

Community pharmacies: helping patients and local communities during winter

PHARMACY
the Heart of our Community

Community pharmacies are at the heart of local communities, offering vital health services and advice, as well as medicines and support, to help people to stay well.

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

99% of patients who
had their
NHS flu jab

Without community pharmacy minor ailments services

at a pharmacy would
recommend it to others

1.4 million

more people would **visit their GP** each year

Community pharmacies reduce pressure on other NHS services, particularly in winter months. Their services provide value for money, as well as contributing to key NHS targets, such as for vaccinations, and improving patient outcomes.

In 2015, twelve services provided
by community pharmacy
contributed a net value of
£3billion to the NHS, public
services and the general public

Community
pharmacists have
vaccinated more than
one million people
this flu season

Pharmacies carried out more
than three million Medicines
Use Reviews in 2016/17 to
help people get the most
from their medicines

A local community
pharmacy post-hospital
discharge service led to
a 37% reduction in
patients being
readmitted to hospital



As pressure on the NHS increases, it is more important than ever that we make best use of community pharmacies. There is much more that they could do to help keep people healthy and out of hospitals, in particular by:

1. Caring for people with long-term conditions

During the winter months, some patients with long-term conditions can find that their symptoms worsen. Community pharmacy teams could develop care plans with patients and help them to monitor and manage their conditions, to help free up GP time and improve health outcomes.



2. Being the first port of call for healthcare advice



Community pharmacies should be at the heart of local urgent care pathways, offering advice on symptoms and medicines to reduce burden on GPs and hospitals, particularly as they come under increasing pressure over winter.

3. Becoming the neighbourhood health and wellbeing hub

Community pharmacy teams could offer extensive coaching on healthy living, support for behaviour change and diagnostics to support people to stay healthy during winter months and to help meet local public health objectives.



This winter, please support community pharmacy so that we can help the NHS to cope with demand and pressures. Visit a local pharmacy to show your support, or join us on social media using [#pharmacywinter](#)