

Community Pharmacist

Salary Survey 2011



Contents...

Page 3	Introduction to Hunter Human Capital
Page 4	What our clients say about us
Page 7	The data sample
Page 7	Hourly rates
Page 9	Correlation between hourly rates and other factors
Page 10	Pensions
Page 10	Additional benefits
Page 11	Bonuses
Page 11	Other payments
Page 11	Holidays
Page 12	Why Pharmacists wanted to leave jobs
Page 12	Changing jobs – the 9 most important factors
Page 13	Retaining staff
Page 13	Hiring staff

Introduction to Hunter Human Capital...

Hunter Human Capital specialises in recruiting **Pharmacists, Checking Technicians (ACTs)** and **Dispensing Technicians** for independent community pharmacies throughout the UK. We are the market-leading provider of professional headhunting services in the sector.

What headhunting will do for you:

- Provide a **wider choice of candidates** so you can make a closer match between the requirements of the job and the capabilities of the person you hire.
- Give you access to **higher calibre candidates** – people who can help you achieve specific business objectives such as increasing dispense volumes, developing profitable new pharmacy services and building high-performing teams.
- Enable you to recruit people who are **genuinely motivated** to join your organisation and genuinely motivated to do the job you're hiring them to do – people who will work harder and stay longer.
- Enable you to fill jobs in areas of the country where demand for good people outweighs supply.

What Hunter Human Capital will do for you:

- Work on a **'no result, no fee'** basis (so if we don't do what we say we'll do you'll pay us nothing).
- Give you **complete control** over exactly which individuals we headhunt for you.
- Project-manage the hiring exercise for you from start to finish and provide you with **expert advice** at every stage of the process.
- Introduce candidates to you on an **exclusive basis** so that you won't need to get into a bidding war with other firms to hire your first choice candidate.

We're happy to talk with anyone who isn't totally familiar with headhunting on a no-obligation basis, answer any questions you may have and provide advice about whether headhunting is appropriate to your recruitment needs. Please **call 01423 874696 and ask for David Colley, Client Services Manager**



What our clients say about us...

"Being a small independent pharmacy, headhunting was never something that I expected to be doing but the whole process was a pleasure. I am very pleased I chose this route and the calibre of candidates was high."

ALBERT WILDE PHARMACY

"We had not used a headhunting service before, but certainly the candidates that you uncovered were excellent and hadn't responded to our earlier adverts. We then had a choice of some excellent people and are very pleased with the person we appointed."

HADLEIGH HEALTH CENTRE

"The process was very simple and has saved many hours of my time, whilst achieving a far better result than the alternative approach."

MISTERTON PHARMACY

"I was sceptical about using headhunting services and wondered just how much bigger the pool of available pharmacists would be. The reality was that we were presented with a choice of pharmacists, all of high calibre and well motivated and we have appointed two excellent pharmacists."

LINCOLN CO-OPERATIVE CHEMISTS

"A highly professional approach to both clients and candidates reflects our business well even when challenged with restricted timescales. We would highly recommend this service."

MEDICX PHARMACY

"At a time when it seems difficult to get a service delivered in line with expectations, Hunter Human Capital provides the welcome exception - a professional service delivered as promised, on time and efficient at every stage."

COLLINGHAM MEDICAL CENTRE

"Having used this service I can testify that it really does ensure that you get the best candidate available and that nothing is left to chance."

SHELLEY COMMUNITY PHARMACY



"We were very impressed with your professional approach. Your written guidance was a great help and our consultant was positive, enthusiastic and most importantly completely open and honest which is not always the case when dealing with private recruitment organisations."

CROMER GROUP PRACTICE

"I can confirm that the process used by Hunter Human Capital has led to a very high standard of recruits."

H I WELDRICK

"Hunter Human Capital located the ideal person for our business with a patient and professional approach. I would most certainly use their services in future."

HENDRA PHARMACY

"I would recommend Hunter Human capital to any independent pharmacist."

INTERNET PHARMACY LTD

"I would thoroughly recommend HHC as a headhunting organisation, and furthermore, would recommend the headhunting route to businesses that are seeking the "right" candidate."

PIERREMONT PHARMACY

"Hunter Human Capital dealt with us in a professional and efficient manner at all times. The whole process from initial meetings, selection, making offers through to acceptance was supported fully by constant communication via email and telephone for both us and the candidates.

SURE HEALTH LTD

"I am very pleased with the outcome and can thoroughly recommend anyone in doubt to use their services."

NORTHWAY PHARMACY

"Your headhunting consultant found us several extremely high-calibre candidates very quickly from which we were happily able to appoint our new pharmacist. We are very satisfied customers."

HAWTHORN PHARMACY

If you have any questions or would like to explore the possibility of working with us, please call David Colley, Client Services Manager on 01423 874696.



Our knowledge of salaries...

Our headhunting activities bring us into dialogue with around 6,000 individual Pharmacists on an annual basis. Between us, we spend literally thousands of hours every year talking to Pharmacists about their jobs and career goals and we systematically gather and record salary data as we work.

At the beginning of each year we analyse all the information gathered during the previous calendar year and publish it in our Annual Salary Survey, in order to provide general guidance on salaries and other factors that employers should take into consideration when:

- a) Conducting salary reviews with existing employees, or
- b) Deciding what kind of remuneration package to offer prospective new employees.

If you would like to discuss any aspect of our findings, please feel free to call or email me.

If you would like to find out how Hunter Human Capital can help you find and recruit high calibre Pharmacists and Checking/Dispensing Technicians, please call our Client Services Manager David Colley on 01423 874696.

I wish you all the best for a successful 2011.

Paul Ashall, Director
Hunter Human Capital
T. 01423 874696
E. paul@hhcuk.com



Salary Survey...

The data sample:

- Only **employed** Pharmacists were included in the data sample (Owner-Pharmacists and Locums were not included on the basis that this is intended as a guide for employers wishing to retain or hire Pharmacists on an employed basis).
- Only Pharmacists undertaking **branch-based roles** with responsibility for the singular branch at which they work were included in the data sample.
- The data sample includes Pharmacists working in **England, Scotland** and **Wales** only.
- The data sample is 787 **Pharmacists**.

Important note:

Relative ability/competence is probably the most critical factor in any decision on remuneration but it's not something we're able to factor into any of the statistics. For that reason, the following information should be used only as a general guide.

Hourly rates:

BASIC HOURLY RATE	PERCENTAGE OF PHARMACISTS
<£18.00	10%
£18.00-18.99	8%
£19.00-19.99	11%
£20.00-20.99	19%
£21.00-21.99	18%
£22.00-22.99	12%
£23.00-23.99	7%
£24.00+	15%



The **average basic hourly rate** paid to Pharmacists in the data sample during 2010 was **£21.65**.

For this kind of money (£21.65/hour), you can reasonably expect to be able to hire a Pharmacist to run the clinical side of your pharmacy professionally, maintain the volume of prescription items and assist you with the development of advanced and enhanced services.

You might also be able to hire a Pharmacist for **less than** the average of **£21.65**/hour if:

- You have a job opportunity that would be particularly attractive to certain individuals (such as school-time working hours).
- You don't need a particularly experienced Pharmacist.
- You don't need a Pharmacist whose abilities stretch much beyond basic clinical competence.
- There's a very good supply of Pharmacists in your local area.

You can reasonably expect to have to pay **more than** the average of **£21.65**/hour if:

- You're looking for a proficient business manager.
- You're looking for a high calibre Pharmacist who's capable of enhancing a business for you e.g. increasing the volume of prescriptions or developing services using their own initiative.
- You're based in an area of the country where demand for good Pharmacists outweighs supply.



Correlation between hourly rates and other factors:

1. Volume of prescription items...

BASIC HOURLY RATE	AVERAGE PRESCRIPTION ITEMS
<£18.00	8093
£18.00-18.99	5057
£19.00-19.99	7152
£20.00-20.99	6792
£21.00-21.99	8153
£22.00-22.99	8088
£23.00-23.99	9454
£24.00+	10481

2. Working days and hours...

The data showed that jobs requiring early starts, late finishes and other ‘unsociable’ shift patterns paid 10-15% more than those which didn’t.

3. Year of qualification...

We found that UK-trained Pharmacists who were paid less than **£18.00 per hour** had an average of **<2 years** post-qualifying experience.

We found Pharmacists who were paid more than **£24.00 per hour** had an average of **11 years** post-qualifying experience.

At every other level between £18.00 and £24.00 per hour we saw very little correlation between wages and year of qualification.

This indicates that the vast majority of pharmacists are remunerated according to the operating circumstances of the particular pharmacy in which they work.



4. Location...

The data showed a clear correlation between wages and location.

Where pharmacies were based in rural and coastal areas, or cities and towns with a lower socio-economic status (areas where demand for good Pharmacists outweighs supply), Pharmacists' wages were enhanced.

5. Country of origin...

The clear majority of Pharmacists who originally trained in other European Union countries such as Spain and Poland earned less than £19.00 per hour.

Pensions:

The effect of pensions on the overall value of a Pharmacist's remuneration package is probably the single item that's most commonly overlooked by Pharmacy owners who don't provide a pension, when they're offering a job to a Pharmacist who currently receives a pension.

If a Pharmacist is paid £23/hour as a basic salary and their employer contributes 6% of their salary into a pension, then just the basic and pension element of their remuneration package (setting aside bonuses and other benefits) is worth £24.38/hour and that needs to be the starting point when considering making an offer.

Additional benefits:

The majority of Pharmacists received a range of benefits as part of their overall remuneration package, the most popular being:

- Professional fees paid.
- Private health insurance.



Bonuses:

74% of Pharmacists were given an opportunity to earn bonus.

The majority of bonus deals across both multiples and independents were closely linked to MUR's.

In multiples, other bonus incentives usually related to something easily measurable, such as an increase in the volume of prescription items.

In independent firms there was more of a tendency to base bonus payments on a much broader range of objectives, tailored to the specific goals of the pharmacy.

Typically, bonus payments ranged from £2,000 to £6,000 per annum. The largest bonus we recorded in the last year was £13,500.

Other payments:

We found payment for supervising a Pre-reg Pharmacist to be £2,000-£3,000 in most cases. Sometimes this payment was split (e.g. £1,500 for undertaking the supervision, plus £1,500 when the student qualified).

Holidays:

HOLIDAYS	PERCENTAGE OF PHARMACISTS
<25 DAYS + STATUTORY HOLIDAYS	3%
25 DAYS + STATUTORY HOLIDAYS	84%
26-30 DAYS + STATUTORY HOLIDAYS	13%



Why Pharmacists wanted to leave jobs:

The most common complaints we heard from Pharmacists considering changing jobs were:

- a) Lack of support from owners (of independent firms) and senior managers (multiples).
- b) Managers applying unrealistic commercial pressures, even (on the part of non-pharmacist managers) to the point of expecting professional standards to be compromised by e.g. delivering on MUR's despite a lack of support for dispensing.

Changing jobs:

The 9 most important factors for Pharmacists:

☆☆☆☆	Remuneration package (cash + benefits)
☆☆☆☆	Job description
☆☆☆	Location
☆☆☆	Working environment
☆☆	Support
☆☆	Job security
☆☆	Identity/reputation of employer
☆☆	Opportunity for training & career development
☆	Type of firm (multiple versus independent etc.)



Retaining staff:

If your aim as an employer is to retain a member of staff, the main questions you need to be asking yourself are:

- Am I paying this person not just what they might be worth on the open market but what they're really worth to my business?
- If this person resigned would I be inclined to offer a salary increase to try and retain them?
- If I lost this person, could I reasonably expect to find a replacement of equal or higher calibre and commitment for the money I'm paying?
- What would be the cost to my business of losing this person, once I've taken everything into account, including lost opportunity costs and hiring and training a new member of staff?

Hiring staff:

If you're looking to hire someone, the questions are similar:

- Is the package I'm offering competitive?
- If I don't manage to hire this person, can I reasonably expect to be able to find someone else of equal or higher calibre and commitment for the money I'm trying to pay?
- What is this person really worth to my business?
- What will it cost me in lost opportunity costs if I don't get them on board?

If you would like to find out how Hunter Human Capital can help you to find and recruit high calibre Pharmacists and Checking/Dispensing Technicians, please call our Client Services Manager David Colley on 01423 874696.