



**Community
Pharmacy
Derbyshire**

Community pharmacy: A
unified partner in
neighbourhood care
Community Pharmacy Derbyshire



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

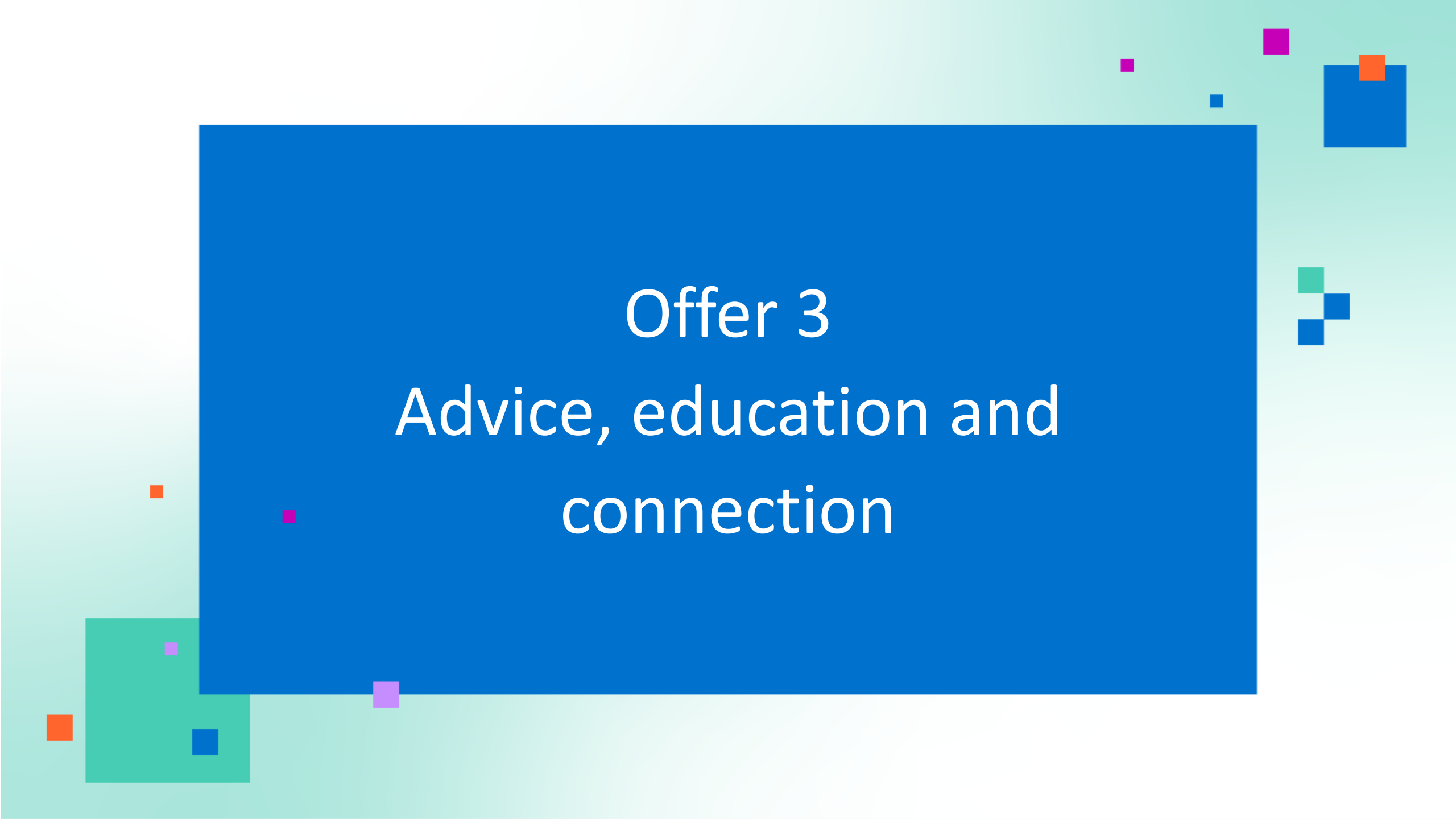
Local intelligence through
trusted relationships

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

