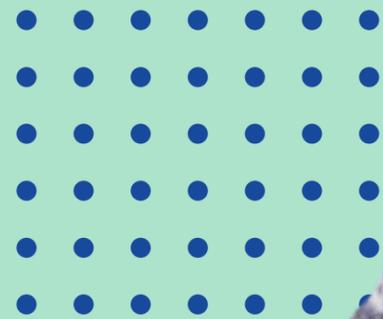


**“Your Pharmacist,
always here for you”**



Shaping the Future of Pharmacy Services in Europe

23 September 2025, 17.00 - 19.00
European Parliament, Brussels
Followed by a Cocktail Reception



AGENDA

17.00 – 17.05 Video message by Roberta Metsola, President of the European Parliament

17.05 – 17.15 Opening remarks by MEP Michalis Hadjipantela (EPP) and MEP Vytenis Andriukaitis (S&D)

17.15 – 17.50 Pharmacy services: beyond dispensing

- Alain Delgutte, Board Member, French Chamber of Pharmacists
- Ema Paulino, President, Portuguese National Association of Pharmacies
- Mikolaj Konstanty, Vice-President, Polish Pharmaceutical Chamber

Q&A with the audience

17.50 – 18.30 The added value of pharmacy services

- Solène Jouan, Policy Officer, European Patients Forum
- Prof. Dr. Natasha Azzopardi-Muscat, Director, Division of Health Systems, WHO Regional Office for Europe
- Candan Kendir, Health Policy Analyst, OECD
- Prof. Dr. Anita Weidmann, University of Innsbruck

Q&A with the audience

18.40 – 18.50 Concluding remarks by Clare Fitzell, PGEU President

19.00 – 20.30 Cocktail reception

Moderated by Jorge Batista, PGEU Senior Professional Affairs Advisor

Video Message



**Roberta Metsola, President of
the European Parliament**



Opening remarks



MEP Michalis Hadjipantela
(EPP)



MEP Vytenis Andriukaitis
(S&D)



Group of the Progressive Alliance of
Socialists & Democrats
in the European Parliament



Pharmacy services: beyond dispensing



Alain Delgutte
Board Member
French Chamber of
Pharmacists



Ema Paulino
President
Portuguese National
Association of
Pharmacies (ANF)



Mikolaj Konstanty
Vice-President
Polish Pharmaceutical Chamber
President-elect of PGEU (2026)



Jorge Batista
Moderator
PGEU Senior Professional
Affairs Advisor

Q&A Session



Pharmaceutical Group of the European Union

Members: Professional Bodies & Pharmacists' Associations



>500.000

Community Pharmacists

>160.000

Pharmacies

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 |

INTRODUCTION TO PHARMACY SERVICES

Health promotion

Individualised care planning

Disease prevention

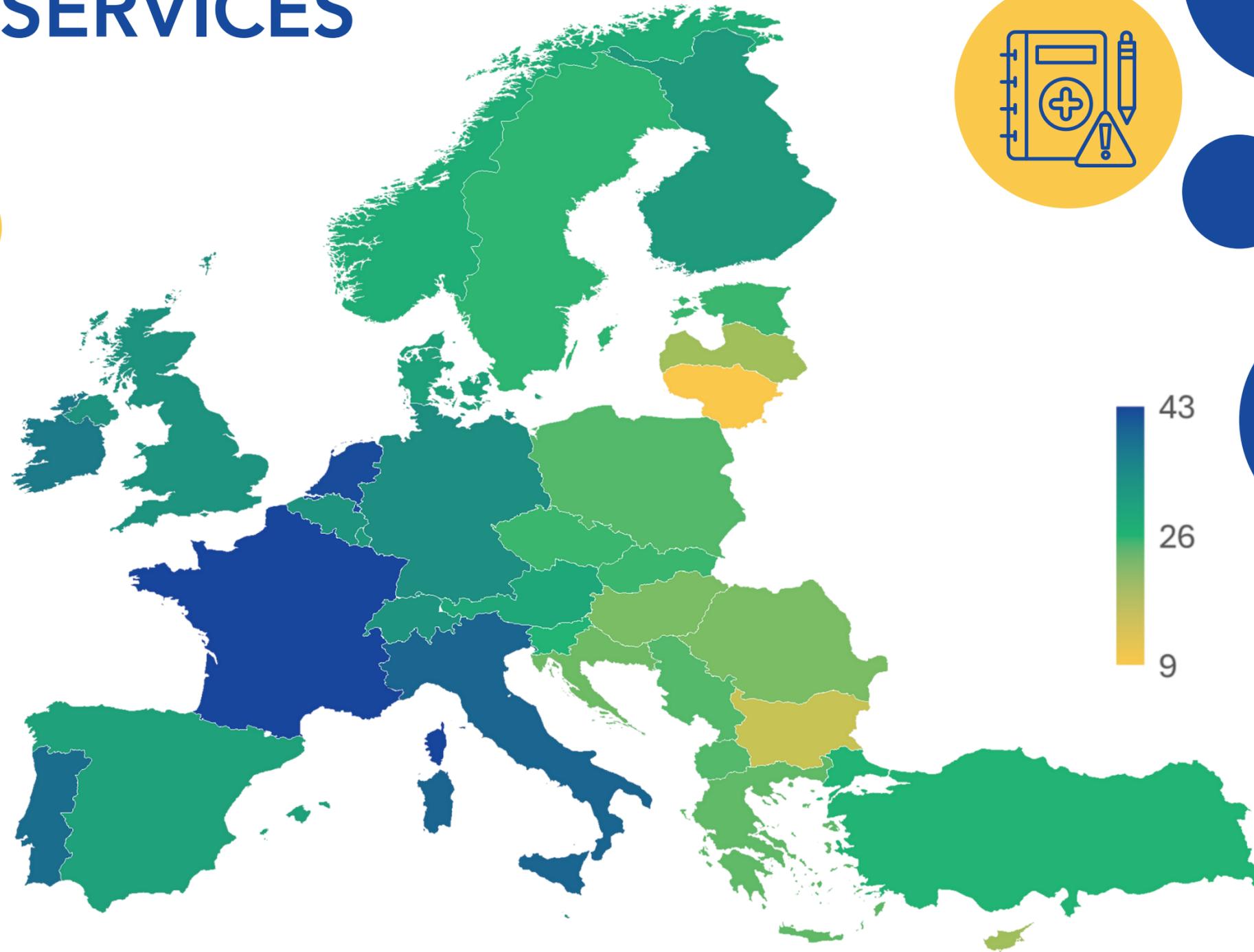
Medicine use review

Early screening

Chronic disease management

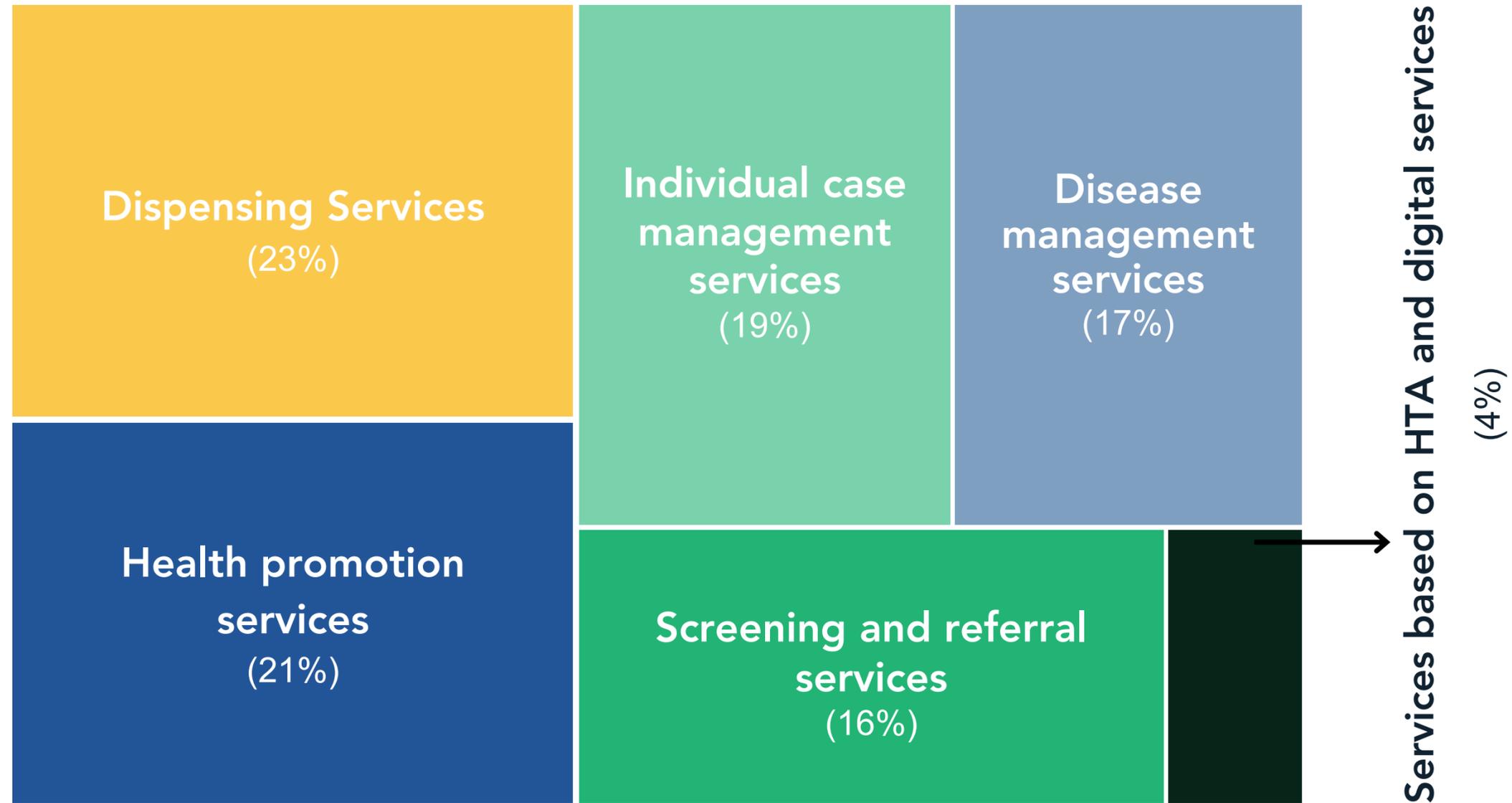
These services are designed to optimise the safe and effective use of medicines, improve health outcomes, and support patients in their day-to-day healthcare journeys.

PHARMACY SERVICES IN EUROPE



Gradient colour map portraying the number of pharmacy services available in each country.

PHARMACY SERVICES IN EUROPE



Proportion of each category of pharmacy services available.

PHARMACY TEST & DISPENSE SERVICE FRANCE



Alain Delgutte

Board Member

French Chamber of Pharmacists

THE FRENCH CHAMBER OF PHARMACISTS



EVOLUTION OF THE FRENCH COMMUNITY PHARMACISTS' ROLE

Public Health

- A major **knowledge area** in pharmacy studies
- A **general state of mind for all pharmacists (community, hospital, wholesale, industry, biology)**, reflected in practice and the organisation of both care and the pharmaceutical chain
- **The daily life of a community pharmacist:**
 - Health campaigns, information, advice
 - Vaccination, screening
 - Preventing antimicrobial resistance
 - Preventing pharmaceutical waste ending in the environment
 - Interprofessional collaboration...

2016: Pharmacists first authorised to perform point of care testing (POC) for angina, flu and glycaemia

... **now** for angina, flu, glycaemia, COVID-19, urinary tract infections (UTIs) and RSV

2020: Pharmacists first authorized to dispense antibiotics after a positive test for bacterial angina and UTIs, under a national protocol and limiting conditions.

... **now** under simple conditions, either with or without a prescription

TEST & DISPENSE ANTIBIOTICS

1 SERVICE, 2 POSSIBILITIES

Against a “conditional prescription”

- The pharmacist dispenses antibiotics:
- on presentation of a prescription written by a doctor or a midwife, to be dispensed only in case of positive test result
 - after carrying out the point of care test in the community pharmacy

Since 2021 → For group A streptococcal angina

Since 2023 → For bacterial urinary tract infections

Without a prescription

- All pharmacists are authorised to dispense antibiotics
- following a positive rapid test result
 - subject to training, premises and equipment standards

Since 2024 → For group A streptococcal angina and bacterial urinary tract infections

ANTIBIOTIC DISPENSING FOLLOWING A POSITIVE POINT-OF-CARE TEST RESULT*

ANGINA

- Medicines (according to current guidelines)
 - Amoxicillin
 - Cefpodoxim
 - Cefuroxim
 - Clarithromycin
- Target patient population:
 - With prescription: over 3 years old
 - Without prescription: over 10 years old
- Decision trees / exclusion criteria
- Theoretical training (4 hours) + 1 hour sampling
- Requirements on premises and equipment

CYSTITIS

- Medicines (according to current guidelines)
 - Fosfomycin + trometamol
 - Pivmecillinam
- Target patient population:
 - Women aged 16 to 65 years old
- Decision trees / exclusion criteria
- 4 hours theoretical training
- Requirements on premises and equipment

*[Art. 52 of the 2024 Social Security Budget Law](#), implemented by [Decree n°2024-550](#) and [Executive order of 17 June 2024](#) as modified by [Executive order of 11 December 2024](#)

AN ASSET FOR PUBLIC HEALTH

Pharmacists directly dispensing antibiotics...

- **Prevents antimicrobial resistance**
 - Promoting the correct use of antimicrobials
 - Fair use of antibiotics
 - Prevention and control of bacterial infections
- **Eases access to care**
 - Local access to care (20,242 community pharmacies distributed all over the French territory)
 - Simplified patient pathway
- **Strengthens the pharmacist's role in public health and as expert in medicines**

Some figures

- **Pharmacy take-up early 2025:**
 - Angina tests: **80%** community pharmacies
 - Cystitis tests: **66%** community pharmacies
- **Antibiotic dispensing rate:**
 - Angina: antibiotic dispensed in **20%** of cases
 - Cystitis: antibiotic dispensed in **80%** of cases
- **Pharmacy angina tests, since authorised:**
 - Year 2020: **5,000** tests carried out in pharmacies
 - Year 2022: **50,000**
 - 3/4 year 2024: **370,000**
 - With 9 million angina cases per year (and only 25% bacterial in adults, 40% in children), **the National Court of Auditors recommends fostering the service.**

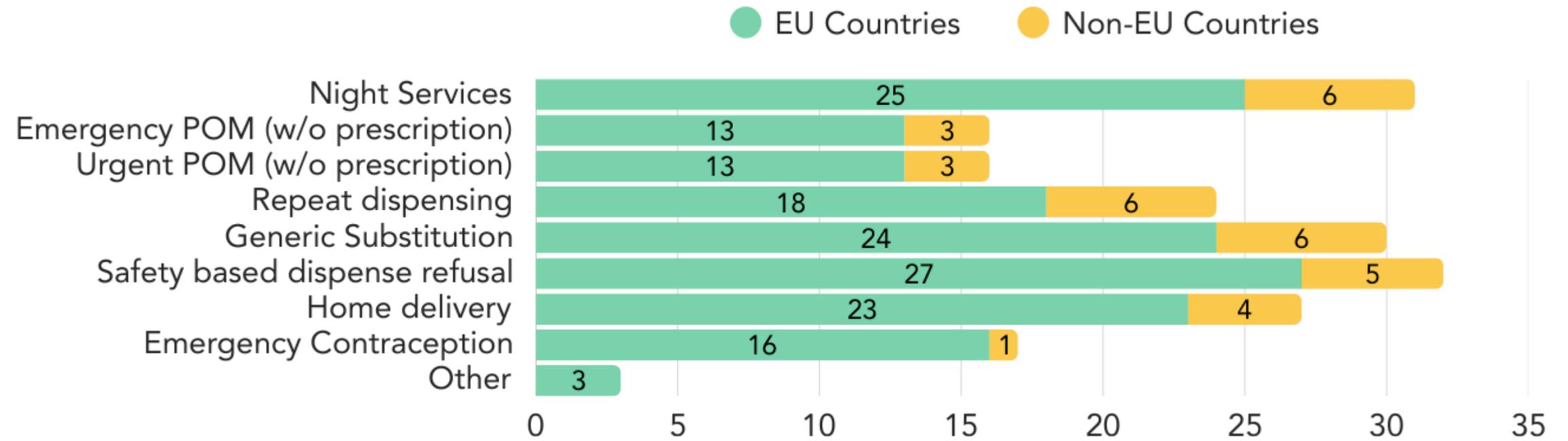
MERCI !



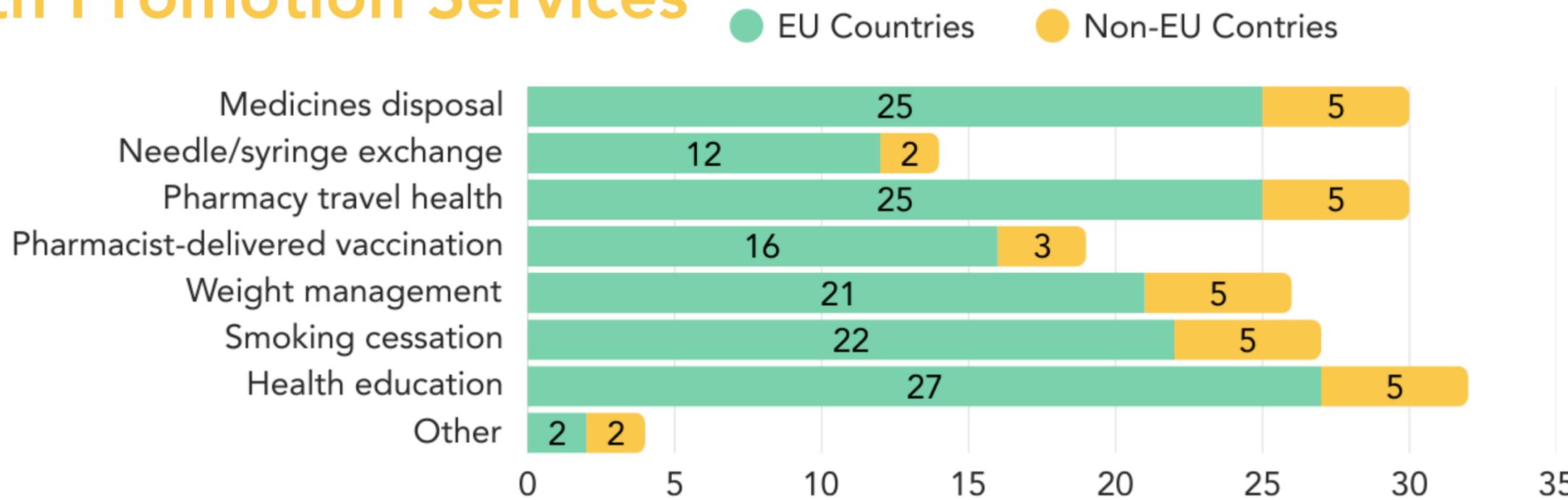
Alain DELGUTTE
Community Pharmacist
Member of the National Council of the
French Chamber of Pharmacists
international@ordre.pharmacien.fr

PHARMACY SERVICES IN EUROPE

Dispensing Services

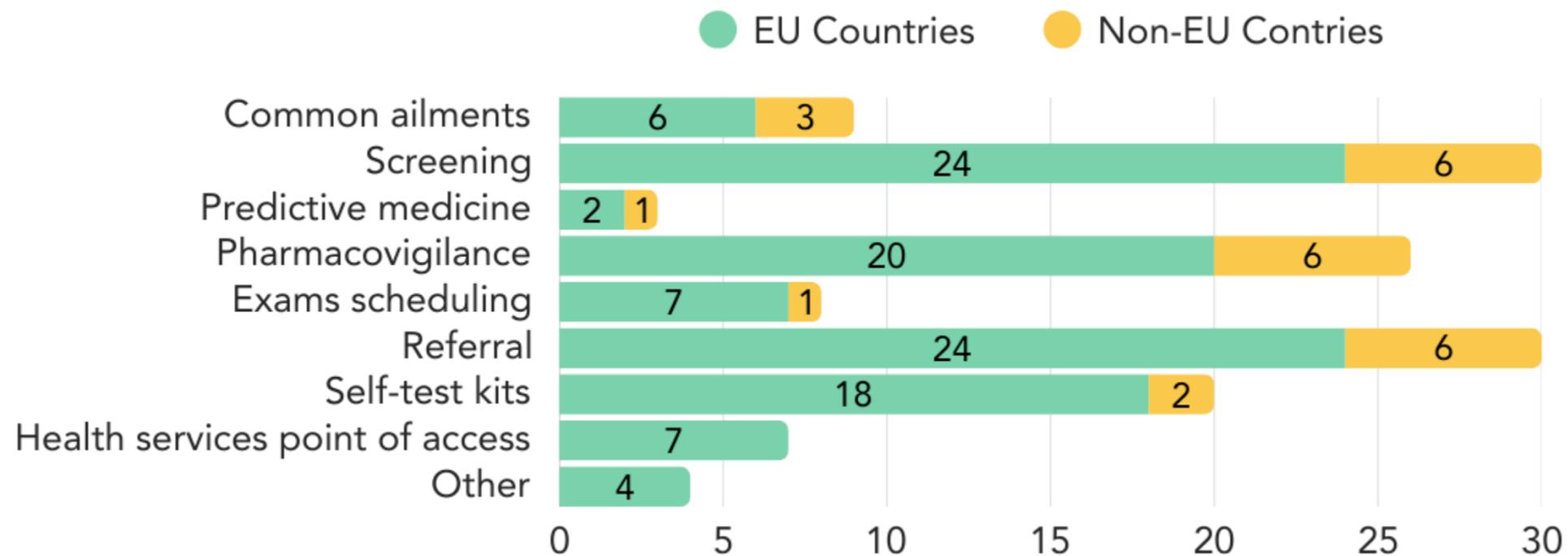


Health Promotion Services

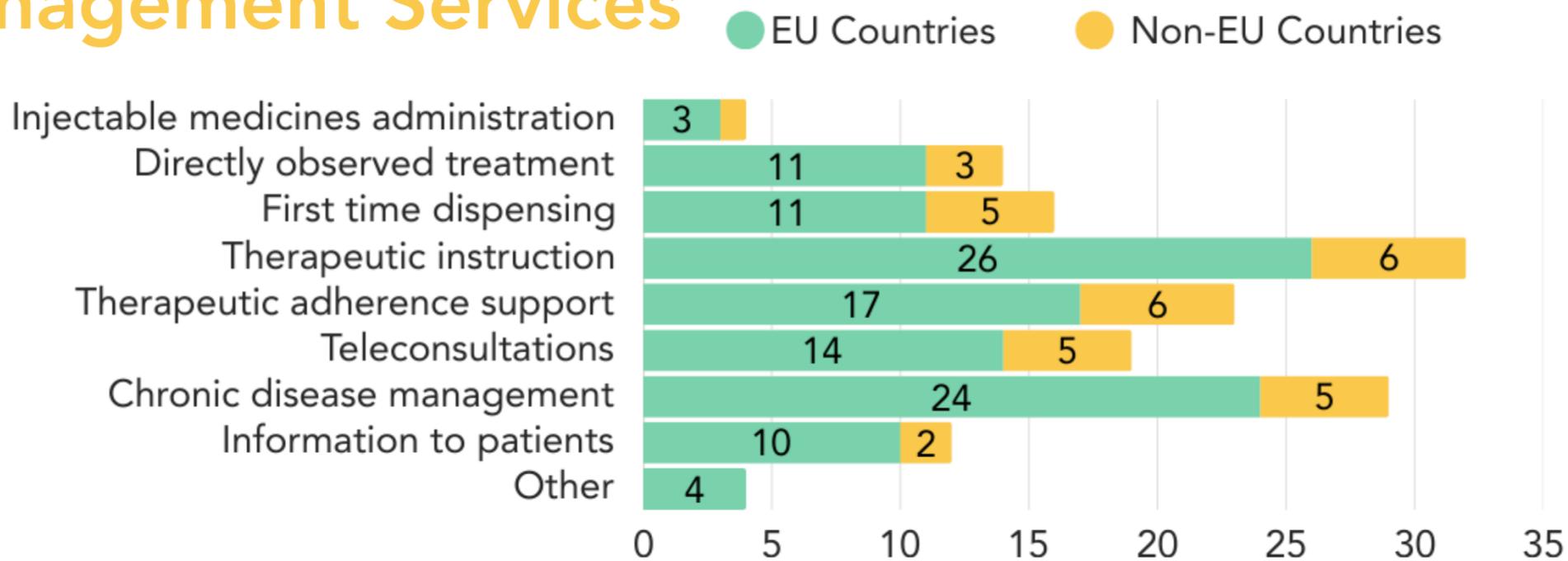


PHARMACY SERVICES IN EUROPE

Screening and Referral Services

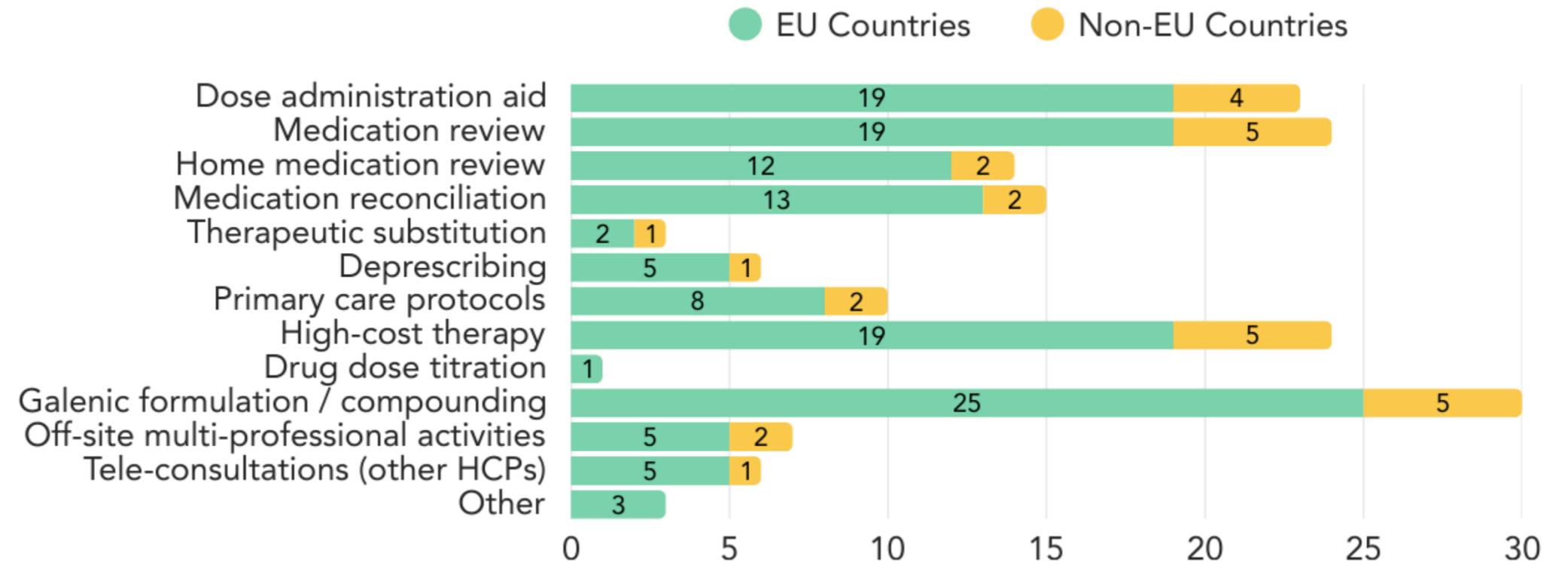


Disease Management Services

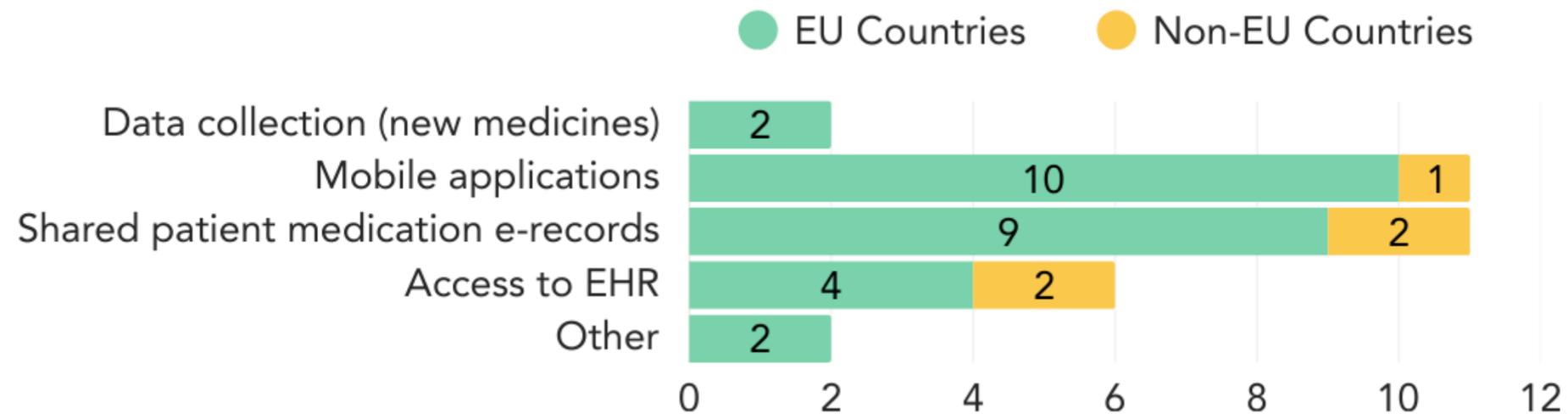


PHARMACY SERVICES IN EUROPE

Individual Case Management Services



Services based on HTA and Digital Services



Pharmacy services: beyond dispensing

Shaping the future of Pharmacy Services in Europe

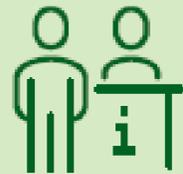


Pharmacies in Portugal

Pharmacies are distributed evenly throughout the country, ensuring equitable access to medicines, medical devices, pharmaceutical services and other healthcare technologies and interventions.



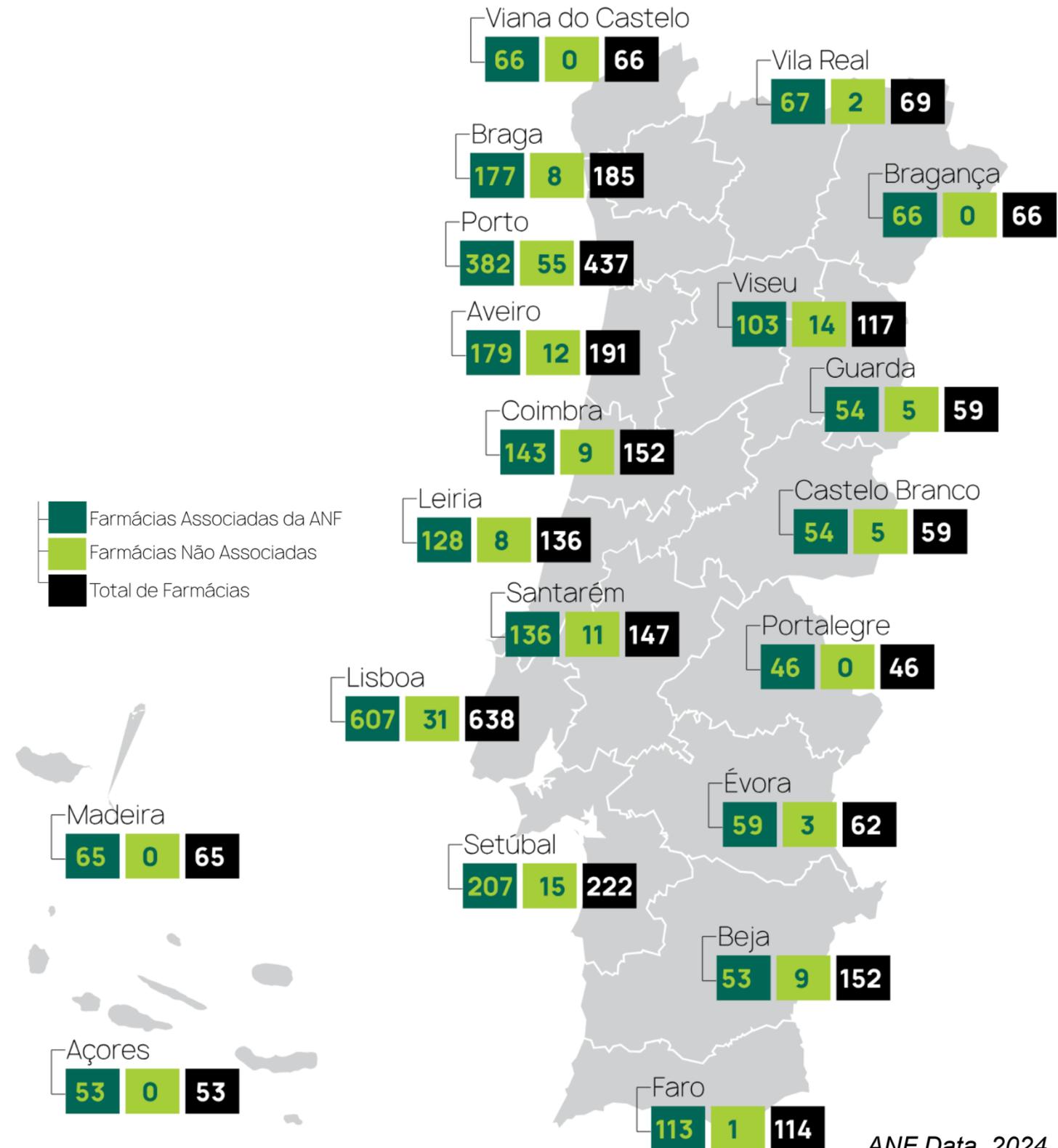
2.920
 Number of
 Pharmacies



595,7 K
 Total nr. of services in
 pharmacies per day



**farmácias
 portuguesas**



Prevention

Pre-diagnosis

Diagnosis

Treatment

Normalisation



01

02

03

04

05

Health Promotion and Disease Prevention

- Vaccination campaigns
- Traveller advice
- Awareness campaigns
- Public Health campaigns
- Promotion of health literacy
- Promotion of healthy lifestyles

Screening and Promotion of Early Diagnosis

- Screening programmes
- Point-of-care tests and other assessment questionnaires
- Evaluation of physiological and biochemical parameters

Acute Disease Management

- Management of common ailments

Promotion of the Correct and Safe Use of Medicines

- Dispensing of medicines and health products
- Proximity dispensing of specialty medicines
- Renewal of chronic therapy
- First dispense service

Chronic Disease Management

- Dose administration aids
- Medication Review
- Smoking Cessation
- Deprescribing



Since 2008, pharmacies can administer all vaccines **not included in the National Vaccination Program (NVP)**.

In 2018, the first pilot project began with a municipality which allowed the Flu vaccination to be administered in pharmacies, under the same conditions as the NHS vaccination.

In 2023, the Seasonal Vaccination Campaign included the Covid-19 vaccine administration in pharmacies.

Cholera (Vaxchora [®])
COVID-19 (Comirnaty [®] ****)
Dengue (Qdenga [®])
Diphtheria, Tetanus and Pertussis (Boostrix [®])
Meningococcal (Menveo [®] ; Bexsero [®] ; Trumenba [®] ; Nimenrix [®] ; Menjugate [®])
Pneumococcal (Pneumovax 23 [®] ; Prevenar 13 [®] ; Prevenar 20 [®] ; Vaxneuvance [®])
Tick-borne Encephalitis (FSME-IMMUN [®])
Japanese-Encephalitis (Ixiaro [®] ****)
Yellow Fever (Stamaril [®] ****)
Typhoid Fever (Typhim Vi [®] **, Vivotif [®])
Influenza (Influvac Tetra [®] ; Vaxigrip Tetra [®] ; Fluarix Tetra [®] ; Fluenz [®] ; Efluelda [®])

Haemophilus Type b (Hiberix [®])
Hepatitis A (Havrix [®] 720; Havrix [®] 1440; VAQTA [®] 25 U/0,5 mL, VAQTA [®] 50 U/1 mL)
Hepatitis B (Engerix B [®] 20 µg/1mL*)
Hepatitis A and B (Twinrix [®])
Human Papillomavirus (Gardasil 9 [®])
Rabies (Rabipur [®])
Human rotavírus (Rotarix [®] ; RotaTeq [®])
Varicella (Varivax [®] ; Varilrix [®])
Respiratory Syncytial Vírus (Abrysvo [®] ; Arexvy [®])
Herpes Zoster (Shingrix [®])

- * - These vaccines are included in the PNV but may be administered in pharmacy for groups out of the PN
- ** - These vaccines are only available in international vaccination centers
- *** - This vaccine is only available by authorization for exceptional use (AUE)
- **** - This vaccine is only available in Pharmacies during NHS Campaign, at the same time as the flu

Vaccination for the Flu and Covid-19, in partnership with NHS

Seasonal Vaccination Campaign – 2024/2025

Se tem +50 ou pertence a um grupo de risco, **vá lá.**

Vacinar-se contra a gripe e COVID-19 não custa nada.

Saiba mais em sns.gov.pt

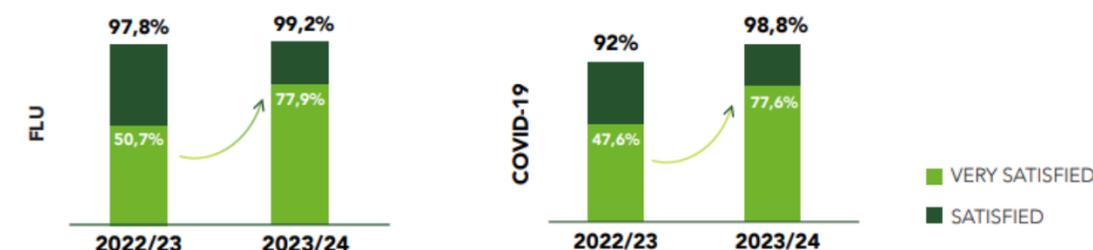


GRUPOS DE RISCO

- 🏠 unidade de saúde
- 50-84 ANOS
- + farmácia
- 🏠 unidade de saúde
- +85 ANOS
- 🏠 unidade de saúde



THE PUBLIC IS EVEN MORE SATISFIED WITH THE VACCINATION EXPERIENCE DURING THE 2023/24 SEASON



5-level Likert scale (not at all satisfied to very satisfied)

94.8% of respondents aged 60 and over agree with the administration of flu and COVID-19 vaccines in pharmacies.





Chronic disease management

Access to the patient's
prescription and
dispensing history



Pharmacists are now able to access all of a patient's prescriptions and dispensations issued or dispensed in the past 12 months

Review of certain
prescribing rules



Electronic prescription

Substitution of out-of-stock medicines with alternatives that have different pharmaceutical forms and dosages

New communication channel
between the pharmacist and
the prescribing doctor



Pharmacists are now able to send therapeutic notes to the prescribing doctor, and also to the family doctor when one is assigned and different from the prescriber



2.391

Pharmacies carried out the service



+353 000

accesses



8.370

Therapeutic notes sent by the pharmacists



+353 000

Prescriptions renewed at pharmacies (over 428,000 since the beginning of the project)



Acute disease management – Common Ailments Scheme

In November 2023, ANF launched the Training Project for the Common Ailments Scheme. The aim is to equip pharmacy teams with a structured approach to the dispensing of non-prescription medicines, in order to:



Alleviate the impact of the burden associated with these situations on hospital emergency services and primary healthcare



Increase user satisfaction levels with the healthcare system



Promote equity in people's access to the healthcare system and contribute to the efficient management of health resources



Establish a formal referral channel between the National Health Service (SNS) and pharmacies



Sifarma
agora e sempre.

CARACTERIZAÇÃO DE SITUAÇÕES CLÍNICAS LIGEIRAS

Dados do Utente:

Utente com ficha na Farmácia? SIM NÃO

FARMACÊUTICO: Masculino SEXO: Masculino FAIXA ETÁRIA: Mais de 65 anos

Caracterização da Situação:

SITUAÇÃO CLÍNICA LIGEIRA: [dropdown] QUAL?

ORIGEM DE ACONSELHAMENTO: [dropdown] QUAL?

Intervenção:

Aconselhamento de medidas farmacológicas

Aconselhamento de medidas não farmacológicas

Encaminhamento a consulta médica

Observações:

Observações: [text area]

CANCELAR APLICAR

Farmácias com registos

1.475



Total de SCL registadas

240.414



Média de registos por Farmácia

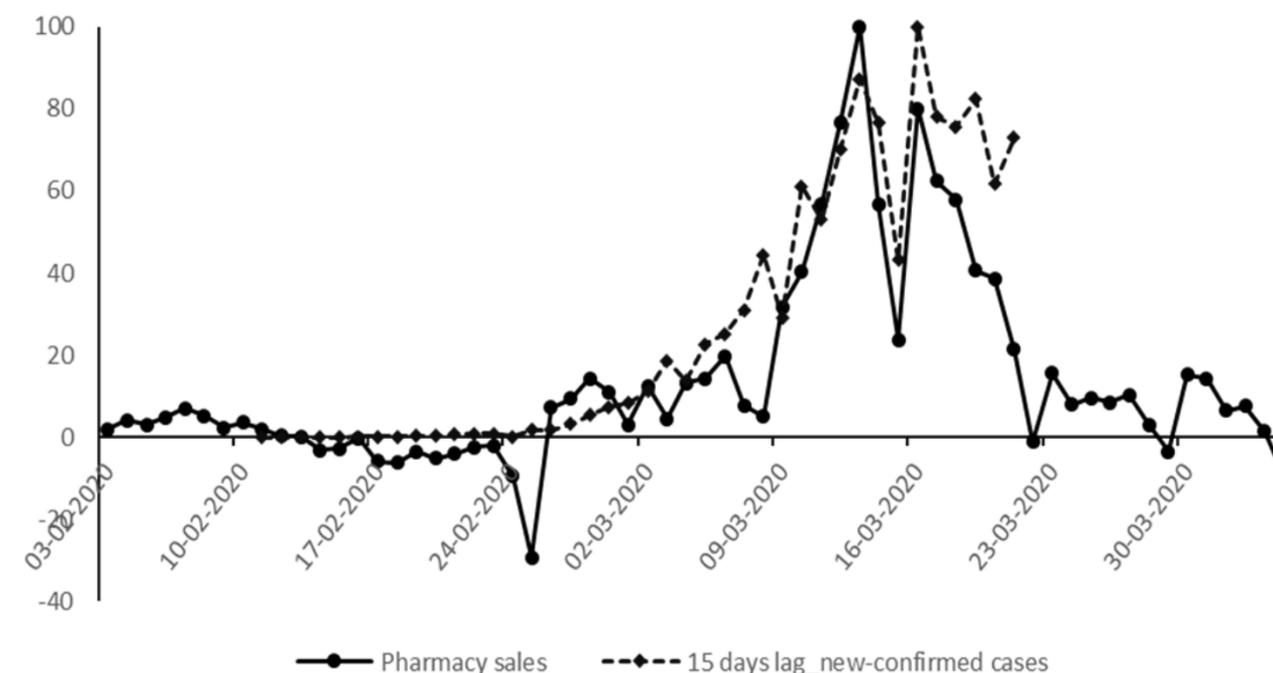
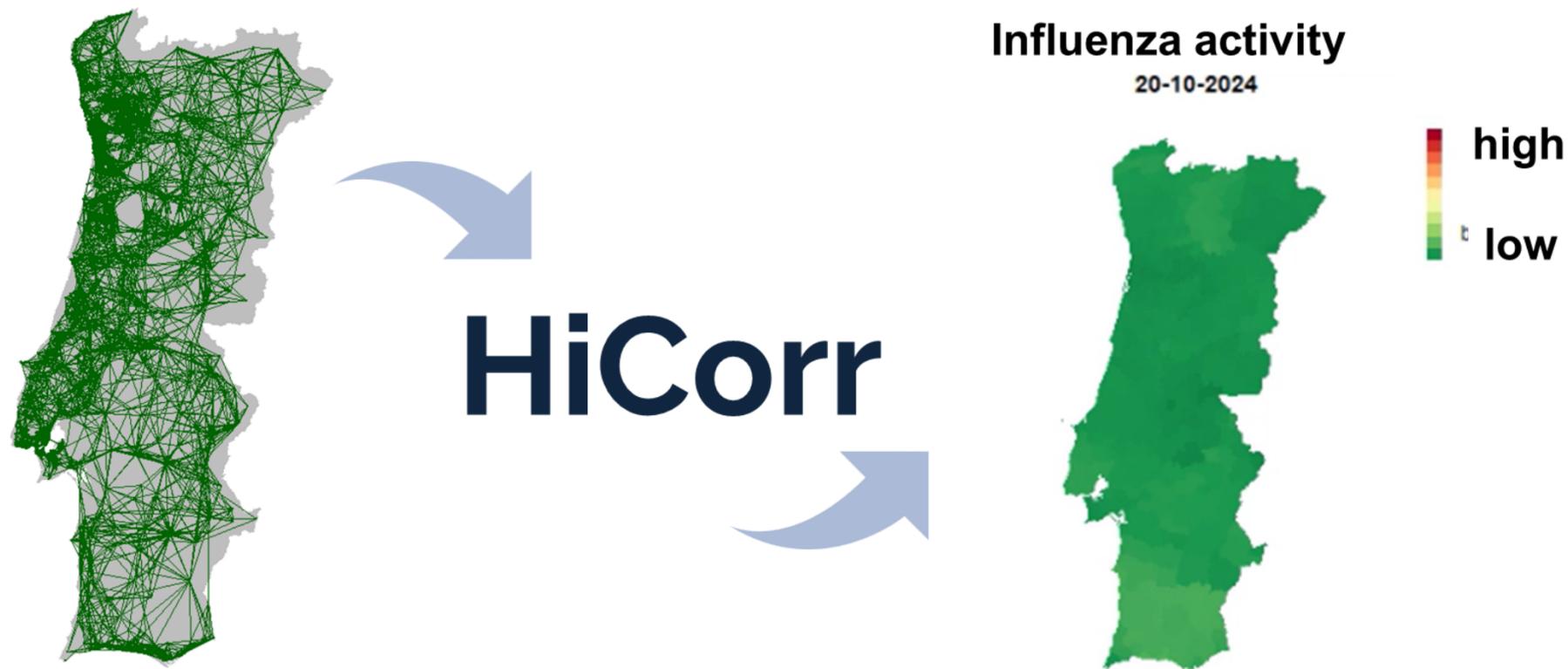
163

Encaminhamentos para
consulta médica

5275



HiCorr - Influenza surveillance



HiCorr is based on a national network of community pharmacies which improves surveillance at the **municipality level**.

HiCorr signal anticipated the trend of reported new-confirmed cases of COVID-19 in Portugal in **two weeks** (15 days).

HiCorr is able to detect different outbreaks by adjusting the set of OTC products under surveillance.

Expanding pharmacy presence through digital channels



PHARMACIES

Online extension of the physical pharmacy, enhancing both the growth and proximity to the ones who visit it

STAKEHOLDERS

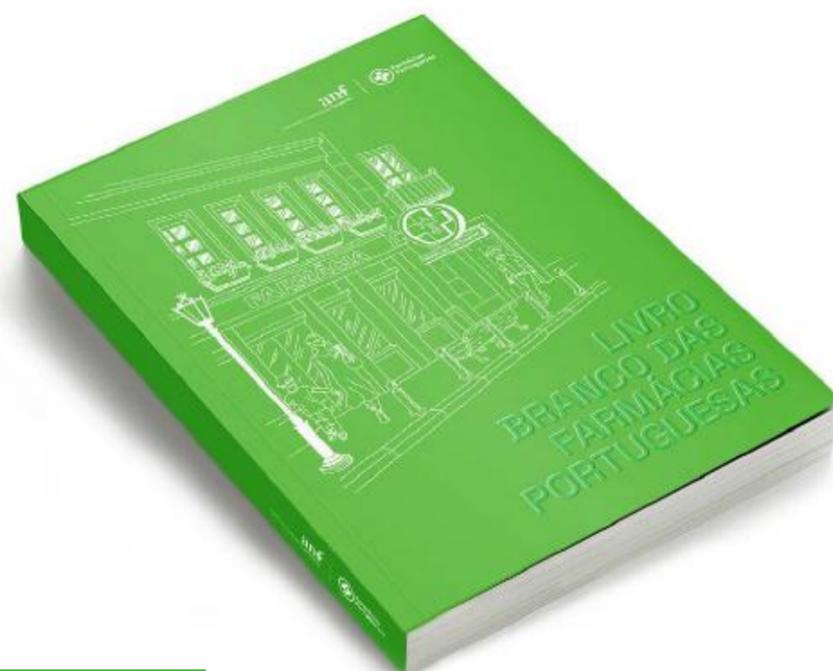
Access to a unique database, with singular characteristics (+ de 2M sessions | + 640 pharmacy adhesions)

PEOPLE

Integrated experience (physical/online), in which pharmacies are one click way



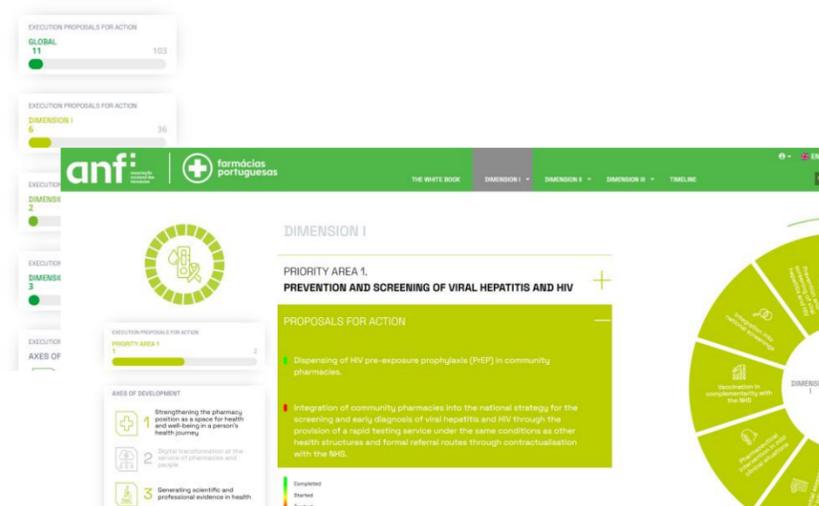
ACCESS WEBSITE



It is a vital framework for the **continuous development of pharmacies in Portugal**, envisioning the future of the sector and its role in the context of healthcare, through a **collective co-creation process**. Its success depends on the collaboration of all stakeholders.



PORTUGUESE
 PHARMACIES' WHITE
 BOOK



A NEVER-ENDING STRATEGIC INSTRUMENT

Constantly updated considering societal and professional evolution. A **future we aim to build together**, based on a spirit of integrated care, collaboration, and synergy that adds value to each interaction between individuals and pharmacies.



Thank you

POLICY RECOMMENDATIONS

1. Expand the scope of pharmacy practice
2. Sustainability of pharmacy services and healthcare systems
3. Workforce development and planning
4. Crisis and Preparedness
5. Access and equity
6. Antimicrobial resistance and infection control
7. Digital health and artificial intelligence





FOT. PRZEMYSŁAW I

WE CHANGE POLISH PHARMACY STEP BY STEP

Mikołaj Konstanty, PharmD, MSc, MPharm
POLISH PHARMACEUTICAL CHAMBER

Polish pharmacy in numbers

We represent over **36,300** pharmacists

✓ **26,400** of us works
in community pharmacies

✓ we work in over **11,000** pharmacies*
and **limited-service** pharmacies

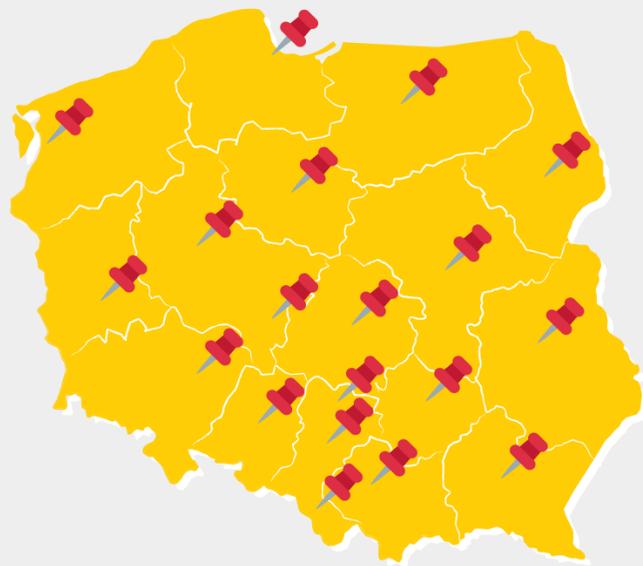
✓ over **83%** of pharmacists
are **women**

✓ we provide **2 million** professional
advices daily

*presence of pharmacist is compulsory when it's open



Services in Polish pharmacies



- ✓ Vaccinations - 26 different vaccines for adults
- ✓ Night services
- ✓ Emergency contraception – pilot program
- ✓ Pharmaceutical prescriptions - including for vaccines (2025)
- ✓ Disposal of medicines wastes
- ✓ Simple diagnostic tests
- ✓ Medicines use review – MUR

A persistent barrier remains the insufficient funding or lack of funding for the above services.



The game changer for services and healthcare provisions in community pharmacies in Poland was the **COVID-19 pandemic.**



COVID-19 and flu vaccinations in a pharmacy



FOT. JA JADĘ TY POMAGASZ



FOT. GŁOS WIELKOPOLSKI



FOT. PORANNY.PL



FOT. GP24.PL

Polish vaccination points in numbers

We have **11,000** pharmacists trained and authorized to administer vaccinations in pharmacy vaccination points.



✓ over **1740** pharmacy vaccination points

✓ this represents about **16%** of all community pharmacies

Vaccinations available at pharmacy vaccination points:

Mumps	Measles	Varicella (chickenpox)	Herpes zoster (shingles)	Poliomyelitis (polio)
Rubella	Tetanus	Hepatitis A	Hepatitis B	Rabies
Rotavirus	Respiratory syncytial virus (RSV)	Yellow fever	Diphtheria	Cholera
COVID-19	Typhoid fever	Tuberculosis	Influenza (flu)	Invasive Haemophilus influenzae type b
Invasive Neisseria meningitidis (meningococcal disease)	Invasive Streptococcus pneumoniae (pneumococcal disease)	Japanese encephalitis	Tick-borne encephalitis	Pertussis (whooping cough)
Human papillomavirus (HPV)				

Pharmacies contribution to preparedness.
Relief on health system for Ukrainian refugees.

We are just starting a new season ...

11 vaccination administration services are reimbursed by the public payer. For example, these include vaccinations against COVID-19, influenza, RSV, pneumococcal disease, diphtheria, pertussis, tetanus, and many others.

Fast-track access project for patient vaccinations: in a single visit to a community pharmacy, patients receive a reimbursed prescription for a vaccine, get vaccinated, and it is recorded the electronic vaccination card.



Challenges for pharmacy vaccination points for the upcoming seasons:

- ✓ Lowering the minimum age for pharmacy vaccinations
- ✓ Enabling pharmacists to provide vaccinations outside pharmacies:
in workplaces, schools, and nursing homes, etc.
- ✓ Re-evaluation of the vaccination administration service in pharmacies.
- ✓ Systemic access to patient medical data.

Plans and challenges



Naczelna Izba Aptekarska

- ✓ Development of reimbursed services.
- ✓ Implementation of preventive projects and programs in Polish pharmacies.
- ✓ The growing importance of pharmacists' presence in the healthcare system.
- ✓ Implementation of reimbursed pilots of pharmaceutical services and healthcare services, along with validation of their outcomes.

Stronger together

Thank you for your attention!



Naczelna Izba Aptekarska



Q&A session



The added value of pharmacy services



Solène Jouan
Policy Officer
European Patients
Forum



**Prof. Dr. Natasha
Azzopardi-Muscat**
WHO Europe



Candan Kendir
Health Policy Analyst
OECD



**Prof. Dr. Anita
Weidmann**
University of Innsbruck



Jorge Batista
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PGEU Senior Professional
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Q&A Session



The added value of pharmacy services



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OECD



**Prof. Dr. Anita
Weidmann**
University of Innsbruck



Jorge Batista
Moderator
PGEU Senior Professional
Affairs Advisor

Q&A Session



Q&A session



Concluding remarks



Clare Fitzell
PGEU President





THANK YOU!



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www.pgeu.eu