

# Modern Community Pharmacy Practice

## Team

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

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

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

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

Leadership, Business Planning, Marketing, Commissioning, Legislation and Regulation