

# Community pharmacy: A unified partner in neighbourhood care

Community Pharmacy Shropshire



# Background

**Working together for earlier support, better outcomes and joined up care for our communities.**

Community pharmacy:

- Is a valuable partner within the Integrated Neighbourhood Team
- Should be recognised as community asset – trusted, accessible, and embedded in local communities
- Has shared priorities with INTs: prevention, early intervention, and reducing inequalities
- Has a key role in listening to and amplifying patient and provider voices





# Offer 1

## Community pharmacy as the local lighthouse

# Community pharmacy as the local lighthouse

## An early warning system and accessible front door

- Highly accessible: long opening hours, no appointment needed, frequent contact, trusted relationships
- Often the **first place** people turn 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





## Offer 2

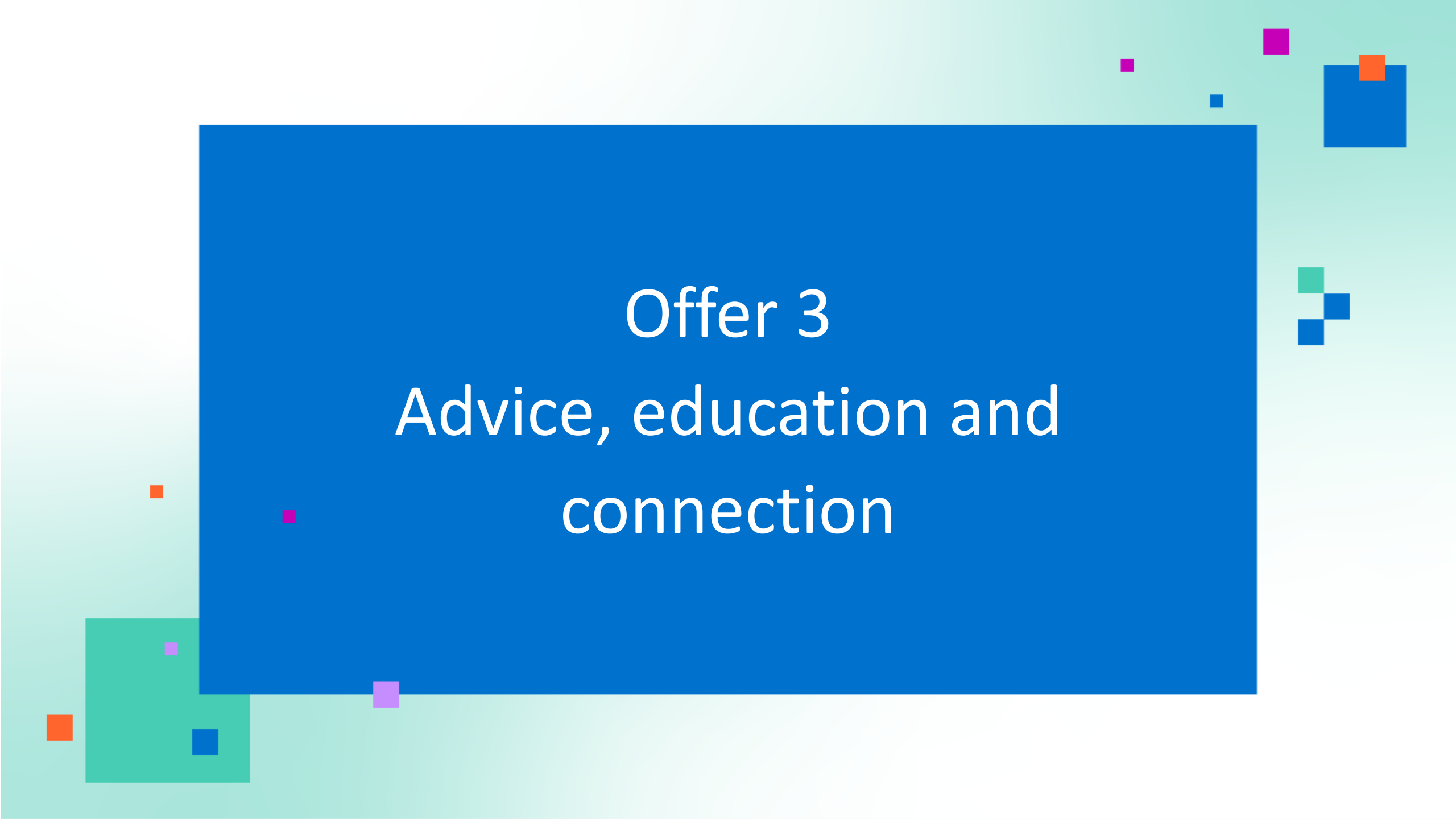
Local intelligence through  
trusted relationships

# Local intelligence through trusted relationships

## Understanding people beyond their medical record

- Pharmacy teams know their patients and families over time
- 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





# Offer 3

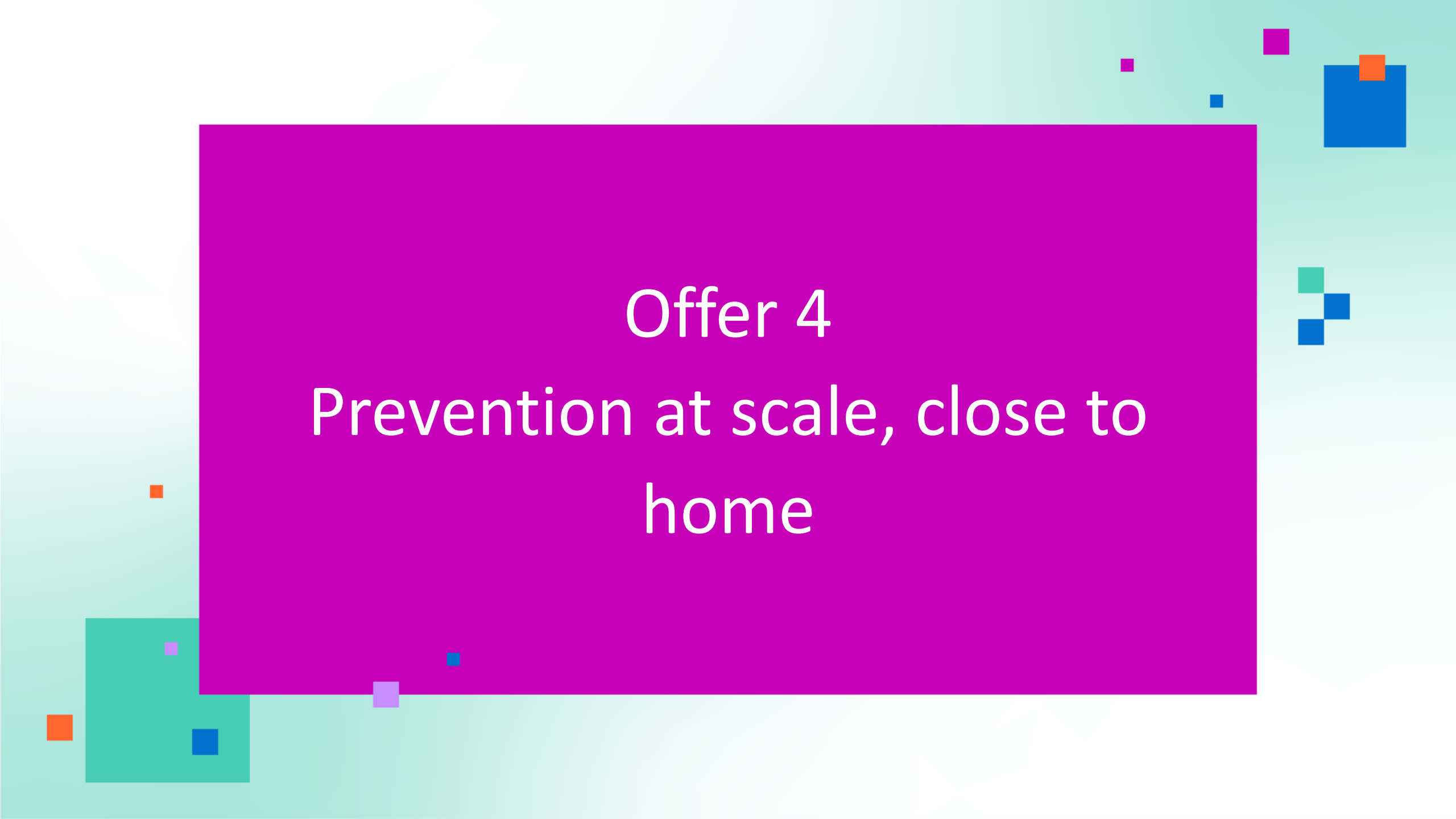
## Advice, education and connection

# Advice, education and connection

## Helping people navigate the system

- 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
- Acting as a connector between patients and the wider system, strengthening community resilience





# Offer 4

## Prevention at scale, close to home

# Prevention at scale, close to home

## Keeping people well, not just treating illness

- 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





# Offer 5

## Clinical expertise in the community

# 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
  - Pharmacy Contraception Service
  - Screening and medicines optimisation
- Improving medicines safety, outcomes, and patient understanding
- Reducing pressure on other parts of the system





# Offer 6

## A willing and engaged partner

# A willing and engaged partner

## Committed to shared goals and shared learning

- 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 activity to neighbourhood priorities
- Valuing every voice—patients, carers, and professionals with a focus on flexible solutions
- One system, one team, one shared purpose



# What this means for the INT

## A simple ask

- Include community pharmacy as a core neighbourhood partner
- Create clear routes for communication and escalation
- Use pharmacy intelligence and trusted, long-standing relationships with patients to support proactive care
- Work together to deliver prevention, early intervention, and better outcomes

