** give up.

People First

We are **compassionate**.
We **listen**. We are **empathetic**.
We bring people **together**.



Fairness

We are **non-judgemental**.
We are **independent**.
We work **with integrity**.



We believe in better!

By 2025 we want:

More potential beneficiaries aware of who we are and what we do - enabling more people to seek support.

To see pharmacists empowered to improve their wellbeing, creating a more resilient pharmacy workforce.

A sector actively working together to improve the wellbeing of our pharmacy family.

To increase our impact as a charity whilst ensuring long term financial sustainability.

To achieve this, the charity set the following priorities in its **five year strategy** (2020-2025) :

1

Raise awareness of Pharmacist Support

2

Enable pharmacists to manage their wellbeing

3

Increase awareness of the issues impacting our pharmacy family's wellbeing

4

Manage the charity effectively to ensure we meet current and future demand

About our pharmacy family

We are aware that many in our pharmacy family face emotional and psychological challenges in addition to immense workplace pressure. To ensure that our support meets the needs of those we are here to help, each year we collaborate with the Royal Pharmaceutical Society to carry out an annual Workforce Wellbeing Survey. 1014 responses were received in 2021 and of those many reported living with 'poor' or 'very poor' mental health and wellbeing.

89%



OF PHARMACISTS

were at high risk of burnout, a figure unchanged from the 2020 survey.

70%



OF PHARMACISTS

reported that their work had negatively impacted their mental health and wellbeing with reasons cited including workload, inadequate staffing, long hours and a lack of work life balance, recognition and public expectation.

40%



OF PHARMACISTS

said that their mental health sometimes affected their ability to carry out their work effectively or accurately.

13%



OF RESPONDENTS

had been concerned about addiction or addictive behaviours in the last year such as increased alcohol consumption, drug use or abuse, an unhealthy relationship with food, gambling or another addictive behaviour, but had not sought support

66%



OF RESPONDENTS

indicated they would not feel comfortable seeking support for their mental health and wellbeing from their employer, a similar response to 2020.

OF THESE
59%



said they would be more likely to seek support for their mental health and wellbeing from an independent charity. Reasons given centred around confidentiality and trust, stigma, judgement, and the potential of harm to their career.

Equality, Diversity, and Inclusion

In May 2021, Pharmacist Support signed the Royal Pharmaceutical Society's (RPS) Inclusion and Wellbeing Pledge: a commitment to be inclusive, celebrate diversity, create a culture of belonging and support pharmacy teams' health and wellbeing. To support this commitment, the charity continued to work on our equality, diversity and inclusion plan, with staff and Trustees attending a variety of training courses. As a result of the training, the charity has reviewed how it collects and analyses data to inform its service development. The charity sits on the RPS Inclusion and Diversity

group and Workforce Wellbeing Action group and have supported activities, such as delivering a session at a Women in Leadership event held in November 2021.

The charity also took part in the General Pharmaceutical Council's Equality, Diversity, and Inclusion consultation. Several pharmacy organisations as well as charities attended workshops that covered topics such as equality data, capability building and resources and tackling discrimination through regulatory influence and meeting equality standards and reporting.

In addition to ensuring that our services reflect the needs of and are accessible to all in our pharmacy family, we also focused on ensuring that the makeup and skills of our team also reflect this diversity. During 2021, the Board led a Trustee recruitment exercise, welcoming applications from across the profession, and highlighting that 'lived' experience was more important than previous Board or Trustee experience.

"I think you are doing a sterling job as a charity in helping pharmacists and pharmacy students. You have such an important and positive impact because you listen to what we need."

Service User

Our support

We continue to develop and adjust our services to meet the changing needs of the profession. We seek regular feedback from both our beneficiaries and the wider profession, which in turn informs any developments to our services.



Information & Enquiries



Specialist Advice



Financial Assistance



Wardley Wellbeing Service



Counselling & Peer Support



Addiction Support



Counselling & Peer Support

In April 2021, we launched a new counselling service, provided through a partnership with The Counselling and Family Centre. Thanks to a grant from the Covid-19 Healthcare Support Appeal (CHSA) we are now able to provide direct psychological support for those who are experiencing mental health issues. The counsellors are there to help our beneficiaries cope with a variety of issues. Counselling sessions can be accessed via phone, online or face-to-face and are available in several different languages including Urdu, Punjabi, and Hindi. The counselling service sits alongside the well-established Listening Friends scheme which, delivered by trained volunteer pharmacists, provides peer support for those wishing to speak with a fellow pharmacist about work or study-related issues.



Information and Enquiries

We provide an information and enquiry service. This service is delivered by team members with expert knowledge of the sector. The enquiry service is open every weekday (except Public Holidays) between 9am and 5pm, and contact is primarily via phone or email. Information and signposting are also provided via our website and directly to enquirers.



Specialist Advice

The Charity partners with Citizens Advice Manchester to provide the specialist advice service. This enables service users to access advisors for tailored high-quality advice and information on employment, immigration, welfare benefits, debt, and housing issues.



Financial Assistance

Our financial assistance provides grants to support mental or physical quality of life. There is specific financial help available for students via the student hardship grant. Once a year the charity opens its national bursary scheme to all fully accredited pharmacy schools in Great Britain. Bursaries of between £3,000 and £5,000 are awarded to help MPharm students entering their final year of study. To apply, students must demonstrate financial hardship as a result of unexpected or life changing events outside of the applicant's control; outstanding or exceptional qualities to overcome an ongoing adversity; and an expectation by the applicant's school of pharmacy that they will make a positive contribution to pharmacy in Great Britain.



Addiction Support

Our addiction support assists and supports individuals and their families experiencing problems with a range of dependency issues including alcohol, drugs, gambling and eating disorders. This service provides access to a fully qualified addiction specialist, and we facilitate and support access to residential treatment where appropriate. We also provide ongoing support through a facilitated peer support group comprising a small group of pharmacists who have benefited from this service and have successfully maintained their recovery.



Wardley Wellbeing Service

The Wardley Wellbeing Service is dedicated to supporting the wellbeing and mental health of our pharmacy family. It was developed as a result of a legacy that was left to the charity in 2012 in memory of pharmacy owner Robert Wardley. There are three areas in the Wardley Wellbeing Service. The first is our online wellbeing resources targeted at individuals, teams, and groups. They provide an array of information, stories, and resources to support wellbeing. The second is the Wellbeing Learning Platform, launched in 2021. The platform enables individuals to access online learning related to wellbeing. Lastly, we deliver a range of Wellbeing Workshops such as "Stress Management and Building Resilience" for pharmacy teams and student groups.



Volunteers

Volunteers play a crucial role at Pharmacist Support and help us to increase our reach and impact. Our volunteers are based across the country and are supported by our staff. Our main groups of volunteers are Trustees, Listening Friends and Ambassadors. We also have a small number of volunteers who can provide support for our annual grant recipients and volunteers who facilitate addiction peer support meetings. Ambassadors help the charity to a raise awareness mainly at events, so not surprisingly there was less ambassador activity during 2021 due to fewer in-person pharmacy focused events.

At the beginning of 2021, we announced plans to enhance our volunteer schemes to ensure that they reflect the diverse experiences, backgrounds and needs of all in our pharmacy family. To coincide with the 25th anniversary of the Listening Friends service, we launched a recruitment exercise and successfully recruited ten new volunteers, taking our total number

of Listening Friends volunteers to 18. In addition, as mentioned above, we carried out Trustee recruitment (both pharmacists and lay) welcoming applications from individuals of all ages, backgrounds, cultures, and levels of experience resulting in the recruitment of five new Trustees for appointment in 2022.

Regular updates and learning and development opportunities are delivered to all volunteers to ensure that they are kept abreast of any changes within the Charity, to facilitate peer support activities and to enhance knowledge and skills in relevant areas so that they can carry out their roles effectively. During 2021, thanks to our dedicated resource for volunteers, we carried out a full review of volunteer processes, creating refreshed volunteer handbooks and volunteer agreements. New mechanisms for support, including peer support, communications, training and a new case closure/debrief process was implemented for Listening Friends.

CASE STUDY

“The satisfaction of knowing you have helped a fellow pharmacist to cope with a difficult period in their life is second to none.”



“I’m a community pharmacist with a lot of experience in the sector. At present, I am a locum pharmacist, but I have been a manager in the past. I live on my own and have a son and a daughter. I have been a Listening Friend for ten years now and I love doing it.

Several years ago, one of my male colleagues took his own life and it made me realise that the stresses that come with being a pharmacist may have contributed to his death. I made the decision to become a Listening Friend in the hope that it may help others, even if in only a small way.

The companionship and support of my fellow Listening Friends when we meet **makes me return to the Listening Friend role every year.** We are a close network of friends who support each other and have a laugh. Of course, the knowledge that many of my callers have clearly valued the service is very fulfilling.

There is no typical caller. I would say that trainee pharmacists need a lot of support and worry about exams and lack a lot of confidence in their ability. It’s an isolating and difficult year for them. Poor relationships with a superior or tutor and disciplinary issues have occasionally led to mental health problems and sick leave. Just recently I have seen an increase in pharmacy proprietors who have business worries.

It’s rewarding to know you may have helped someone in some way, even if small, to improve their life. It lifts my spirits and I feel good when I finish a case. As I have developed my skills, I’ve realised that I am capable of empathy, but I can step back if I feel I’m getting too emotionally involved. I was always scared I wouldn’t be able to do this! You have to give in order to receive! Giving is important for everyone to boost their wellbeing and self-worth.”

- Listening Friend Volunteer.

CASE STUDY

“My experience with Pharmacist Support has been lifesaving and life changing.”

My name is Ben* and I am a registered pharmacist with over 20 years' experience in the profession. I've enjoyed a varied career in both patient-facing and non-patient facing capacities and I am proud to call myself a pharmacist.

Three years ago, I was being investigated by the GPhC for alcohol misuse. Though I did not know it at the time, the issues I was facing with the GPhC should have been the least of my worries. I was at the point of losing my young family and, more importantly, I was pretty much at death's door. Most regrettably of all, I really didn't care if I lived or died.

Due to complications with my drinking and my abrupt cessation of drinking, I had been in and out of hospital more times than I can remember. Despite having a couple of brief stints in a residential rehab, I hadn't been able to achieve more than a couple of months sobriety. Even though I was in contact with healthcare professionals, in truth I was only paying lip service to the help that I was being offered.

It was then that I got in touch with Pharmacist Support's Addiction Support telephone line which was always freely available, with friendly and helpful

guidance. With the charity's assistance, I was fast-tracked into Clouds House Addiction Rehabilitation Centre.

Pharmacist Support also arranged one-to-one sessions with a highly experienced counsellor, who was invaluable before, during and after my stay at Clouds. I was also supported by an anonymous pharmacist via the charity's 'Listening Friends' telephone service. While alcoholism is not limited by age, sex, ethnic background or religion etc; I believe pharmacists feel uniquely stigmatised when they succumb to a physical, psychological or progressive addiction to any substance. I always felt like a bit of an odd-one-out at group therapy meetings, so knowing that I was not the only pharmacist to be suffering in the way that I was came as a relief as well as a surprise. It is a stressful job, after all.

Looking back on the last 3 years of my life, it has been tough. However, I have come out on the other side of an extremely grave situation with a newfound optimism and sense of self-worth. Now, the most important thing to me is my family and I am extremely grateful to be able to fulfil my responsibilities as a husband and dad.

Pharmacist Support service user

*A pseudonym has been used to protect Ben's identity.



2021 Achievement & Impact

“I just wanted to thank you for approving my application. I burst into tears crying reading the letter because this grant will help me so much and ease my financial stress for the next few months. The monthly instalments will also ensure I have money coming in every month until the end of my studies. I am beyond grateful.”

Grant Recipient

SUMMARY OF

2021 achievements

24,131 ACTS OF WELLBEING SUPPORT

provided via **workshops**, the online **wellbeing learning platform** and through online **wellbeing resources**



New counselling service launched with

290 sessions

of counselling delivered in 2021



1,146

ENQUIRIES HANDLED
COVERING A RANGE OF ISSUES

509

from pharmacists

348

from trainee pharmacists

155

from students

and the rest being family members, retired pharmacists and other/unknown



69% increase

in individuals provided with emotional support through our **peer support and counselling service**

79 GRANTS AWARDED

TOTALLING

£86,227



Impact

FROM OUR 2021 SERVICE FEEDBACK SURVEY:

100%
OF RESPONDENTS

to our service feedback survey told us that the grant they received had had a positive impact on their situation and their overall wellbeing



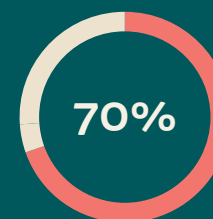
OF COUNSELLING SERVICE USERS

reported improved subjective wellbeing



OF COUNSELLING SERVICE USERS

reported improved symptoms



OF SERVICE USERS ACCESSING FINANCIAL ASSISTANCE

said that they didn't feel they had anywhere else to turn for financial support



OF INFORMATION & ENQUIRIES SERVICE USERS

said that information received had increased their knowledge and had a positive impact on their wellbeing



OF WARDLEY WELLBEING SERVICE USERS

felt more resilient and less stressed as a result of using our wellbeing learning platform





Strategic objective one:

Raise awareness of Pharmacist Support.

Why? So that more potential beneficiaries are aware of who we are and what we do - enabling more people to seek support.

What did we do in 2021?

Celebrating the charity's 180th anniversary in April 2021 was a perfect opportunity to raise awareness of the charity.

Following the development of the charity's strategy and rebrand in 2020, during 2021 we launched a new Pharmacist Support website and created the charity's first impact report. Investment in this new website has enabled us to reach and support more individuals through our extensive library of digital resources and extend our support beyond the traditional 9-5 office hours. The site provides an improved and more intuitive user experience for our website visitors enabling them to find the information they need, which in turn has started to reduce the demand on the information and enquiries team.

We focused our attention on promoting individual services targeted at our different beneficiary groups, creating specific materials that were promoted

through our networks and that of our partners. This resulted in an increased awareness of our services.

Our impact continues to grow thanks to the strong partnerships we have established across the profession. These partnerships have supported us to increase awareness of our services, as well as help us financially to deliver more support to our pharmacy family. During 2021, we worked with several partners including Health Education England (HEE), the Pharmaceutical Services Negotiating Committee (PSNC), UK Black Pharmacist Association (UKBPA) the Royal Pharmaceutical Society (RPS), the Pharmacist Defence Association (PDA), and a number of Community Pharmacy employers. 56% of service users told us they had heard about our services through these partnerships. We also secured nominated charity status for the virtual Clinical Pharmacy Congress (CPC) and face-to-face events and also the Pharmacy Show.

What we achieved during **2021**

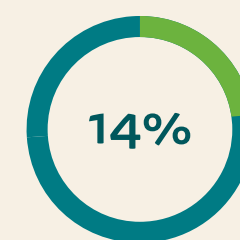
66%

AWARENESS OF THE CHARITY

66% of respondents to our joint workforce wellbeing survey with the RPS said that they were aware of Pharmacist Support

17% increase
in the number of subscribers to our **charity newsletter**

12% increase
in our total **social media following**



INCREASE IN NEWS COVERAGE
across the pharmacy and charity press

143
PIECES OF COVERAGE IN TOTAL

15 **EXTERNAL EVENTS**
where Pharmacist Support were promoted, attended by a total of

18,000
PEOPLE



Increased awareness of the services we offer.



Strategic objective two:

Enable pharmacists to manage their wellbeing.

Why? So that pharmacists are empowered to improve their wellbeing, creating a more resilient pharmacy workforce.

What did we do in 2021?

As we continued to support our beneficiaries through the pandemic, we prioritised development and delivery of wellbeing support. Appointing a dedicated staff member in 2021 has enabled the charity to develop a range of new services that will provide proactive support including the launch of a Wellbeing Learning Platform, the development of new workshops and improved information and signposting, empowering individuals to help themselves.

To support our beneficiaries to manage their wellbeing, we developed a 'I need help managing my...' section on our website to improve access to information and signposting. Since the website launch in September 2021 we have received 1,951 visits to the 'I need help managing my mental health' webpage.

Working with partners, we developed a range of trainee focused wellbeing content to support trainees and provisionally registered pharmacists. This included a series of bite sized videos and support packs, a new trainee workshop, "Get Mentally Prepared", as well as a new Science Behind Wellbeing focused workshop.

Thanks to funding from the COVID-19 Health Support Appeal, in April 2021 the charity was able to address the increased need for mental health support, through the launch of a new counselling service and recruitment of new Listening Friends volunteers.

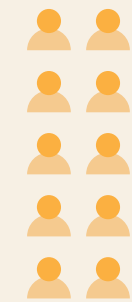
To support trainees impacted by COVID-19 related disruption to their assessment, we partnered with the British Pharmaceutical Students' Association to assist candidates having to fund unexpected travel and accommodation costs. The charity distributed £1,167 to these candidates.

What we achieved during **2021**



**NEW WELLBEING
LEARNING PLATFORM
LAUNCHED**

19,002
VISITS to the Wardley
Wellbeing hub



**1,970 people
supported**

through attendance at
a **wellbeing workshop**
(a mixture of pre-recorded
and live online sessions)



**67 people
supported**

through **counselling**

60% of whom

felt they had no where else to turn



8 people

supported through our
addiction support service

£25,500

provided through our
bursary scheme to

SEVEN

MPharm students



**192 SPECIALIST
ADVICE REFERRALS**

made supporting individuals with
employment, benefits, debt and immigration
advice. (74 Employment, 29 Debt, 32 Welfare
benefits, 2 Housing and 55 Immigration).

£93,161

in **financial gains** were secured for our
beneficiaries through **benefits and
employment claims and appeals**

£102,364

of **financial gains** for clients who received **specialist advice**
(for example by retaining their job when threatened with dismissal
and not having to repay training costs upon resignation)



Strategic objective three:

Increase awareness of the issues impacting our pharmacy family's wellbeing.

Why? To see our sector is actively working together to improve the wellbeing of our pharmacy family.

What did we do in 2021?

Following the success of the charity's first wellbeing campaign in 2020, the charity ran the ACTNow wellbeing campaign for a second year. Building on feedback, the 2021 campaign took a more targeted approach, focusing on the specific needs and issues of each grouping in our pharmacy family – students, trainees, and pharmacists - and ran at relevant points in the year for each. This more targeted approach succeeded in achieving a much higher engagement rate.

As well as our flagship campaign, the charity worked on a number of smaller campaigns with specific partners. These included the BPSA's month-long mental health campaign (#LetsTalkMH) and a bespoke week-long campaign we created for our partner Alphega Pharmacy. The campaign, entitled TEAMtime, was developed to help the organisation focus their wellbeing efforts inward and to kick start an Alphega Pharmacy team wellbeing routine.

Pharmacist Support collaborated with the Royal Pharmaceutical Society to run our third joint annual workforce wellbeing survey. As well as helping us increase awareness of the importance of wellbeing, these results were also used to inform our wellbeing activities, including the development of new resources and workshops and our campaigns. We also continued to raise awareness of mental health and wellbeing issues in the sector through the pharmacy media.

To influence change, we continued to provide data to key organisations on trends within the sector and responded to a number of GPhC consultations. This included a strategy review for managing fitness to practise concerns about pharmacy professionals in the future.

What we achieved during **2021**

12,795 ACTS OF SUPPORT

provided through our website across the wellbeing campaign periods – (up from 6,865 in 2020)

68% increase

IN PHARMACIST SIGN-UPS TO THE



CAMPAIGN ON 2020 CAMPAIGN FIGURES.

WITH 78% OF PHARMACISTS

saying the campaign had **supported them to prioritise their wellbeing**

AND 74% SAYING

a similar campaign would be **useful in the future.**

412% increase

IN STUDENT SIGN UPS COMPARED TO 2020.

75% of students said that the campaign was either **'very useful'** or **'useful'** in helping them to prioritise their wellbeing.



230% increase

in trainee sign ups to the campaign compared to 2020.



1,436 sign ups

to our wellbeing campaigns



81 MENTIONS

of wellbeing in the pharmacy press.



14,580 minutes (over 243 hours)

were spent focusing on team member wellbeing over five days as part of the TEAMtime campaign ran in conjunction with Alphega Pharmacy



Strategic objective four:

Manage the charity effectively to ensure we meet current and future demand.

Why? So that we increase our impact as a charity whilst ensuring long term financial sustainability.

What did we do in 2021?

During 2021 we prioritised digital development with a view to improve and streamline the delivery of our support, to improve data collection and to assist with improved monitoring and evaluation. This included the development and implementation of a new website and a Customer Relationship Management (CRM) system.

Developing our team was another priority. As well as supporting the profession, the wellbeing of our own team is extremely important to us. Informed by our annual staff survey, during 2021 we reviewed our approach to reward and recognition, launching and implementing a new policy that better supported the needs of our team. In addition, we made further adjustments to our flexible working policy and implemented a hybrid working trial. We continued to invest in staff training and development which included delivery of a six-week wellbeing course.

The effect of COVID-19 continued to negatively impact the charity's fundraising activity. As a charity, we are significantly reliant on income from our investment portfolio to fund our charitable activities. Although the value of our portfolio returned to pre-pandemic levels, during 2021 we continued to experience a lower level of income from our investment portfolio. In addition, general fundraising continued to be a challenge in 2021. Thankfully, we did start to see the return of some in-person events, notably the London Marathon. Our runner raised £4,357 worth of donations (including gift aid).

Our efforts to fundraise were focused on corporate fundraising. Our well-established partnership with the Pharmacists' Defence Association (PDA) continued to grow, with us delivering a range of joint activity to its members, to increase the charity's reach and impact. The PDA donated £33,832 to Pharmacist

Support in 2021. Other corporate organisations also supported us financially. We are incredibly grateful to Day Lewis, Bestway Medhub, Well and Alphega for their financial support, enabling us to deliver the ACTNow campaign and other wellbeing activities.

We secured a grant of £43,575 from the COVID-19 Health Support Appeal to support the charity to meet the need for increased mental health support. We were also successful in securing a second grant of £31,500 to continue to deliver our counselling service in 2022. Following the death of prominent pharmacist Joy Wingfield in 2021, we were grateful to be notified of a generous legacy for the charity from her estate, estimated to be in the region of £150,000.

What we achieved during **2021**

Over £75,000

SECURED IN GRANTS TO
DELIVER MENTAL HEALTH
SUPPORT IN **2021** AND **2022**.

48 PEOPLE

accessed services
facilitated by volunteers



**NEW WEBSITE AND CRM
SYSTEM DEVELOPED
AND LAUNCHED**



**CARRIED OUT A
REVIEW OF THE
CHARITY'S AUDITORS**

Development and continuation of our well-established partnership with the Pharmacists' Defence Association. Since the start of this partnership in October 2017, the PDA and its members have donated over

£145,000

to Pharmacist Support

What our users say...



"Your signposted information is brilliant, thank you ever-so-much for this info."

Service User



"I have been fortunate to be able to access counselling through Pharmacist Support and following a tough year with my mental health I am feeling hopeful for my future in the pharmacy profession."

Service User



"With a sudden change of circumstances during my illness I was not sure how I would keep my essential costs going. Pharmacist Support have been a great help for me and my family under these difficult times. Thank you so much. I am so pleased that I have contacted Pharmacist Support as I was not sure how I was going to manage my monthly bills etc. The Pharmacist Support team were brilliant, and it was a very simple application form. Keep doing the great work"

Grant Recipient



"Thank you for the workshop. It was very informative and helpful."

Workshop Attendee

"I just wanted to say thank you to everyone at Pharmacist Support for all your help over the last few years. I would not have been able to get through the years without the Listening Friends service."

Service User



"The fact that there's that option of anonymity and it's judgement-free is priceless."

Service User

"I contacted Pharmacist Support because I knew about the service it provides and have referred many people to the counselling services. I was well supported by my counsellor who was excellent. I needed mental health support as I was suffering with trauma, stress, and anxiety. The sessions I had were really helpful because I was able to talk freely and frankly in a safe space with my counsellor."

Service User

Looking ahead

With a clear mission and five-year strategy in place the charity has spent the past two years championing the wellbeing of our pharmacy family.

As we move into year three of our strategy, we will focus on the fact that individuals alone cannot prioritise their own mental health and wellbeing if the working environment does not support these individuals to thrive. Therefore, during 2022 we will turn our attention to wellbeing development in the workplace, developing wellbeing tools for managers and organisations to embed wellbeing practice. To support people to make positive change, during 2022 we will launch a new workshop 'Live the life you want to lead'. We realise, however, that as a small charity we cannot do this alone. Collaboration to tackle the root causes of these issues is needed urgently to start reversing the trends identified related to high levels of potential burnout across the profession.

We recognise we still have significant work to do to raise awareness of the charity. Whilst we have made huge progress, increasing awareness by 75% from 2019 to 2020, during 2021 we did see a small dip in those saying they were aware of Pharmacist Support in our survey. During 2022, we will continue to prioritise raising awareness of the charity, highlighting specifically the individual services offered confidentially and independently by the charity. In addition, to continue to raise awareness of both the charity and the wellbeing agenda, we will run the ACTNow campaign for a third year.

In line with our Equality, Diversity and Inclusion (EDI) plan, Trustees will consider EDI in all decision making. Reviewing our EDI data, we will identify any barriers to our support and will

target our services according to our EDI plan, with a particular focus on financial assistance.

To address research carried out in 2021 that indicated some individuals within the profession had been concerned about addiction or addictive behaviours in the last year but not sought support, we will review our Addiction Service provision. We will work to develop and promote this service to encourage more people who may need help to seek support.

Thanks to a grant from the COVID-19 Healthcare Support Appeal (CHSA) we will continue to provide direct psychological support in 2022 to those who are experiencing mental health issues through our counselling service.

In line with our strategy, we will review our approach to fundraising during 2022 looking at our plan to generate legacy, major donor, and corporate income into the future. We will also continue our digital development, focusing on phase two of the website and CRM. This will include the development of a grants portal that will enable applicants to apply and manage applications online.

Finally, during 2022, we will focus our attention on the impact of our activities on the environment. Trustees will review our investment policy and our approach to Environmental, Social and Governance issues.



Get in touch.

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