



SAPC e-Note: INVITATION TO PARTICIPATE: 2025/26 PUBLIC/STAKEHOLDER PERCEPTION SURVEY AND COMMUNICATION AUDIT

Dear Pharmacy Professional/Stakeholder,

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The South African Pharmacy Council (hereafter “Council”) continuously assesses its processes and service points internally in order to improve the service experience of all Council stakeholders. These efforts are further supported by an independent external audit across all of Council’s operations. However, as these processes are largely internally driven, they lack input and vital feedback from you as Council’s primary stakeholder. To ensure sustained improvement of the stakeholder experience, Council is embarking upon its *2025/26 Public/Stakeholder Perception Survey and Communication Audit* between now and 31 January 2026.

We call upon you to make your voice heard and help shape Council’s operations.

You can access the survey by visiting www.sapc.za.org/survey between **now and 31 January 2026**. Once on this page, select the relevant survey between one for the Stakeholder (all persons/entities registered with Council and/or their representatives) and one for the Public (all persons accessing pharmaceutical care/services in South Africa, but not registered with Council or representing entities registered with Council).

Participation in the survey is totally voluntary, and you may choose to remain anonymous.

Yours sincerely,
VM Tlala
Registrar/CEO



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