

Appendix A_Survey

- | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------------|------------------------------------|-----------------------------------------------------------|------------------------------------------------------------|
| 1. What is your gender? | Male <input type="checkbox"/> | Female <input type="checkbox"/> | Other <input type="checkbox"/> | Prefer not to say <input type="checkbox"/> | |
| 2. What type of pharmacy do you work in? (Tick all that apply) | Independent <input type="checkbox"/> | Chain <input type="checkbox"/> | Online <input type="checkbox"/> | Other <input type="checkbox"/> | |
| 3. How many years have you been a registered pharmacist? | 0-5 <input type="checkbox"/> | 6-10 <input type="checkbox"/> | 11-15 <input type="checkbox"/> | 16-20 <input type="checkbox"/> | 20+ <input type="checkbox"/> |
| 4. What are your current working hours per week as a pharmacist (excluding lunch hour)? | 16 – 24 <input type="checkbox"/> | 25 - 34 <input type="checkbox"/> | 35 - 44 <input type="checkbox"/> | 45 - 54 <input type="checkbox"/> | 55+ <input type="checkbox"/> |
| 5. The deadline for full implementation is 9 February 2019. This requires every prescription only medicine and some pharmacy medicines to be scanned at point of dispensing (to check against a central database that they are not falsified, recalled or expired) at community pharmacy level across the EU, before supplying to the patients. How ready are you to implement this? | Not at all <input type="checkbox"/> | Not really <input type="checkbox"/> | Undecided <input type="checkbox"/> | Somewhat <input type="checkbox"/> | Very much <input type="checkbox"/> |
| 6. Have you adequate equipment (e.g. computer terminals, scanners, compliance software, include initial set-up, IT, both software and hardware, plus ongoing operational costs.) To enable you to fulfil this requirement? | Not at all <input type="checkbox"/> | Not really <input type="checkbox"/> | Undecided <input type="checkbox"/> | Somewhat <input type="checkbox"/> | Very much <input type="checkbox"/> |
| 7. How do you see this affecting your workload? | Not at all <input type="checkbox"/> | Not really <input type="checkbox"/> | Undecided <input type="checkbox"/> | Somewhat <input type="checkbox"/> | Very much <input type="checkbox"/> |
| 8. How do you see this affecting your business profitability? | Not at all profitable <input type="checkbox"/> | Not really profitable <input type="checkbox"/> | Undecided <input type="checkbox"/> | Somewhat profitable <input type="checkbox"/> | Very much profitable <input type="checkbox"/> |
| 9. How do you see this affecting patient safety? | Does not improve patient safety at all <input type="checkbox"/> | Does not improve patient safety <input type="checkbox"/> | Undecided <input type="checkbox"/> | Somewhat improves patient safety <input type="checkbox"/> | Very much improves patient safety <input type="checkbox"/> |
| 10. In your opinion, what percentage of medicines are believed to be falsified in the UK? | <1% <input type="checkbox"/> | 1 - 5% <input type="checkbox"/> | 6 - 10% <input type="checkbox"/> | 11 - 20% <input type="checkbox"/> | >21% <input type="checkbox"/> |

11. In your opinion, what percentage of medicines are believed to be falsified from online suppliers? 0 – 20% 21 – 40% 41 – 60% 61 – 80% 81-100%
12. In your opinion, what is the most likely source of falsified medicine? Internet pharmacies Personal Importation Professional falsifier Other (please state)
- For each of the statements below, tick the response that best characterises how you feel regarding falsified medicines in the UK.*
13. What are the most commonly falsified medicines in the UK? (Tick most relevant) Anti-cholesterol Cancer Erectile dysfunction Heart problems Weight loss Other (please state)
14. What would make you suspicious that a medicine is falsified? (Tick all that apply) Different distribution route Different labelling Different packaging to original packaging Different product composition (e.g. ingredients including excipients) Different packaging to original packaging country of origin Different source (e.g. different manufacturer or state) Other (please state)
15. Which national agency would you contact, if any? (Tick most relevant) Department of Health (DoH) European Medicines Agency (EMA) Royal Pharmaceutical Society (RPS) Medicines Health Regulatory Agency (MHRA) General Pharmaceutical Council (GPhC) Other (please state)

For each of the statements below, tick the response that best characterises how you feel about the statement.

- | | Strongly Disagree | Disagree | Uncertain | Agree | Strongly Agree |
|------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 16. Falsified medicines pose a significant problem to the pharmacy profession | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Lack of knowledge is a barrier for detecting the presence of falsified medicines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Lack of resources is a barrier for detecting the presence of falsified medicines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. The dispensing pharmacist retains highest liability when falsified medicines reach patients | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. A pharmacist's intervention can prevent or disrupt the supply of falsified medicines to patients | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. Training courses can improve pharmacists' knowledge regarding falsified medicines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Listening to patients could help identify falsified medicines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. The majority of my fellow pharmacists in the UK are confident regarding falsified medicines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

24. I'm confident and capable in identifying falsified medicines
25. I'm constantly vigilant of encountering falsified medicines when checking prescriptions
26. I have enough knowledge to identify falsified medicines

For each of the questions below please tick for either Yes or No.

- | | Yes | No |
|----------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 27. a) Have you been involved in any campaigns regarding falsified medicines? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) If yes, please state the name of the campaign. | | |
| c) Do you believe that campaigns was effective? | <input type="checkbox"/> | <input type="checkbox"/> |
| 28. a) Have you ever used the Yellow Card Scheme for falsified medicines? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Do you believe this scheme is useful in combating falsified medicines? | <input type="checkbox"/> | <input type="checkbox"/> |
| 29. a) Have you seen the 'Postcard Guidance for Patients' leaflet? | <input type="checkbox"/> | <input type="checkbox"/> |
| 30. a) Are you aware of any technologies in place to identify falsified medicines? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Which technologies? | | |
| c) Do you believe this technology would be effective in combating falsified medicines? | <input type="checkbox"/> | <input type="checkbox"/> |
| 31. a) Have you ever received any training regarding falsified medicines? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Would you participate in a training program regarding falsified medicines? | <input type="checkbox"/> | <input type="checkbox"/> |

For each of the questions below please tick for either Yes or No.

- | | Yes | No |
|--------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 32. a) Have you ever identified falsified medicines? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Did you inform the MHRA if you identified falsified medicines? | <input type="checkbox"/> | <input type="checkbox"/> |
| c) What did you do in that situation? | | |
| 33. a) Do you keep any records when encountering potential falsified medicines? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) What records do you maintain when encountering falsified medicines? | | |
| 34. a) In your opinion, how can falsified medicines reaching the public be reduced? | | |
| b) In your opinion, what role can pharmacists play in combating falsified medicines? | | |

Any additional comments:

END OF SURVEY. Thank you for completing this survey please return it in the prepaid, self-addressed envelope provided.

Reporting a Counterfeit Product could not be easier via the Yellow Card Scheme:

<https://yellowcard.mhra.gov.uk/counterfeit-products/>

You can complete a two page form to report a suspected counterfeit product (fake medicine or fake medical device) including any related side effects or safety concerns to the Yellow Card Scheme. You can register on the Yellow Card reporting site when you submit a report, or you can register in advance.

Alternatively, you can report a suspected counterfeit anonymously by contacting our 24-hour counterfeit hotline telephone number on 020 3080 6701.