

UTS Community Pharmacy Barometer 2024 - Media Release April 2025

The 2024 UTS Community Pharmacy Barometer™ survey has been conducted to measure community pharmacists' confidence in their profession, the continued impact from the 60-day dispensing policy and their views on scope of practice.

“Confidence in community pharmacy rose once again to the highest ever reported in the 14 years of the Barometer™.” says Prof Williams, Head of Pharmacy.

“This continued confidence provides encouragement to pharmacy owners, employees, future pharmacists and students. The 60-day dispensing policy, seen as a major disruption to community pharmacy, appears not to have the professional and financial implications as expected primarily due to the positive way in which the 8CPA agreement has been received by the profession and the immediate lack of full implementation of the policy in practice.” says Emeritus Professor Benrimoj.

There is general support for extending pharmacists' scope of practice, particularly in areas which are being piloted and have become business as usual in various states in Australia, such as management of urinary tract infections, and maintenance of therapy in chronic diseases.

Specifically:

- The UTS Pharmacy Barometer™ score was 148.3 out of 200 (a score of 100 represents neutral confidence). After a continuous increase to 146.8 shown in the 2022 Pharmacy Barometer™, a dramatic decline in confidence to 60.8 and 110.4 was observed in waves 12B (May 2023) and 13 (October 2023) following the announcement of the 60-day dispensing policy. The level of confidence has now increased, returning to the previous value of two years ago.
- Over a year after the full implementation of the 60-day dispensing policy, pharmacists were asked about the different measures implemented in their pharmacies as a result of the recent policy change. Pharmacists have not acted on their intention to decrease pharmacists and pharmacy staff or their hours. In addition, they seem to have reversed some of the previous changes introduced.
- Various measures have been implemented regarding the professional services offered in the surveyed pharmacies. Despite the perceived challenges after the introduction of the 60-day dispensing measure, many decision makers (51.4%) have increased the number of services provided and have started charging for services that were previously free (66.2%).
- Satisfaction with the 8CPA at both economic and professional levels is greater compared to the 7CPA. This applies to all respondent groups.
- Most pharmacists agree that the expansion of their scope of practice is necessary for the future professional and economic viability of community pharmacists. Additionally, over 60% of respondents agreed that this should include the maintenance of therapy for chronic diseases (60.3%, n=217) and the initiation of treatment for common conditions (64.2%, n=231). However, pharmacists agreed to a lesser extent with the initiation of chronic disease therapy (40.8%, n=147).
- Most pharmacists involved in the trials believe they will continue providing services after the studies conclude, with the highest percentages for the management of uncomplicated urinary tract infections.

The report will be available on the [UTS Barometer](#) site, along with all previous Barometer reports. For further information contact Prof K. Williams at kylie.williams@uts.edu.au.