

# Community Pharmacy Forward View: A vision for future pharmacy care



The NHS faces significant challenges as ongoing financial pressures combine with rising demand for care. There is an urgent need to transform services.

Developing an innovative, clinically focussed community pharmacy service is an essential part of the NHS Five Year Forward View and would help the NHS to meet these challenges.

## How community pharmacy can help

Community pharmacy has developed its own Forward View\* setting out how it can develop, and it is looking to collaborate with all healthcare commissioners to develop services in three core areas:

1. Supporting people to manage their long-term conditions
2. Offering a first port of call for healthcare advice and treatment
3. Becoming neighbourhood health and wellbeing hubs

*\*The Community Pharmacy Forward View was published by PSNC and Pharmacy Voice, with the support of the Royal Pharmaceutical Society's English Pharmacy Board.*

## 1. Supporting people to manage their long-term conditions

### The facts:

26 million people in England have at least one long-term condition (LTC)

Only 64% of people with an LTC say they feel supported



People with LTCs see community pharmacy teams more often than other health professionals



### Our vision:

Patients have accessible care close to their homes, with local pharmacy teams coordinating

Patients are transferred from hospital safely and information is shared with all community care providers



A focus on patient-centred care and cost effective medicines use improves health outcomes

Community pharmacists can prescribe certain medicines for immediate supply, freeing up GP time

## Making it happen

The development of primary care services to meet these aims will require new funding models for community pharmacy. Care pathways should include community pharmacy, closely integrated with other services, and developments such as patient registration with pharmacies and fees linked to health outcomes should be considered.

## 2. Offering a first port of call for healthcare advice and treatment

### The facts:

19.5m GP appointments could be transferred to community pharmacy



£2.2bn could be saved in five years through a pharmacy minor ailments advice service



80% of women aged 65 and over ask pharmacy teams for advice on medicines use

In 98% of pharmacy minor ailments consultations, no onward referral is necessary

### Our vision:

The public visit 'pharmacy first', reducing pressure elsewhere in the NHS

Local urgent care pathways include pharmacy, so all care is coordinated



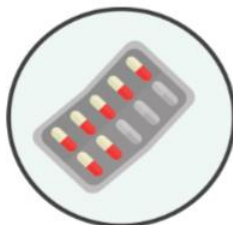
Patients can allow their shared care record to be viewed by community pharmacy teams, helping to improve safety

Local pharmacies offer diagnostics, point-of-care testing and prescribing

## 3. Becoming neighbourhood health and wellbeing hubs

### The facts:

89.2% of the population in England can walk to a community pharmacy within 20 minutes



The average community pharmacy has 103 health related visits per day and dispenses 87,000 prescription items per year



### Our vision:

The public ask their local pharmacy teams for support, advice and resources on staying well

Local health services are developed by commissioners working with community leaders to understand local needs

Extensive health coaching and support is available from community pharmacy teams



### How you can help

1. Learn more about what community pharmacy has to offer at [psnc.org.uk/councillors](https://psnc.org.uk/councillors).
2. Visit a local community pharmacy.
3. Contact [zoe.smeaton@psnc.org.uk](mailto:zoe.smeaton@psnc.org.uk) for more information.