

Pharmacist Support

The leading independent welfare
charity for pharmacists and their
families



Pharmacist Support

working for pharmacists & their families

What do we do?

The majority of our clients are experiencing stress. Part of what we do is to provide assistance to pharmacists to try and reduce the causes of that stress. We do this in the following ways:

- by listening – talking to someone who understands your problem is an effective 1st step - **Listening Friends**
- by providing **Grants and Financial Assistance** to people who are in poverty or temporary need
- by providing **Specialist Advice** to deal with specific problems that clients may have around debt, benefits or employment.



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How have we evolved?

- from beneficence to dealing with complex needs
- in response to feedback from pharmacists



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Feedback and Evidence

Our survey of 1133 pharmacists revealed that:

- 1041 (**90%**) thought that stress was a key issue for pharmacists.
- most pharmacists thought that access to professional **counselling** would be useful
- a large percentage of pharmacists felt that **benefits, debt and employment advice** was needed



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User profile

- increase in demand for our services over past three years
- the average amount of personal debt of those clients referred for specialist advice is £30,000 (excluding mortgages)
- over 40 % of callers to Listening Friends are pre reg or newly qualified
- 75% of callers to Listening Friends work in community
- twice as many women as men call the Listening Friends helpline



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Case Studies

1. pre registration trainee struggling to cope
2. locum pharmacist in ill health unable to work
3. pharmacist with alcohol addiction



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What help is available?

- what advice would you give to a colleague who is stressed?
- where would you direct them for help?
- are any other services needed?
- how should these services be funded?



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“The services provided by the Charity have enabled me to turn my entire life around. Without these services, I would not be alive today: I am not exaggerating; merely stating a fact. Thank you.”

“It is not just a question of asking for money. It is knowing there is a friend and adviser and everything is confidential.”



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More Information

General Helpline:

0808 168 2233

Listening Friends:

0808 168 5133

www.pharmacistsupport.org



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