



Community pharmacy works.

For Immediate Release

POLL FINDS 76% OF ONTARIANS AGAINST CUTS TO PHARMACY FUNDING

94% Say Pharmacists Are Vital Part of Health Care System

Toronto, November 24, 2009 – As the Ontario government considers difficult decisions on funding for health care services, a new Nanos Research poll suggests that Ontarians would strongly oppose cutting any funding to community pharmacies. Seventy-six per cent of respondents said they would oppose or somewhat oppose reducing compensation for pharmacies. In addition, nearly 19 in 20 agreed (83%) or somewhat agreed (11%) that pharmacists are a vital part of the health care system.

“There’s a much higher degree of consensus on these issues than you see with most public policy questions,” said Nik Nanos, President of Nanos Research. “People trust and depend on their pharmacies, and there would be very little support for cutting their funding.”

Ontario’s Community Pharmacies have warned that cutting funding would lead to pharmacist and staff layoffs, significant service reductions, shorter pharmacy operating hours, less access to pharmacists, and the closing of some neighbourhood pharmacies. According to the poll, Ontarians have clear opinions on these issues.

- 9 in 10 believe it is very important (63%) or somewhat important (27%) to have access to their community pharmacy after their physician's office is closed.
- Three-quarters agreed (63%) or somewhat agreed (12%) that if their community pharmacy closed, it would hurt both the quality and the access to health care in their neighbourhood.

“It’s very encouraging that the public supports community pharmacy so strongly, and we hope the government is listening,” said Ben Shenouda, President of the Independent Pharmacists of Ontario. “We are very concerned about public comments from government officials indicating that they intend to reduce generic drug prices, which under the current system would cut funding to pharmacies. Unless the government adequately made up the difference through direct funding for pharmacy services, this would have very serious consequences for patient care and the ability of pharmacies to continue delivering services.”

Chronic underfunding

Ontario has chronically underfunded pharmacy care. The province has set a fee of \$7 to dispense a prescription for patients covered by the Ontario Drug Benefit program, and that fee has increased only 56 cents in the last 20 years. An independent study commissioned in 2008 by the Ontario Pharmacists’ Association and the Canadian Association of Chain Drug Stores showed that the actual median cost to pharmacies to provide services for one prescription is \$13.77, almost twice the amount actually set by the province. Ontario provides no direct funding at all for almost all additional health care services pharmacies provide.

The government has indicated that drug system changes could also include reducing or eliminating the indirect funding pharmacies receive in the form of professional allowances paid by drug manufacturers. Under the current system, without professional allowances, pharmacies lose money when they provide care to patients covered by the Ontario Drug Benefit program.

“Pharmacists provide essential healthcare services every day, and it’s clear that patients value that care,” said Dennis Darby, CEO of the Ontario Pharmacists’ Association. “Pharmacists are medication experts. They are also one of the most readily accessible healthcare professionals. We need to ensure that pharmacists are appropriately compensated for the care they provide, and that the community pharmacies in which they practice are financially stable. We will continue to work with the Ontario government toward this goal.”

Survey methodology

The poll was conducted by Nanos Research. Results are based on a random representative telephone survey of 1,001 adult Ontarians, between November 12 and November 15, 2009. An additional 208 interviews were conducted among retired Ontarians to allow for a more robust analysis of that portion of the sampling of opinion. For the final sample group the results of the retired respondents was weighted down to their true proportion of the population. The results are representative of the Ontario adult population within acceptable margins. The statistical results of a random sample 1,001 Ontarians are accurate to within 3.1 percentage points, 19 times out of 20. For more information please visit the Nanos Research website at www.nanosresearch.com.

About Ontario’s Community Pharmacies

The Ontario’s Community Pharmacies coalition is the unified voice of community pharmacy in Ontario, representing independent owner-operated stores, “banner” groups of independently-owned stores that work together, as well as large and small pharmacy chains. The coalition is supported by the associations and organizations that represent both the profession and the neighbourhood business of pharmacy, including the Ontario Pharmacists’ Association, the Independent Pharmacists of Ontario, the Canadian Association of Chain Drug Stores and the Ontario Chain Drug Association.

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200911 – ONTARIO STAT SHEET

Do you agree, somewhat agree, somewhat disagree or disagree with the following statements:
[Rotate]

		Question - Pharmacists are a vital part of the healthcare system					
		Total	Agree	Somewhat agree	Somewhat disagree	Disagree	Unsure
		Responses	Percentage	Percentage	Percentage	Percentage	Percentage
Gender	Ontario 200911	1001	82.6	10.9	1.9	3.7	.8
	Male	506	82.9	10.1	1.7	4.1	1.2
	Female	495	82.3	11.7	2.1	3.4	.5
Age	18 to 29	197	76.8	17.2	3.0	3.0	.0
	30 to 39	192	78.4	12.6	3.7	4.2	1.1
	40 to 49	216	83.7	7.6	2.0	6.0	.8
	50 to 59	172	83.3	11.4	.8	3.3	1.2
	60 plus*	224	89.6	6.9	.2	2.1	1.2
Home	Own	768	82.5	11.5	1.3	3.9	.8
	Rent	233	82.7	9.1	4.1	3.0	1.1
Income	\$0 to \$44,999	183	80.8	11.4	4.3	2.9	.7
	\$45,000 to \$74,999	195	81.8	11.5	1.0	4.6	1.0
	\$75,000 or more	295	83.2	11.1	1.9	3.3	.5
	Refusal	328	83.5	10.1	1.2	4.0	1.2
Visits community pharmacists	Visits more than once per month	338	87.0	8.7	1.0	2.7	.7
	Visits less than once per month	593	80.8	12.0	2.7	3.6	.9
	No visits in past year	70	76.2	12.1	.0	10.1	1.5
School aged children	None	623	84.0	10.2	1.6	3.2	1.0
	One	172	84.8	9.8	2.2	2.6	.5
	Two	136	76.6	14.9	2.0	5.9	.5
	Three or more	44	75.7	8.5	3.9	9.5	2.3
	Refuse	26	75.5	18.6	3.8	2.0	.0

*Note: demographic over-sampled. Weighted to proportion

A total of 1,209 random telephone interviews, including an oversample of 200 seniors, were conducted among Ontarians from November 12th to 15th, 2009

A random telephone survey of 1,001 Ontarians has a margin of accuracy of $\pm 3.1\%$, 19 times out of 20

The oversample of 423 Seniors (65 and older) has a margin of accuracy of $\pm 4.8\%$ 19 times out of 20



200911 – ONTARIO STAT SHEET

Do you agree, somewhat agree, somewhat disagree or disagree with the following statements:
[Rotate]

		Question - If my community pharmacy closed it would hurt the QUALITY of healthcare in my neighbourhood.					
		Total	Agree	Somewhat agree	Somewhat disagree	Disagree	Unsure
		Responses	Percentage	Percentage	Percentage	Percentage	Percentage
Gender	Ontario 200911	1001	62.9	12.4	4.8	17.0	2.9
	Male	506	60.5	11.6	6.2	18.5	3.2
	Female	495	65.4	13.3	3.3	15.5	2.5
Age	18 to 29	197	61.6	16.2	6.1	14.1	2.0
	30 to 39	192	50.5	16.3	5.8	24.7	2.6
	40 to 49	216	66.5	8.8	4.0	17.1	3.6
	50 to 59	172	67.9	11.8	2.8	14.2	3.3
	60 plus*	224	67.4	9.9	5.0	14.9	2.8
	Home	Own	768	62.7	12.2	5.2	17.3
	Rent	233	63.8	13.1	3.5	16.1	3.5
Income	\$0 to \$44,999	183	68.3	9.6	3.2	15.9	3.0
	\$45,000 to \$74,999	195	63.3	10.6	6.1	17.6	2.3
	\$75,000 or more	295	58.1	13.9	6.3	19.3	2.3
	Refusal	328	64.0	13.8	3.4	15.1	3.6
Visits community pharmacists	Visits more than once per month	338	70.4	7.0	4.3	15.9	2.5
	Visits less than once per month	593	60.1	16.2	5.3	15.8	2.6
	No visits in past year	70	50.8	7.3	2.7	32.3	6.9
School aged children	None	623	64.3	12.3	4.4	15.3	3.8
	One	172	66.9	7.6	6.1	18.8	.6
	Two	136	54.3	17.3	5.4	21.3	1.8
	Three or more	44	61.4	2.0	4.6	27.7	4.3
	Refuse	26	51.7	40.2	2.0	6.0	.0

**Note: demographic over-sampled. Weighted to proportion*

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200911 – ONTARIO STAT SHEET

Do you agree, somewhat agree, somewhat disagree or disagree with the following statements:
[Rotate]

		Question - If my community pharmacy closed it would hurt the ACCESS to healthcare in my neighbourhood					
		Total	Agree	Somewhat agree	Somewhat disagree	Disagree	Unsure
		Responses	Percentage	Percentage	Percentage	Percentage	Percentage
Gender	Ontario 200911	1001	62.7	12.1	4.4	18.7	2.0
	Male	506	61.1	11.8	4.3	21.1	1.8
	Female	495	64.3	12.5	4.7	16.3	2.2
Age	18 to 29	197	67.7	11.1	4.0	16.2	1.0
	30 to 39	192	53.2	14.7	6.3	23.7	2.1
	40 to 49	216	62.2	12.0	4.0	21.1	.8
	50 to 59	172	61.4	14.6	2.4	19.1	2.4
	60 plus*	224	67.8	9.0	5.2	14.2	3.8
Home	Own	768	61.3	11.9	4.3	20.2	2.2
	Rent	233	67.0	12.8	4.8	13.8	1.6
Income	\$0 to \$44,999	183	70.7	9.5	3.0	14.6	2.2
	\$45,000 to \$74,999	195	62.5	13.2	3.2	20.0	1.2
	\$75,000 or more	295	60.1	10.5	5.9	21.8	1.7
	Refusal	328	60.6	14.4	4.7	17.5	2.8
Visits community pharmacists	Visits more than once per month	338	73.4	6.8	2.3	16.3	1.1
	Visits less than once per month	593	56.8	16.0	5.7	19.2	2.3
	No visits in past year	70	60.7	4.8	4.4	26.1	4.0
School aged children	None	623	64.4	10.5	4.1	18.3	2.6
	One	172	66.3	13.4	3.6	16.7	.0
	Two	136	52.9	17.7	5.9	21.6	1.9
	Three or more	44	60.9	1.6	4.6	28.9	3.9
	Refuse	26	51.1	29.8	9.1	10.0	.0

**Note: demographic over-sampled. Weighted to proportion*

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200911 – ONTARIO STAT SHEET

Question - How important is it to have access to your community pharmacy after your physician's office is closed?
Would you say it is very important, somewhat important, somewhat unimportant or very unimportant?

		Total	Very important	Somewhat important	Somewhat unimportant	Very unimportant	Unsure
		Responses	Percentage	Percentage	Percentage	Percentage	Percentage
Gender	Ontario 200911	1001	63.1	26.7	4.7	4.6	.9
	Male	506	58.9	30.1	4.6	5.3	1.1
	Female	495	67.4	23.3	4.7	4.0	.7
Age	18 to 29	197	63.6	27.3	6.1	3.0	.0
	30 to 39	192	59.5	30.5	7.4	2.1	.5
	40 to 49	216	63.7	25.9	3.6	6.4	.4
	50 to 59	172	65.4	26.0	2.8	3.7	2.0
	60 plus	224	63.1	24.3	3.5	7.3	1.7
Home	Own	768	63.0	27.1	4.3	4.7	.9
	Rent	233	63.2	25.6	5.8	4.5	.8
Income	\$0 to \$44,999	183	66.8	24.2	4.2	3.5	1.3
	\$45,000 to \$74,999	195	66.2	22.8	5.8	5.0	.3
	\$75,000 or more	295	63.2	28.9	3.9	2.8	1.1
	Refusal	328	59.0	28.5	4.9	6.7	.9
Visits community pharmacists	Visits more than once per month	338	73.7	18.2	2.7	4.3	1.1
	Visits less than once per month	593	58.5	31.8	5.2	3.9	.7
	No visits in past year	70	50.6	25.1	9.2	13.1	2.0
School aged children	None	623	65.0	25.7	3.8	4.6	.9
	One	172	65.7	24.2	4.3	5.8	.0
	Two	136	59.1	31.6	5.7	1.8	1.9
	Three or more	44	58.3	29.5	4.3	6.3	1.6
	Refuse	26	29.5	36.9	22.3	11.3	.0

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		Question - Would you support, somewhat support, somewhat oppose or oppose government cuts to the funding of community pharmacies?					
		Total	Support	Somewhat support	Somewhat oppose	Oppose	Unsure
		Responses	Percentage	Percentage	Percentage	Percentage	Percentage
Gender	Ontario 200911	1001	6.1	6.8	16.2	59.8	11.2
	Male	506	7.8	7.7	16.7	56.6	11.2
	Female	495	4.4	5.8	15.7	62.9	11.1
Age	18 to 29	197	8.1	7.1	20.2	55.6	9.1
	30 to 39	192	3.2	10.0	22.6	54.7	9.5
	40 to 49	216	6.8	6.8	13.1	62.9	10.4
	50 to 59	172	6.9	4.9	14.6	63.0	10.6
	60 plus	224	5.7	5.2	11.3	62.2	15.6
Home	Own	768	6.1	6.7	16.8	60.4	10.0
	Rent	233	6.1	7.1	14.1	57.6	15.0
Income	\$0 to \$44,999	183	6.6	5.0	13.2	65.9	9.4
	\$45,000 to \$74,999	195	6.2	7.7	13.1	63.3	9.7
	\$75,000 or more	295	5.7	5.9	21.1	56.7	10.7
	Refusal	328	6.2	8.0	15.4	57.0	13.4
Visits community pharmacists	Visits more than once per month	338	5.9	2.8	12.3	68.5	10.4
	Visits less than once per month	593	6.1	8.7	18.8	54.8	11.5
	No visits in past year	70	7.3	9.2	12.6	59.3	11.5
School aged children	None	623	5.0	6.5	14.1	62.6	11.7
	One	172	9.7	6.9	17.5	58.5	7.4
	Two	136	6.1	9.7	19.9	53.3	11.0
	Three or more	44	7.5	.0	15.2	64.3	13.0
	Refuse	26	6.7	8.5	38.6	25.4	20.8

**Note: demographic over-sampled. Weighted to proportion*

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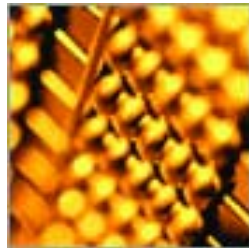
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The Nanos Approach

At Nanos Research, we are experts at helping public-facing companies and organizations connect with the “hearts and minds” of customers or the general public. Our advantage comes from over 20 years experience in understanding the numbers and building upon them to provide strategic insight and intelligence in support of our clients’ business, marketing, public affairs and communications needs.



Getting Started

At Nanos, we believe that small steps can lead to large insights. We are regularly in the field with a national omnibus surveys. We’ll sit down with you to learn about your challenges and work on your challenge together. The results can be used to conduct a strategic assessment of your current challenge or can be the basis of a broader mission plan for you to achieve your market or mind share objectives.

The Right Solution for the Right Job

- Strategy Retainer
- Strategic Assessment
- Telephone Surveys
- Online Surveys
- eDeliberative Polling and Online Dialogue
- Focus Groups
- Elite in-depth interviews
- Mystery Shopping
- Management Consulting



A Trusted Source

Our team is headed by Nik Nanos, a leader in the market and public opinion research industry recognized for the quality of his work, the insightfulness of his counsel and his professional integrity. Media organizations regularly call upon Nik Nanos and Nanos Research to capture the public pulse and analyze complex issues.



The Nanos Research Group

Our group of companies is a national team of like-minded research professionals and organizations bound by a common commitment to quality research, quality service and superior research outcomes.



Contact us today for your next research or strategy project.

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