

# Community pharmacy: A unified partner in frailty care

Community Pharmacy Shropshire



# Background

## The role of community pharmacy in proactive, joined up frailty care

- Frailty is common, often hidden and changes over time
- Community pharmacy has frequent, trusted contact with people at risk
- We support earlier identification, prevention of deterioration, and coordinated care
- Working alongside the Integrated Neighbourhood Team to keep people well at home





# Offer 1

## Community pharmacy as the lighthouse for frailty

# Community pharmacy as the lighthouse for frailty

## Accessible front door and early identification and escalation of concern

- Regular contact with older people and those with long-term conditions
- Able to spot early warning signs of frailty, such as:
  - Changes in mobility or confidence
  - Increased confusion or forgetfulness
  - Weight loss, poor appetite or fatigue
  - Increasing reliance on carers or family
- Acting early to raise concerns and connect people to the right support
- Helping prevent crisis presentations and unplanned admissions



## Offer 2

Local intelligence from  
everyday conversations

# Local intelligence from everyday conversations

## Understanding the person, not just the prescription

- Pharmacy teams build long-term relationships with patients and carers
- Non-clinical conversations reveal important frailty indicators:
  - Difficulty managing medicines
  - Falls or near misses
  - Social isolation or loneliness
  - Carer strain
- Insights can support holistic assessments and shared care planning
- Amplifying patient and carer voices within the neighbourhood system



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# Offer 3


## Advice, education and navigation

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## Helping people with frailty access the right help

- Practical advice on:
  - Medicines use and side effects
  - Staying safe and independent at home
  - When and how to seek further support
- Supporting carers with education and reassurance
- Connecting people to:
  - GP and wider primary care
  - Social prescribing and voluntary sector services
  - Falls prevention, strength and balance, and wellbeing services
- Reducing confusion and fragmentation for people with frailty





# Offer 4

## Prevention and slower frailty progression

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## Keeping people resilient and independent

- Delivering prevention services that support people living with or at risk of frailty:
  - Vaccinations to reduce avoidable illness
  - Hypertension case-finding and cardiovascular risk management
  - Health promotion and lifestyle advice
- Supporting early intervention to maintain function
- Targeting people who may not engage with other services
- Contributing to neighbourhood prevention and ageing-well strategies





# Offer 5

## Clinical expertise for safer medicines use

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## Reducing harm and improving quality of life

- Medicines optimisation for people with frailty and polypharmacy
- Services including:
  - New Medicine Service (NMS)
  - Discharge Medicines Service (DMS)
  - Blood pressure testing
  - Pharmacy First
- Identifying medicines-related risks:
  - Falls risk
  - Sedation or confusion
  - Poor adherence or administration challenges
- Improving outcomes and supporting shared clinical decision-making





# Offer 6

A committed partner in  
frailty pathways

# A committed partner in frailty pathways

## Working as part of the Integrated Neighbourhood Team

- Community pharmacy is willing and ready to do more:
  - Contribute to frailty identification and escalation pathways
  - Share intelligence and learning with partners
  - Co-design services with patients, carers, and professionals
- Supporting consistent, person-centred approaches across providers
- One neighbourhood system, working together to support people living with frailty



# The value for the INT

## Why community pharmacy matters for frailty

- Earlier identification of deterioration
- Trusted, long-standing relationship with patients
- Reduced pressure on urgent and acute services
- Better medicines safety and adherence
- Improved patient and carer experience
- Stronger prevention and neighbourhood resilience

