



Pharmacy services in Europe

A vision for the future

September 2025

Clare Fitzell, PGEU President



PGEU

European Community
Pharmacists

"Community pharmacists are transforming healthcare access and improving patient outcomes across Europe and are now increasingly recognised as key players in patient-centred care."

PGEU Pharmaceutical Group of the European Union

Pharmaceutical Group of the European Union

Members: Professional Bodies & Pharmacists' Associations



2025: 33 Countries

	Austria		Luxembourg
	Belgium		Malta
	Bulgaria		Netherlands
	Croatia		Poland
	Cyprus		Portugal
	Czech Rep		Romania
	Denmark		Slovakia
	Estonia		Slovenia
	Finland		Spain
	France		Sweden
	Germany		Kosovo
	Greece		North Macedonia
	Hungary		Norway
	Ireland		Serbia
	Italy		Switzerland
	Latvia		Turkey
			United Kingdom

Pharmacy at the Heart of Communities



500,000
Community
Pharmacists



200,000 Community
Pharmacies



500 million
citizens



PGEU - Key Advocacy Policy Priorities

1. Medicine Shortages
2. Pharmacists Workforce Shortages
3. **Pharmacy Services (e.g. vaccination, medicine optimisation)**
4. Antimicrobial Resistance (AMR)
5. European Health Data Space Regulation (EHDS)
6. Reform of the European Pharmaceutical Legislation
7. Medicines Authentication (Falsified Medicines Directive)
8. Interprofessional Collaboration
9. Sustainability of Pharmacy Remuneration Models
10. Real-world Evidence in Community Pharmacy - Data and AI



Community Pharmacists Key to Patient Centred Healthcare

Advancements of the Profession



Pharmacists are the guardians of safe and effective medicine use, ensuring that every patient receives the right treatment, with the right advice, at the right time

PGEU 2030: A Vision for Community Pharmacy in Europe



PGEU Vision for the Future



Ensuring quality of care & patient safety

- Expand clinical Pharmacy services
- Collaborate across primary care
- Innovate in ICT and digital solution



Improving public health

- Health screening, health promotion, medicine management
- Proactive support in public health threats
- Support selfcare



Guaranteeing patients can access their medicines & healthcare services

- Access to full range of medicines in community pharmacy
- Compounding
- Personalisation of medication therapies



Contributing to the sustainability of healthcare systems

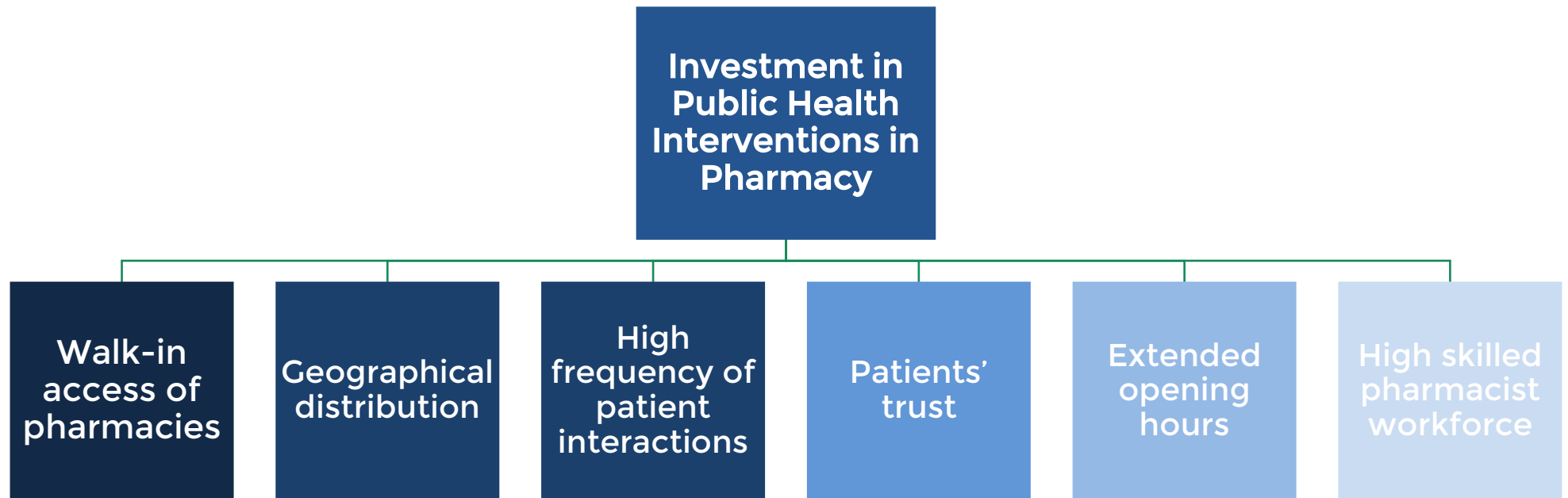
- Providing innovative and effective pharmaceutical services to reduce burden and increase capacity on other health services

Pharmacists Expanding Role in Primary Healthcare

Primary Healthcare Challenges

“Even before the COVID-19 pandemic, health systems in OECD countries faced significant challenges” “In this context, primary health care plays a key role for health systems to deliver more and better services.”

2020 Report from the OECD on primary health



Mapping Pharmacy Services Across Europe 2020-2025

Mapping Pharmacy Services Across Europe

In 2020, PGEU commissioned a study to a research team from Portugal led by the Institute for Evidence-Based Health (ISBE), assisted by an Expert Panel of Researchers from Italy and UK.

- **Aim**
 - Evaluate and synthesize state-of-the-art evidence, current practice and trends in Community Pharmacy-based services
- **Methods and Resources**
 - Mapping of the current practices of Pharmacy Services.
 - 38 Pharmacy Services in 32 countries were mapped

Mapping Pharmacy Services Across Europe



Mapping Pharmacy Services Across Europe

	Country																															
Service	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HR	HU	IE	IT	LU	LV	MK	MT	NL	NO	PL	PT	RO	RS	SE	SI	SK	TR	UK	XK
DISPENSING SERVICES																																
Night services		€		€	€	€				€		€	€			€	€			€	€		♦				€	♦		€		
Emergency supply of prescription-only medicines without prescription											♦				♦					€				♦						♦		
Urgent supply of prescription-only medicines without prescription											♦				♦																€	
Repeat dispensing			€	€	€		♦	€		€		€	€		€	♦											€	€	♦		€	
Generic Substitution		♦							€			€			€	♦	€							♦			€					♦
Refusal to dispense due to safety reasons												€																♦	♦			
Home delivery					♦	€														€	€			♦							€	
Other															€						€											
HEALTH PROMOTION SERVICES																																
Handling and Disposal of Expired or Unwanted Medicines															€												€		♦		€	
Needle/Syringe Exchange									€						€									€					♦		€	
Pharmacy Travel Health																																
Pharmacist-delivered vaccination						€	€				♦	€			€																€	
Weight Management																															€	
Smoking Cessation							€																								€	
Health education												€																				
Other																																
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Table 1 - Current pharmacy services - country overview divided by category

Mapping Pharmacy Services Across Europe

(Continuation)	Country																																
Service	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HR	HU	IE	IT	LU	LV	MK	MT	NL	NO	PL	PT	RO	RS	SE	SI	SK	TR	UK	XK	
SCREENING AND REFERRAL SERVICES																																	
Common Ailment Management Schemes																																	€
Screening individuals at-risk not on medication																																	
Predictive medicine																																	
Pharmacovigilance for medicines under additional monitoring																																	
Scheduling visits / exams, delivery of reports																																	
Referral to other healthcare providers																																	
Other																																	
DISEASE MANAGEMENT SERVICES																																	
Administering injectable medicines																																	
Directly observed treatment/ Supervised Consumption of Medicines																																	
First time dispensing intervention																																	
Instruction on use of therapeutic, self-monitoring device or medical aid																																	
Therapeutic adherence support																																	
Teleconsultations by pharmacists																																	
Chronic disease management																																	
Other																																	
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Service	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HR	HU	IE	IT	LU	LV	MK	MT	NL	NO	PL	PT	RO	RS	SE	SI	SK	TR	UK	XK
INDIVIDUAL CASE MANAGEMENT SERVICES																																
Dose Administration Aid																																
Medication Review																																
Home or Nursing Home Medication Review																																
Medication Reconciliation																																
Therapeutic Substitution																																
Deprescribing																																
Integrated care pathways / protocols or Quality Circles in place with primary care																																
High-Cost Therapy Dispensing and Management																																
Drug dose titration																																
Galenic formulation																																
Other																																
SERVICES BASED ON HTA																																
Data collection on the effectiveness of new medicines																																
Other																																

AT: Austria; BE: Belgium; BG: Bulgaria; CZ: Czech Republic; CY: Cyprus; DK: Denmark; DE: Germany; EE: Estonia; IE: Ireland; EL: Greece; ES: Spain; FI: Finland; FR: France; HR: Croatia; HU: Hungary; IT: Italy; LV: Latvia; LU: Luxembourg; MK: North Macedonia; MT: Malta; NL: The Netherlands; NO: Norway; PL: Poland; PT: Portugal; RO: Romania; RS: Serbia; SE: Sweden; SI: Slovenia; SK: Slovakia; TR: Turkey; UK: United Kingdom; XK: Kosovo

	Provided in most pharmacies under contract, agreement, regulation		Provided individually by some pharmacies
	Provided in some pharmacies as a pilot		Provided in some pharmacies as a pilot and individually by some pharmacies
	Remunerated by Government / Payer		Regulatory limitations

Table 1 - Current pharmacy services – country overview divided by category



Case Study – Ireland

Community Pharmacy Ireland



Key Facts – Irish Population 5.4 million

85% of the population live within 5km of a pharmacy



50% of the population live within 1km



85% of the population live within 5km



Most accessible healthcare professionals



Extended opening hours



1909 community pharmacies



4492 community pharmacists



118 million visits a year



38 CPs / 100,000 population

Community Pharmacy Ireland



Healthcare System

- Private / Public Services (HSE)
- 50% of patients have private health insurance but this does not fund medicines
- 43% of patients attending pharmacy are public patients
- 82% of medications dispensed are funded / partially funded by the state - across 24 different community drug schemes
- Whole of governmental 10-year health policy “Sláintecare” – Bringing care closer to patients

Programme for Government Pharmacy Commitments 2025-2029

- Increase the number of healthcare college places in pharmacy
- Appoint a Chief Pharmacist within the Department of Health
- Expand pharmacy services and introduce a Common Conditions Service (CCS)
- Streamline community pharmacy HSE reimbursement procedures
- Review the pharmacy fee structure
- Support pharmacists to adopt a proactive approach to managing medicine shortages



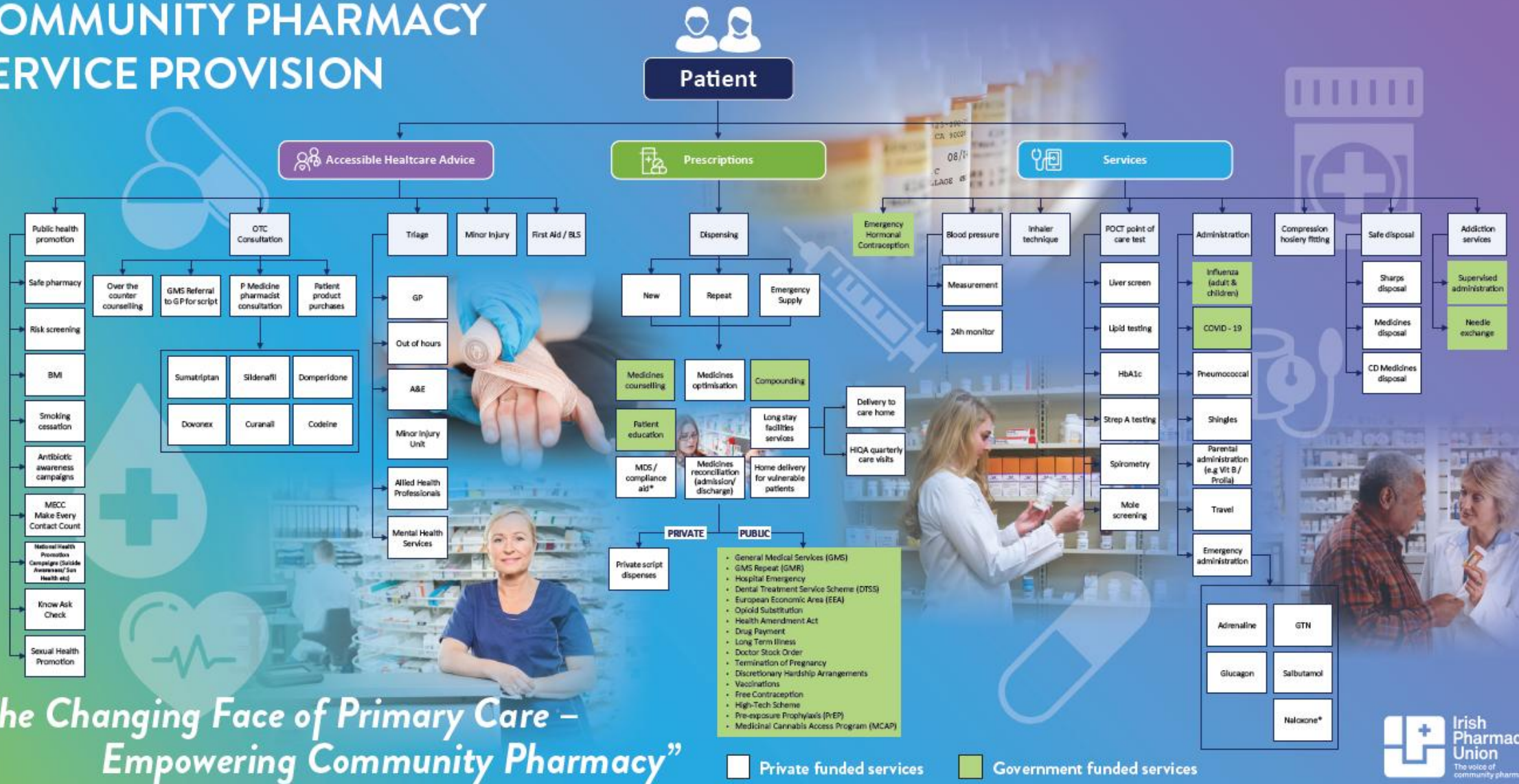
Current Pharmacy Services



Current Pharmacy Services

- **Medicine Dispensing Services**
 - Public & Private Medication Dispensing
 - High-Tech Biological Dispensing
 - Emergency Supply
 - Prescription Extension
 - Instalment Dispensing
- **Medicine Management**
 - Monitored Dose Administration
 - Supervised Medication Services
- **Vaccination Services**
 - Influenza - not confined to pharmacy
 - COVID-19 vaccination
 - Shingles - private service
 - Pneumococcal - private service
- **Women's Health Services**
 - Free Contraception Service
 - Emergency Hormonal Contraception
- **Medicine Administration Services**
 - Adrenalin
 - Naloxone
 - Glucagon
 - GTN
- **Public Health Services**
 - Health Promotion - Vaccination
 - Health Promotion - AMR
 - Health Promotion - Sun Smart

COMMUNITY PHARMACY SERVICE PROVISION



"The Changing Face of Primary Care – Empowering Community Pharmacy"

Private funded services

Government funded services

Community Pharmacy Boosts Vaccination Delivery

COVID-19

- 1128 Community Pharmacies
- Autumn Winter Campaign 177,000
- 32% of COVID-19 Vaccinations – Winter Oct-Feb

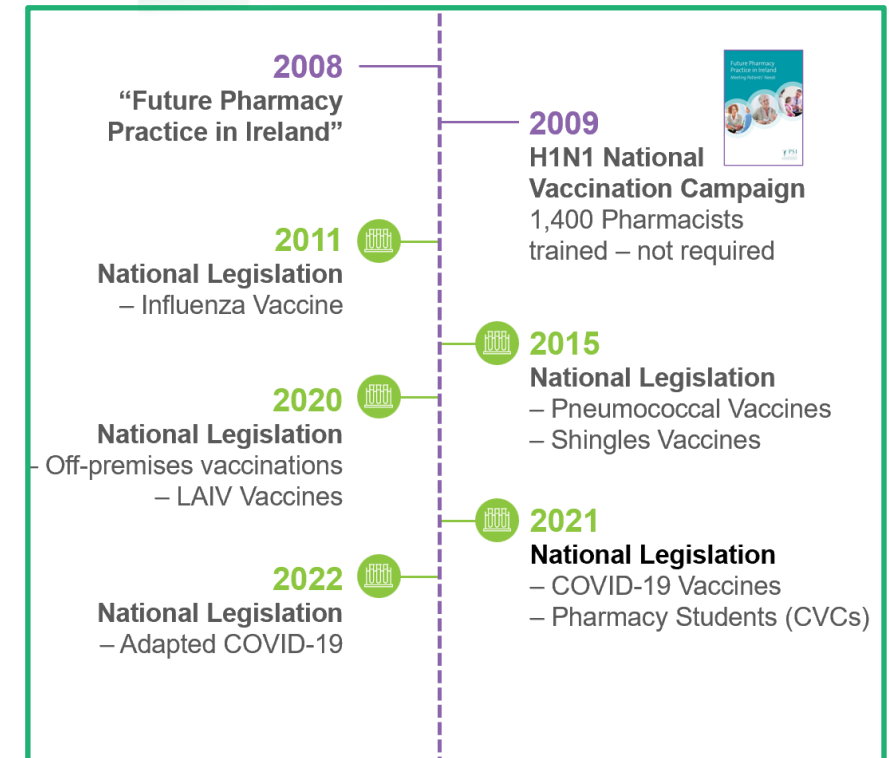
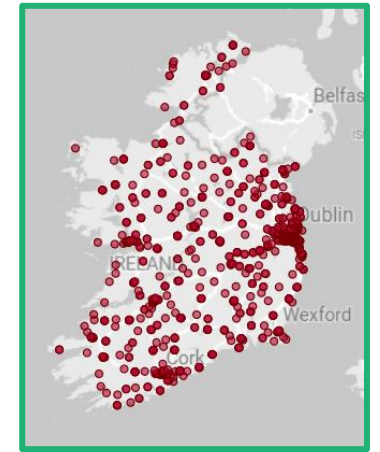
Influenza

- 1406 Community Pharmacies
- Seasonal Influenza Campaign 386,522
- 32% of Influenza Vaccine Administrations

Influenza schools' program

- Community Pharmacy responsible for 57% of all LAIV administrations 2024/2025

Other vaccinations in pharmacy: Pneumococcal & Herpes zoster (shingles) vaccine



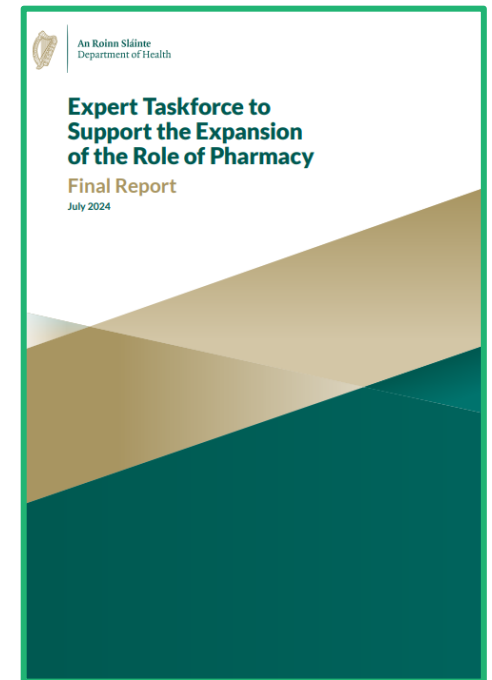
Pharmacy Service Advancement

Developing a National Strategy



Irish Example:

- Expert Taskforce to Support the Expansion of the Role of Pharmacy Established in July 2023
- Final Recommendations Aug 2024 – Set Policy Direction
- The overarching recommendations from the Taskforce are as follows:
 1. That pharmacists be enabled to exercise **independent, autonomous prescriptive authority** within and related to the individual practitioner's scope of practice and competence
 2. This should be **implemented in a stepwise manner**, commencing with the introduction of a common conditions service, with pharmacists provided with prescriptive authority linked to the service and its parameters.
 3. The development, over the coming years, of models of pharmacist prescribing within primary and secondary care settings, recognising the requirements for specific enablers.



Pharmacy Services Future

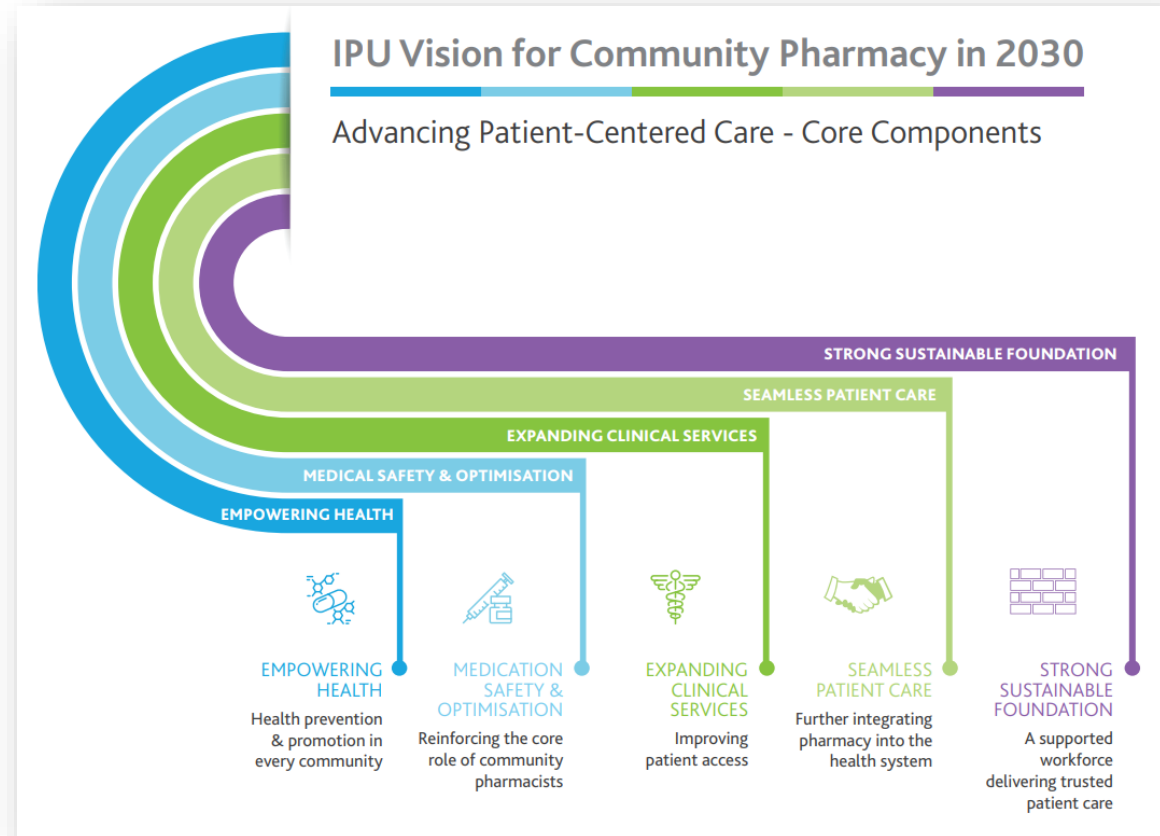
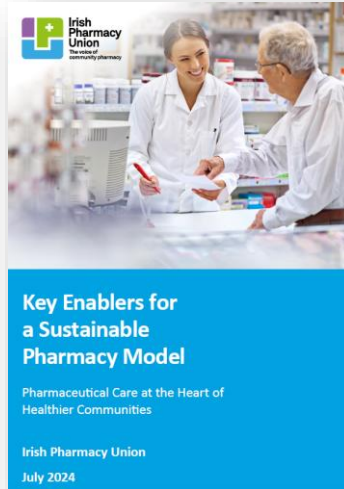
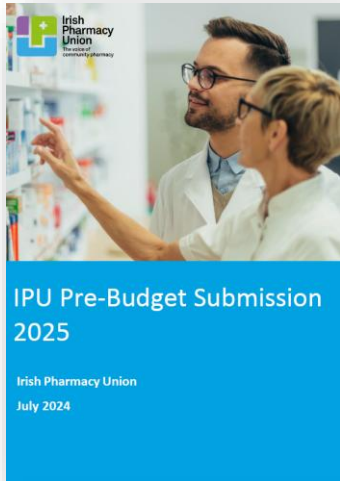


Expanding Pharmacy Services

- **Expert Taskforce Recommendations**
 - Prescription Extension
 - Pharmacists Autonomous Prescribing
 - Common Conditions Service – Commencing Q4 2025
 - Contraception Continuation Service – Commencing Q1 2026
- **Health Promotion Service**
 - Bowel Screening – support earlier detection and disease prevention
 - Make Every Contact Count
- **Vaccinations**
 - Public funded pneumococcal PPV 23
 - Budget allocation for vaccination service expansion
- **Medicines Management**
 - Budget allocation for medicine optimisation services
 - Unused medicines return and disposal

Advocacy

Pharmacy Advocacy



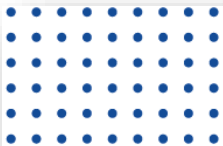
PGEU Advocacy

- Annual Conference: Workforce & Medicine Shortages
- Pharmacist Workforce Shortages PP
- Critical Medicines Act PP
- Artificial Intelligence PP
- Joint Statement on Electronic Patient Information Leaflet
- Medicine Shortages PP
- European Commission proposal for the revision of the general pharmaceutical legislation PP
- Role of Community Pharmacists in Vaccination PP

Coming Soon

- PGEU Report – Pharmacy Services in Europe
- PGEU Vision 2040



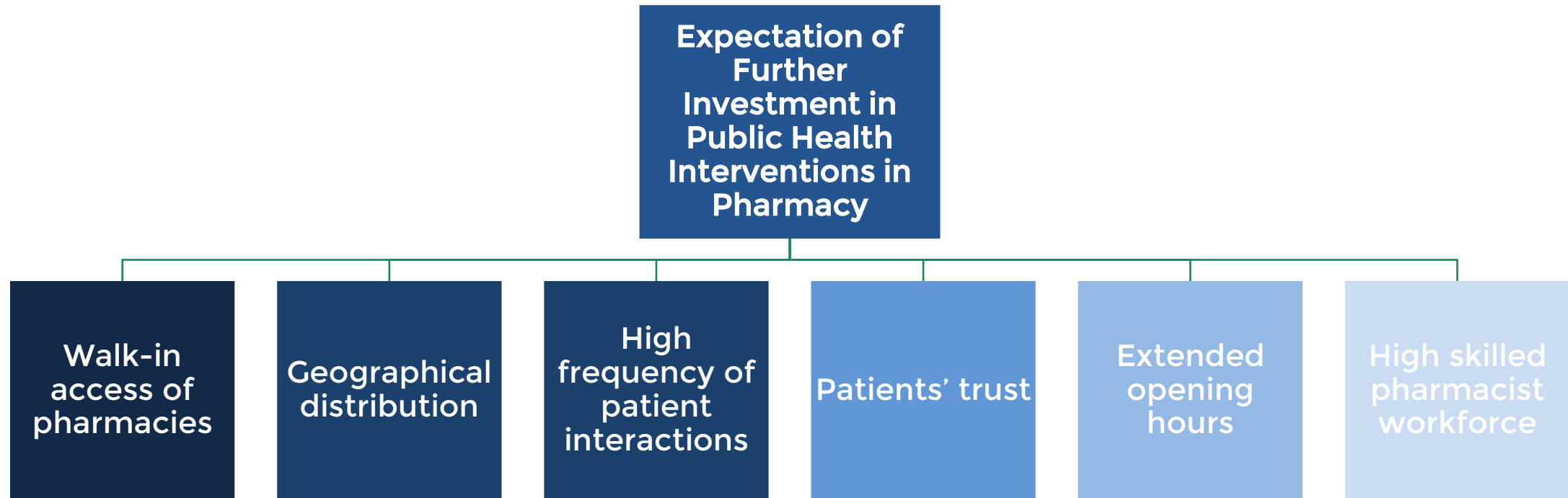


SHAPING THE FUTURE OF PHARMACY SERVICES IN EUROPE

23 September 2025, 17.00 - 19.00
European Parliament, Brussels

Conclusions

Conclusion



Conclusion

The Transformative Role of Community Pharmacy

- Community pharmacists are the most accessible healthcare professionals, often the first and last point of patient contact. They play a vital role in health promotion, disease management, and improving health outcomes.
- Expanded pharmacy services increase therapy effectiveness, improve care quality, and reduce costs.
- Pharmacists demonstrated agility and leadership during COVID-19, delivering critical services such as antigen testing and vaccination which strengthened healthcare system resilience.

PGEU - Public Health Policy Recommendations

Maximise the Transformative Role of Community Pharmacy

Recognise
pharmacists as
essential healthcare
providers

Expand access to
pharmacist-led
clinical services

Invest in pharmacy
workforce and
training

Fully integrate
pharmacists into
public health
strategies



“Community pharmacists have been incrementally building on our essential role in dispensing medicine to play an increasing role in serving as accessible health partners, trusted advisors, and vital connectors within the healthcare system.”

Congratulations Ly



THANK YOU!

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