

Community Pharmacy: A Unified Partner in Neighbourhood Care

Trusted, accessible and embedded in local communities. Working together to provide earlier support, better outcomes and joined up care



Why this matters

Community pharmacy is a core partner in the Integrated Neighbourhood Team (INT) and a trusted local community asset.

Aligned with INT priorities, community pharmacies support:

- ✓ Prevention
- ✓ Early Intervention
- ✓ Reducing health inequalities
- ✓ Embedded where people live, work and seek everyday advice

The Ask for INTs

- ✓ Include us as a core partner
- ✓ Create communication & escalation routes
- ✓ Use pharmacy insight to inform your plans

1. The local lighthouse

- Highly accessible: long opening hours, no appointment needed, frequent contact, trusted relationships
- Often the **first place** people turn to when something feels wrong
- Able to spot early warning signs of deterioration or unmet need
- Escalate concerns and signpost appropriately across the neighbourhood system
- Supporting proactive, not reactive, care

2. Local intelligence, trusted relationships

- We know our patients and families
- Everyday, non-medical conversations reveal important insights
- Early awareness of issues such as:
 - Medication adherence challenges
 - Social isolation, stress or declining function
 - Changes in health behaviours
- Intelligence can be shared (appropriately) to support joined-up care planning and targeting of resources

3. Advice, education and connection

- Providing clear, accessible health advice and education
- Supporting self-care and confidence to manage conditions
- Connecting people to:
 - GP and wider primary care
 - Social prescribing and voluntary sector services
 - Local wellbeing, prevention and support offers
- A connector between patients & wider system, strengthening resilience

4. Prevention at scale, close to home

- Strong, established prevention offer including:
 - Vaccination services
 - Hypertension case-finding
 - Health promotion and self care / lifestyle advice
- Opportunistically reaches people who may not routinely access other services
- Reducing health inequalities through local, trusted access
- Supporting neighbourhood prevention priorities – keeping people well

5. Clinical expertise in the community

- Delivering safe, effective patient-centred care
- Highly trained clinicians embedded in local communities
- Delivery of services such as:
 - New Medicine Service (NMS)
 - Hypertension case-finding
 - Pharmacy First
 - Screening & medicines optimisation
- Improving medicines safety, outcomes, and patient understanding
- Reducing pressure on other parts of the system

6. A willing and engaged partner

- Community pharmacy wants to do more as part of the INT
- Ready to:
 - Share insight and data where appropriate
 - Co-design pathways with partners and patients
 - Align our activity to neighbourhood priorities
- Valuing every voice: patients, carers, and professionals with a focus on flexible solutions