Modern Community Pharmacy Practice

Stronger communities
• Better health
• A sustainable future



Team
Skilled people. Greater impact.



- Team skill-mix, culture, behaviours and empowerment
- Pharmacist's clinical competence and credentialing for nominated areas of practice
- Consultation and behaviour influencing skills
- Pharmacy Technician's competences and scope of practice
- Healthcare Advisor's and Health Champion's knowledge and skills

Services
More services. Healthier lives.



- Underpinned by good clinical governance and premises fit for purpose
- Medicines optimisation, patient safety, health protection, risk assessment and other national and local services
- Integration with multi-disciplinary neighbourhood health teams
- Developing and delivering private clinical health services to meet local need
- Quality patient experience and outcomes

Technology
Smarter systems. Better care.



- Integrated digital and hardware systems including a clinical management system
- Patient engagement, communication and appointment booking
- Optimising artificial intelligence where appropriate to improve safety and efficiency
- Point of care testing and health monitoring devices
- Digital screens, website and social media campaigns to promote health awareness and services

Self-care
Enable people. Prevent ill health.



- Healthcare environment and ethos inside and outside the premises
- Medicines inventory and merchandising
- Quality health supplements
- Accessible advice, support and treatment
- Health awareness, literacy and healthy lifestyle interventions

Operating Costs
Efficiency now. Investment for tomorrow.



- Rent and lease
- Service charges
- Business rates
- Utilities
- Property maintenance

Connected services. Healthier communities.