

**NORTH COAST**  
AREA HEALTH SERVICE  
**NSW HEALTH**



# The Professional and Personal Support Needs and Future Careers of Rural and Metropolitan Hospital Pharmacy Graduates.

**Margaret Hewetson**  
**Director of Pharmacy**  
**Lismore Base Hospital**

**About you and your family.**

**1. What is your marital status?**

- Never married
- Widowed
- Divorced / Separated
- Married / De Facto

**2. How many children do you have?**

- 0
- 1
- 2
- 3
- >3

**3. Are you Male or Female?**

- Male
- Female

**4. What was your age last birthday?**

- Years

**About where your extended family lives.**

**5. How far away do you live from your mother?  
(from your current residential address)**

- Deceased
- <50km
- 50-100km
- 101-200km
- 201-500km
- >501km
- Don't know

**6. How far away do you live from your father?  
(from your current residential address)**

- Deceased
- <50km
- 50-100km
- 101-200km
- 201-500km
- >501km
- Don't know

**More about you**

**7. When did you do your graduate year in a hospital pharmacy ?**

**8. Pharmacy qualifications:**

Name of qualification

Year completed

University name

**9. Other qualifications:**

Name of qualification

University/college

Year completed

Name of qualification

University/college

Year completed

**10. What pharmacy work did you do before your graduate year started?**

**11. What sparked your interest in hospital pharmacy?**

University placement

|                          |                          |
|--------------------------|--------------------------|
| Y                        | N                        |
| <input type="checkbox"/> | <input type="checkbox"/> |

Holiday work in hospital

|                          |                          |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|

Other?

**About where you grew up and where you would like to work in the future.**

12. I regard myself as being

from the following background:

- Capital city or major urban centre (>100,000)
- Regional city or large town (25,000 – 100,000)
- Smaller town (10,000 – 24,999)
- Small rural community (<10,000)

13. Did you complete secondary school in Australia?

- Yes
- No

14. Number of years of secondary schooling in Australia outside of a capital city or major urban area: e.g. Gosford-Wyong, Newcastle, Wollongong, Queanbeyan, Blue Mountains, Geelong, Gold Coast-Tweed Heads, Townsville

- Years

15. Name and postcode of secondary school for your final year?

|  |  |  |  |  |
|--|--|--|--|--|
|  |  |  |  |  |
|  |  |  |  |  |

16. Would you be happy to work in towns of the following size if a satisfactory opportunity arose, and when? Please mark your answer with a circle.

Never      Yes, within 1 year      Yes, within 5 years      Yes, > 5 yrs      Unsure

|  |  |  |  |  |
|--|--|--|--|--|
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

|  |
|--|
| Capital city   |
| Major urban centre: e.g. Gosford-Wyong, Newcastle, Wollongong, Queanbeyan, Blue Mountains, Geelong, Gold Coast-Tweed Heads, Townsville-Thuringowa (>100,000) |
| Regional city or large town in Australia (25,000-100,000)  |
| Smaller town in Australia (10,000 – 24,999)  |
| Small rural community in Australia (<10,000)   |
| Overseas   |



**21. To what extent would each of the following factors influence your choice about where you would work? (please circle)**

|  |    |    |   |    |    |
|--|----|----|---|----|----|
| Living close to family                           | -2 | -1 | 0 | +1 | +2 |
| Living close to friends                          | -2 | -1 | 0 | +1 | +2 |
| Rural lifestyle/culture                          | -2 | -1 | 0 | +1 | +2 |
| Cost of living                                   | -2 | -1 | 0 | +1 | +2 |
| Cost of accommodation                            | -2 | -1 | 0 | +1 | +2 |
| Lack of public transport                         | -2 | -1 | 0 | +1 | +2 |
| Career opportunities                             | -2 | -1 | 0 | +1 | +2 |
| Remuneration                                     | -2 | -1 | 0 | +1 | +2 |
| Workload   | -2 | -1 | 0 | +1 | +2 |
| Type of work                                     | -2 | -1 | 0 | +1 | +2 |
| Environment for raising children                 | -2 | -1 | 0 | +1 | +2 |
| Access to your children (custodial arrangements) | -2 | -1 | 0 | +1 | +2 |
| Desire to help people in rural/remote areas      | -2 | -1 | 0 | +1 | +2 |
| Challenge  | -2 | -1 | 0 | +1 | +2 |
| Familiarity with rural area                      | -2 | -1 | 0 | +1 | +2 |
| My current position                              | -2 | -1 | 0 | +1 | +2 |
| Previous positions                               | -2 | -1 | 0 | +1 | +2 |
| Other (please specify) _____                     | -2 | -1 | 0 | +1 | +2 |
| Other (please specify) _____                     | -2 | -1 | 0 | +1 | +2 |

**22. Please indicate your level of interest in working in the following pharmacy sectors with a circle.**

Key: -2 = Completely disinterested; -1 = Slightly disinterested; 0 = neutral; 1 = Slightly interested; 2 = Very interested

|                             |    |    |   |   |   |
|-----------------------------|----|----|---|---|---|
|                             | -2 | -1 | 0 | 1 | 2 |
| Hospital pharmacy           |    |    |   |   |   |
| Community pharmacy          |    |    |   |   |   |
| Academia                    |    |    |   |   |   |
| The pharmaceutical industry |    |    |   |   |   |

**If your graduate year involves a rotation between hospitals, please consider your current rotation when answering these questions.**

Please **circle** your response to the items. Rate importance aspects on a **-2 to 2** scale, **-2** represents the lowest and most negative impression on the scale, **0** represents feeling neither one way or the other and **2** represents the highest and most positive impression.

**THE RECRUITMENT PROCESS**

**How important is / was it for you that:**  
(What did you want?)

**To what extent do you agree with these statements ?**  
(What actually happened?)

**KEY:** -2 = Totally unimportant    -1 = Fairly unimportant    0 = Neutral  
1 = Somewhat important    +2 = Very important

**KEY:** -2 = Strongly disagree    -1 = Slightly disagree    0 = Neutral  
+1 = Slightly agree    +2 = Strongly agree

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

- The recruitment process progressed efficiently.
- You were kept informed at each stage of the process.
- During the recruitment interview, interviewers asked fair and relevant questions.
- You were given an opportunity to ask questions during the interview.
- You were informed promptly about the results of the recruitment process.
- You received documentation promptly about an offer of employment.
- The recruitment process met or exceeded your expectations.

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

**ORIENTATION**

**How important is / was it for you that:**  
(What did you want?)

**To what extent do you agree with these statements?**  
(What actually happened?)

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

- You were introduced to pharmacy staff on your first day.
- You were shown around the Pharmacy Department by someone who communicated in a knowledgeable and friendly manner.
- You were shown around all relevant areas of the hospital.
- You attended an orientation program run by the hospital
- You were given clear instructions about what was expected of you in your first week.
- You were given clear instructions about what was expected of you in your first month.
- During your first month you were given tasks that stretched you.
- During your first month you were given tasks that you were confident you would be able to achieve.
- Your orientation to the Pharmacy Department met or exceeded your expectations.
- You were given the opportunity to familiarise yourself with relevant procedures.

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

-2   -1   0   +1   +2

## GENERAL APPROACH TO YOUR GRADUATE YEAR, BY YOUR PHARMACY DEPARTMENT

**How important is / was it that**  
(What did you want?)

**To what extent do you agree with these statements?**  
(What actually happened?)

**KEY:** -2 = Totally unimportant    -1 = Fairly unimportant    0 = Neutral  
1 = Somewhat important    +2 = Very important

**KEY:** -2 = Strongly disagree    -1 = Slightly disagree    0 = Neutral  
+1 = Slightly agree    +2 = Strongly agree



The balance between receiving training and working in the pharmacy, was effective for you.



You participated in a performance planning process



You were allocated a supervisor who was responsible for your training and development.



You had regular meetings with your supervisor.



You received constructive feedback from your supervisor.



The department's general approach to your graduate year met or exceeded your expectations.



## TRAINING IN GENERAL

**How important is/was it that**  
(What did you want?)

**To what extent do you agree with these statements?**  
(What actually happened?)



You were given a structured training programme.



Your learning styles were identified.



Your learning styles were used for at least some of your training.



You had regular two way feedback with your supervisor about your training.



The department put noticeable effort into your training.



You could at least observe most aspects of a pharmacy service.



You gained experience in most functions of a pharmacy service.



You learnt how to deal with a heavy workload.



You learnt how to deal with competing priorities.



You had access to a fast internet connection at work.

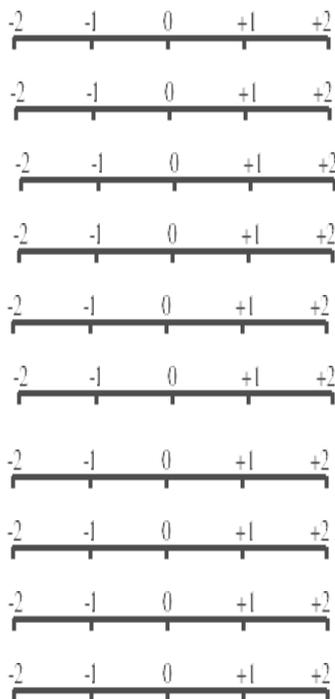


You had access to a good selection of relevant pharmacy and medical texts.



You had access to relevant CPD.





You learned about the ethical and legal issues relevant to working in a hospital pharmacy.

You accessed enough training about S2s and S3s.

You accessed enough training about patient counselling.

You accessed enough training about making professional judgements.

You were given tasks that stretched you.

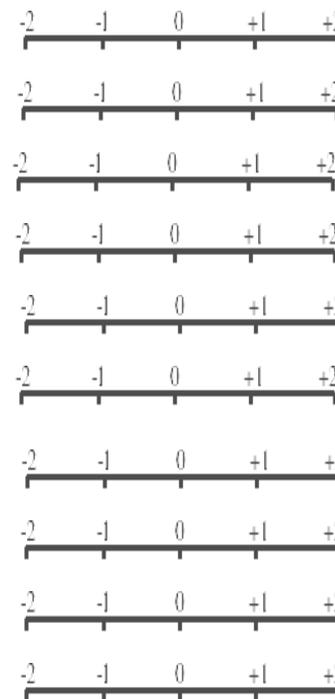
Your structured training programme met your training needs.

Your training programme included time with other health care professionals such as a physiotherapist, a dietician and a nurse.

You experienced dealing with a variety of professionals.

You had adequate compounding experience.

Your training exceeded your expectations.



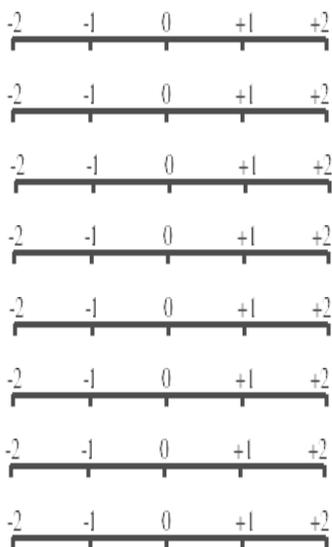
## CLINICAL TRAINING

**How important is / was it that:**  
(What did you want?)

**To what extent do you agree with these statements?**  
(What actually happened?)

**KEY:** -2 = Totally unimportant    -1 = Fairly unimportant    0 = Neutral  
1 = Somewhat important    +2 = Very important

**KEY:** -2 = Strongly disagree    -1 = Slightly disagree    0 = Neutral  
+1 = Slightly agree    +2 = Strongly agree



You received training from an experienced and competent clinical pharmacist.

You had regular times to practise delivering a clinical pharmacy service.

You received regular feedback about your developing clinical pharmacy knowledge and skills.

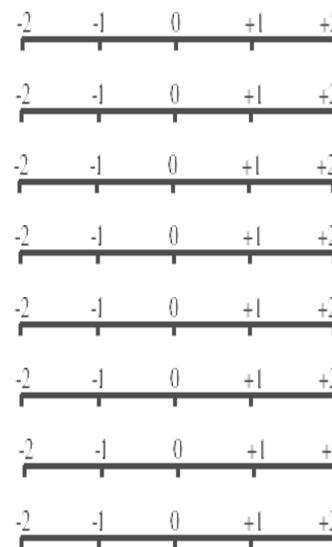
You presented cases to other pharmacists and received feedback from them.

You attended training sessions where other pharmacists presented cases.

You saw patients with a wide range of medical conditions.

You had training about how IV and other medicines are administered.

The training met or exceeded your expectations.



## SUPPORT WITH PSA ASSIGNMENTS AND MEETINGS

**How important is / was it that:**  
(What did you want?)

**To what extent do you agree with these statements?**  
(What actually happened?)



You received appropriate help with your assignments.



## DISPENSING PRACTICE

**How important is / was it that:**  
(What did you want?)

**To what extent do you agree with these statements ?**  
(What actually happened?)

**KEY:** -2 = Totally unimportant    -1 = Fairly unimportant    0 = Neutral  
1 = Somewhat important    +2 = Very important

**KEY:** -2 = Strongly disagree    -1 = Slightly disagree    0 = Neutral  
+1 = Slightly agree    +2 = Strongly agree



You had regular dispensing practice to help you develop effective and safe dispensing practices.



You received regular feedback about your dispensing skills.



You experienced a variety of types of dispensing including inpatient, outpatient, S100, Special Access Scheme (SAS).



You were made aware of all relevant dispensing procedures.



Your dispensing training met or exceeded your expectations.



## PERSONAL SUPPORT

**How important is / was it that:**  
(What did you want?)

**To what extent do you agree with these statements?**  
(What actually happened?)

**KEY:** -2 = Totally unimportant    -1 = Fairly unimportant    0 = Neutral  
1 = Somewhat important    +2 = Very important

**KEY:** -2 = Strongly disagree    -1 = Slightly disagree    0 = Neutral  
+1 = Slightly agree    +2 = Strongly agree



You received support to find accommodation if you needed it.



You received support to arrange transport if you needed it.



You had help to meet others with similar sporting interests if you needed it.



You had help to meet others from a similar ethnic group if you needed it.



You had help to meet others with similar religious interests if you needed it.



You had help to establish some local friends if you needed it.



Your Pharmacy Department arranged social gatherings.



You met up with members of the Pharmacy Department socially.



You felt personally supported by the department.



You were able to meet and share experiences with other graduates.



The Hospital or an associated organisation arranged regular social gatherings for staff and students.



The personal support you have experienced, has met or exceeded your expectations.



## RETENTION

**How important is / was it that:**  
(What did you want?)

**To what extent do you agree with these statements?**  
(What actually happened?)

**KEY:** -2 = Totally unimportant    -1 = Fairly unimportant    0 = Neutral  
1 = Somewhat important    +2 = Very important

**KEY:** -2 = Strongly disagree    -1 = Slightly disagree    0 = Neutral  
+1 = Slightly agree    +2 = Strongly agree



There was a position in your hospital, which you could have applied for when you were nearly finished your graduate year.



## GENERAL ASPECTS ABOUT THE PHARMACY DEPARTMENT

**How important is / was it that:**  
(What did you want?)

**To what extent do you agree with these statements?**  
(What actually happened?)



The department was well managed.



The morale in the department was good.



Staff were helpful when you had a problem or a question.



If you had a problem with a member of staff you knew what to do



**Please return this survey form to:**

Margaret Hewetson  
Director of Pharmacy  
Lismore Base Hospital  
PO Box 419  
LISMORE, NSW 2480

**in the enclosed addressed envelope.**

Thank you very much for your help in completing this questionnaire.