

A Vision for community pharmacy in Europe

Community pharmacies are Europe's most widely distributed and accessible healthcare infrastructure. Over 500.000 community pharmacists work in 200.000 pharmacies, serving more than 500 million people across the continent. PGEU presents its new **Vision for Community Pharmacy in Europe**, setting out how community pharmacy can help Europe respond to major health, demographic and crisis-related challenges.

Europe's health systems face pressure from an ageing population, chronic disease and medicine shortages, while citizens expect care that is more accessible and personalised. The COVID-19 pandemic demonstrated the value of community pharmacies **as a trusted first point of care**, maintaining care, countering misinformation and delivering public-health interventions. Currently pharmacies are **integrated health hubs** that combine local presence with clinical expertise, prevention and digital innovation.

Community pharmacists already do more than dispensing: they **support safe use and adherence, provide prevention services and vaccinations, manage minor ailments, monitor chronic conditions and guide complex therapies**, often without appointments and beyond opening hours. With appropriate recognition and support, these services can expand further, including structured screening programmes, prescribing within defined protocols, pharmacogenomic counselling and closer collaboration with other health professionals, particularly in underserved and rural areas.

PGEU President Mikołaj Konstanty stated: *"Through our network of pharmacies, we deliver accessible, trusted healthcare at the heart of every community. By fully integrating community pharmacy into primary care strategies, digital health systems and crisis-preparedness frameworks, Europe can **strengthen prevention, continuity of care, and health systems that are resilient, equitable and future-ready**. This new Vision for Pharmacy maps our priorities for the future, with a focus on patient-centred services."*

Recent years have also highlighted structural vulnerabilities, including shortages, fragmented digital infrastructures and pressure on the pharmacy workforce. Pharmacists spend significant time managing supply disruptions and administrative burdens, reducing capacity for direct patient care. PGEU argues that addressing these issues requires coordinated policy action at national and European levels.

PGEU highlights key initiatives in this new Vision to unlock community pharmacy's full potential:

- **Delivering safe, continuous, person-centred care:** Community pharmacies ensure that people can always access their medicines and receive trusted, personalised advice for safe and effective treatment.
- **Pharmacies as integrated health hubs:** Pharmacies provide prevention, screening, and vaccination as part of everyday care, especially in communities where other health services are limited.
- **Clinical excellence and expanded scope:** Pharmacists act as first-line clinical experts, managing minor conditions and supporting treatment continuity in collaboration with other health professionals.
- **Crisis preparedness:** Community pharmacies form a trusted, decentralised safety network that supports the supply of medicines, triage, and public health response in times of crisis.

- **A thriving, future-ready workforce:** A strong and motivated pharmacy workforce is built through fair pay, modern education, and clear career pathways.
- **Digital transformation with a human face:** Digital tools support safer, more connected care while allowing pharmacists to spend more time with patients.
- **Economic resilience:** Sustainable funding models recognise the full value of pharmacy services and enable long-term investment in care and innovation.
- **Environmentally friendly practice:** Pharmacists promote responsible use of medicines and sustainable practices to protect both public health and the environment.

PGEU underlines that Europe's community pharmacy network is not only a healthcare asset, but **a cornerstone of system resilience.**

For more information: [PGEU Vision for Pharmacy](#)