

# 2025 Annual Report

**The value of Europe's pharmacy network**





# Table of contents

- |    |   |    |                               |
|----|---|----|-------------------------------|
| 1  | About PGEU - Mission and vision                   | 17 | Pharmacy Services             |
| 2  | Foreword by Clare Fitzell,<br>PGEU President 2025 | 23 | A look forward                |
| 5  | 2025 at a glance                                  | 25 | PGEU Secretariat              |
| 14 | EMA engagement                                    | 26 | PGEU Executive Committee 2025 |
| 15 | Publications                                      | 27 | PGEU Members 2025             |

# »» About PGEU

## Mission and vision

The Pharmaceutical Group of the European Union (PGEU) is the association representing community pharmacists. PGEU's members are the national associations and professional bodies of community pharmacists in 33 European countries, including EU Member States, EFTA countries, the UK and EU candidate countries.

PGEU represents around 500,000 community pharmacists and 200,000 pharmacies in the European Region. PGEU's objective is to promote the role of pharmacists as key players in healthcare systems, and to advocate for the recognition of community pharmacy as a pillar of public health.

PGEU works closely with EU institutions and stakeholders to ensure that community pharmacists can contribute fully to improving health outcomes, supporting prevention, and strengthening healthcare system resilience.

Across Europe, community pharmacists provide accessible care through a dense and trusted network. In the EU alone, over **160,000** community pharmacies and over **400,000** community pharmacists provide services every day, serving an estimated **46 million** people daily.



# Foreword by Clare Fitzell, PGEU President 2025



The year 2025 has been a year of action and visibility for Europe's community pharmacists, at a time when our health systems face multiple, converging pressures: persistent medicine shortages, demographic change, constrained resources, and rising expectations for more accessible, people-centred care.

In this context, the value of Europe's pharmacy network is clearer than ever. Across Europe, community pharmacies are building on their trusted medicines expertise to evolve into accessible **primary care providers and healthcare hubs** in the heart of their communities, delivering more integrated, patient-centred care close to home. Community pharmacies enhance health system resilience through their accessibility, extended opening hours, delivery of trusted advice, follow-up, and responsive solutions when patients need them most.

# This year, PGEU's work has focused on four interconnected priorities:

## 1. The value of the pharmacy network in Europe

We have continued to demonstrate that the community pharmacy network is a strategic asset for territorial cohesion, health system resilience, access and equity for populations, especially for vulnerable patients and are expanding ageing populations, rural communities, and people living with chronic conditions.

## 2. Pharmacy services

Europe is already seeing how expanded pharmacy services, such as medicines use reviews and broader medicine optimisation programmes, management of minor or common ailments, screening and referral, and digital health support, all help improve outcomes and reduce pressures elsewhere across the health systems. In 2025, we mapped pharmacy services across Europe and called for European governments to continue the strategic policy shift to further embed pharmacies into primary healthcare reform to fully harness their potential.

## 3. Critical medicines and security of supply

Medicine shortage remain one of the most visible symptoms of a supply chain under strain. In March, the European Commission proposed the Critical Medicines Act, a major step toward strengthening the security of supply of critical medicines.

PGEU welcomed this direction and advanced concrete recommendations to ensure that the Act becomes a truly effective instrument for patients, including stronger supply obligations, better coordination, smarter stockpiling and more resilient public procurement.

## 4. Vaccination and prevention

Vaccination in community pharmacy is one of the clearest examples of how pharmacies bring care closer to people. Where implemented, it increases convenient access, supports coverage, and strengthens preparedness. It is also a key part of broader prevention pathways, particularly for older adults and people with chronic diseases. Pharmacists as medicines experts are trusted by local communities and due to high level of accessibility, continue to deliver trusted healthcare information which is essential to overcome vaccine hesitancy and reduce misinformation.

Throughout 2025, PGEU has remained committed to a simple, patient-facing promise that captures our Vision for the future: every European citizen will be able to say, **“I can always rely on my community pharmacist.”**

I would like to thank all PGEU members and partners for their trust and engagement. I am confident that, by acting together, we can ensure that community pharmacists are fully recognised, supported and integrated into primary healthcare, so that Europe’s health systems can deliver more care, more prevention, and more resilience.

**Clare Fitzell**  
**PGEU President 2025**





# 2025 at a glance



## January

### **Pharmacists ask for actions and support in mitigating shortages**

PGEU published its annual report on medicines shortages highlighting that shortages remain widespread and persistent across Europe. Managing shortages continues to divert a substantial share of pharmacists' time away from patient-facing care, time that could otherwise be invested in services such as vaccination, adherence support and medicines optimisation.



## February

### **Critical Medicines Alliance recommendations published**

The Critical Medicines Alliance published a strategic report with recommendations on 25 February 2025, reflecting the growing recognition of medicine shortages as a structural threat to public health and resilience. PGEU was actively involved as a member of the Critical Medicines Alliance Steering Board.





## March

### **Keeping patients at the centre of security-of-supply discussions**

PGEU continued to bring the perspective of frontline community pharmacists to EU debates: shortages are not abstract supply events, they are disruptions that can cause distress, treatment interruptions, and loss of trust in the system.

### **EU proposal for a Critical Medicines Act**

On 11 March 2025, the European Commission proposed the Critical Medicines Act, aiming to strengthen the supply of critical medicines within the EU and support coordinated tools to address shortages.

PGEU reinforced that Europe needs to move from reactive crisis management to structural resilience: better transparency, enforceable obligations, diversified supply, coordinated stock policies, and procurement that values security, not only price.



## April

### **Pharmacies as resilient local health hubs**

PGEU continued to communicate how community pharmacies deliver walk-in access, continuity and prevention through a dense network embedded in communities, supporting primary care pathways and reducing pressure on other settings.

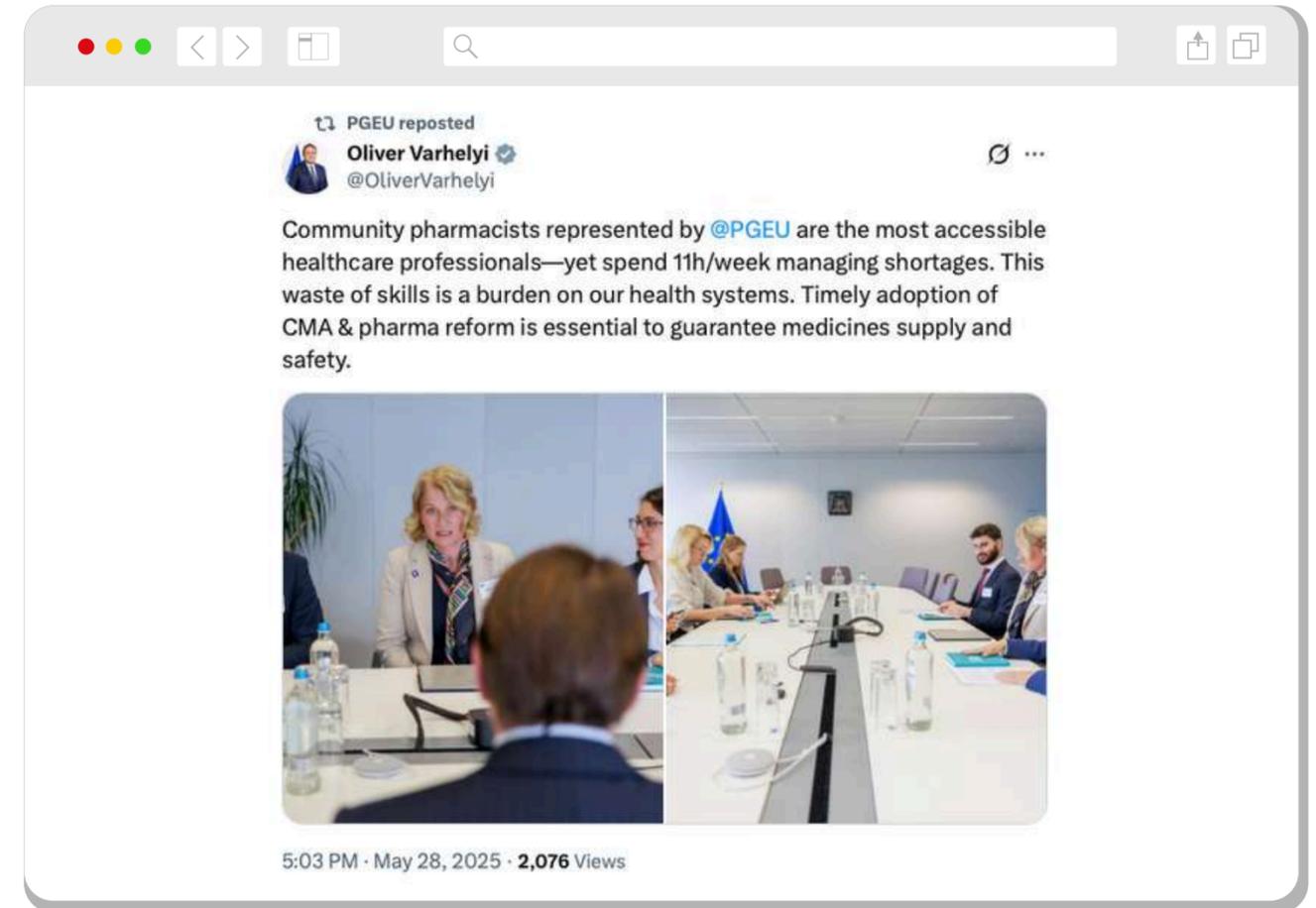
May

### Vaccination and prevention remain central to pharmacy services

Vaccination is an increasingly important pharmacy service across Europe and a key example of accessible prevention delivered close to home, with trusted counselling.

### Meeting with the European Commissioner for Health Olivér Várhelyi

PGEU met with Commissioner Olivér Várhelyi, responsible for health and animal welfare. PGEU presented its work on medicine shortages, pharmacy services, and the ongoing reform of the EU General Pharmaceutical Legislation.





### **European healthcare workforce**

PGEU joined CPME and EFN in a joint statement to the European Parliament’s EMPL and SANT Committees, urging urgent action to tackle workforce shortages through Recruitment, Retention and Resilience. The partners called for better working conditions, fair pay, wellbeing and zero tolerance to violence, while safeguarding patient safety. They stressed that solutions must not lower EU education and qualification standards and should strengthen domestic training capacity. Targeted use of EU funding and policy tools was highlighted to address healthcare deserts and build resilience.

### **Polish Presidency of the Council of the EU**

PGEU was invited to speak about the role of pharmacists in shortages prevention and mitigation at the conference “One Health & Health Security - Shared responsibility for better future” organised by the Polish Presidency of the Council of the EU.



June

### **PGEU Annual Conference 2025 hosted in Dublin**

At the 2025 PGEU Annual Conference, themed “Building a Resilient Pharmacy Workforce for the Future”. The Irish Minister of Health acknowledged the essential role of community pharmacists as reliable partners within healthcare systems



### **PGEU Position Paper on the Critical Medicines Act**

PGEU adopted a dedicated position paper calling for: sustainable incentives tied to strong supply obligations, better coordination across EU initiatives, stronger oversight and enforcement, optimised contingency stocks, improved procurement (including non-price criteria), and swift adoption and implementation.

### **Artificial intelligence in community pharmacy**

PGEU adopted a position paper on Artificial Intelligence in community pharmacy, highlighting AI's potential to support pharmacists and improve patient care. The paper underlines that AI should complement, not replace, professional judgement and the pharmacist-patient relationship. It calls for clear regulation, ethical use and interoperable systems that protect trust and safety. Investment in digital skills and training is essential to ensure responsible uptake across Europe.



### **Meeting with European Commission Vice President Valdis Dombrovskis**

PGEU had the honour of participating in the European Commission's Implementation Dialogue on European Official Statistics, chaired by the EU Commissioner for Economy Valdis Dombrovskis. At this high-level roundtable, PGEU highlighted that community pharmacies are healthcare providers - not retailers. Yet, they remain misclassified under "retail trade" in the EU's NACE classification. PGEU urged the Commission to reflect the real, evolving role of pharmacists under "Human Health Activities," aligning statistics with the reality of care delivered in our communities.

## September



### European Parliament event: shaping the future of pharmacy services in Europe

PGEU held an event on pharmacy services on 23 September 2025 at the European Parliament, gathering policymakers, patients, academics and pharmacists to discuss expanding and better integrating services across Europe. The event was hosted by MEP Vytenis Andriukaitis (S&D) and MEP Michalis Hadjipantela and featured in The Parliament Magazine.

During the event, they presented the *PGEU Report on Pharmacy services in Europe*, that mapped 47 distinct pharmacy services across 33 European countries, noting that countries implement on average 26 services. The report set out policy recommendations for regulatory reform, sustainable financing, workforce planning, crisis preparedness, access and equity, and antimicrobial stewardship.

President Roberta Metsola highlighted in a video message the essential role community pharmacists play in strengthening healthcare systems, ensuring access to medicines, and supporting patients in an evolving landscape of needs and expectations.

Representatives from the European Patients Forum, WHO Europe and OECD stressed the importance of pharmacy services in improving patient access to care and contributing to the efficiency and sustainability of healthcare systems.

## October



### **French Senate audition on the EU Critical Medicines Act**

PGEU was honoured to address the French Senate on the European Commission's proposal for a Critical Medicines Act, stressing that Europe's strategic projects must cover the entire medicines supply chain and that investment should be guided by product-by-product vulnerability assessments to address real bottlenecks. We emphasised that public financing must come with strict conditionalities, including binding transparency, effective oversight, proportionate sanctions, and procurement practices that strengthen resilience through multi-winner tenders and MEAT criteria valuing quality, reliability and security of supply. PGEU also called for stronger EU and national coordination of contingency stocks and reaffirmed pharmacists' readiness to help build a stronger, fairer and more resilient medicines supply for patients across Europe.



## November

### **Cardiovascular health: prevention and community-based interventions**

PGEU adopted a position paper on cardiovascular health, emphasising that pharmacists contribute through prevention and risk management, supporting healthier behaviours, medicines optimisation, screening and referral, and prevention measures including vaccination where relevant.

### **Danish Presidency high-level event on pricing and reimbursement of medicines**

PGEU was invited by the Danish Presidency of the Council of the EU to discuss with National Competent Authorities pricing and reimbursement policies and access to medicines in Europe.



## December

### **Progress on the Critical Medicines Act**

The Council of the European Union and the European Parliament reached agreement and advanced the EU legislative process on security of supply of critical medicines.

PGEU continued to advocate for a framework that delivers for patients: continuity of treatment, fewer disruptions, and practical tools enabling pharmacists to provide safe alternatives when shortages occur.



# EMA Engagement



EUROPEAN MEDICINES AGENCY  
SCIENCE MEDICINES HEALTH

## Pharmacists' contribution to Pharmacovigilance

Community pharmacists are often the most frequent point of contact for patients experiencing side effects or needing reassurance and guidance on safe medicine use. Throughout 2025, PGEU continued to promote the contribution of pharmacies to patient safety and the appropriate reporting and communication of suspected adverse reactions, supporting a stronger safety culture across Europe.

## Pharmacists' contribution to Patient information

Clear, accessible and trustworthy information supports appropriate medicine use and adherence. Community pharmacists help patients interpret and apply information in real life, preventing misuse and supporting informed decisions, especially for people with low health literacy, multiple medicines, or complex chronic conditions.

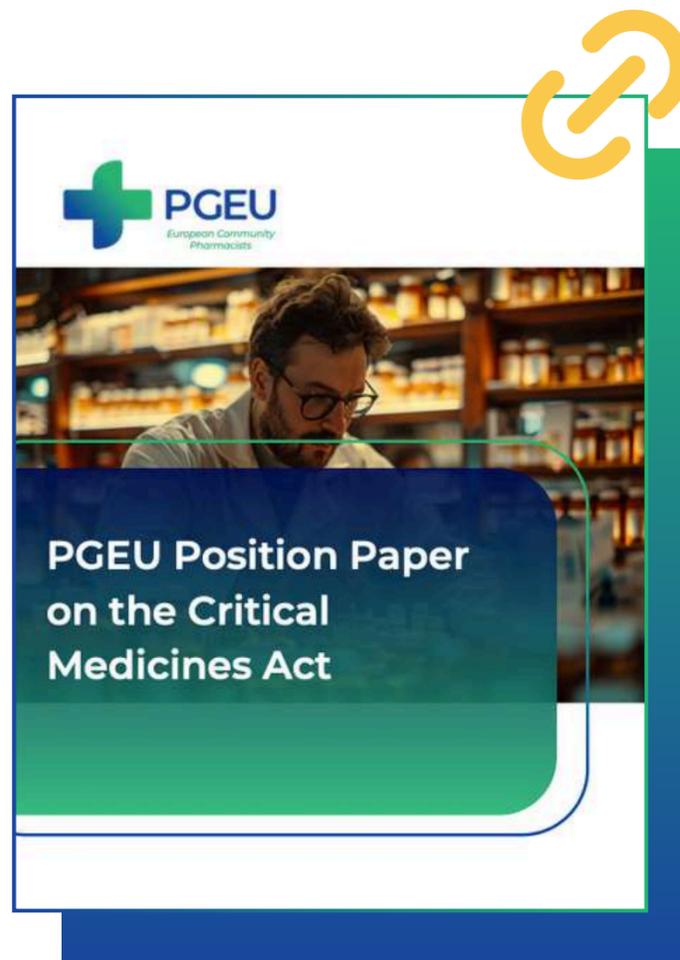


# Publications



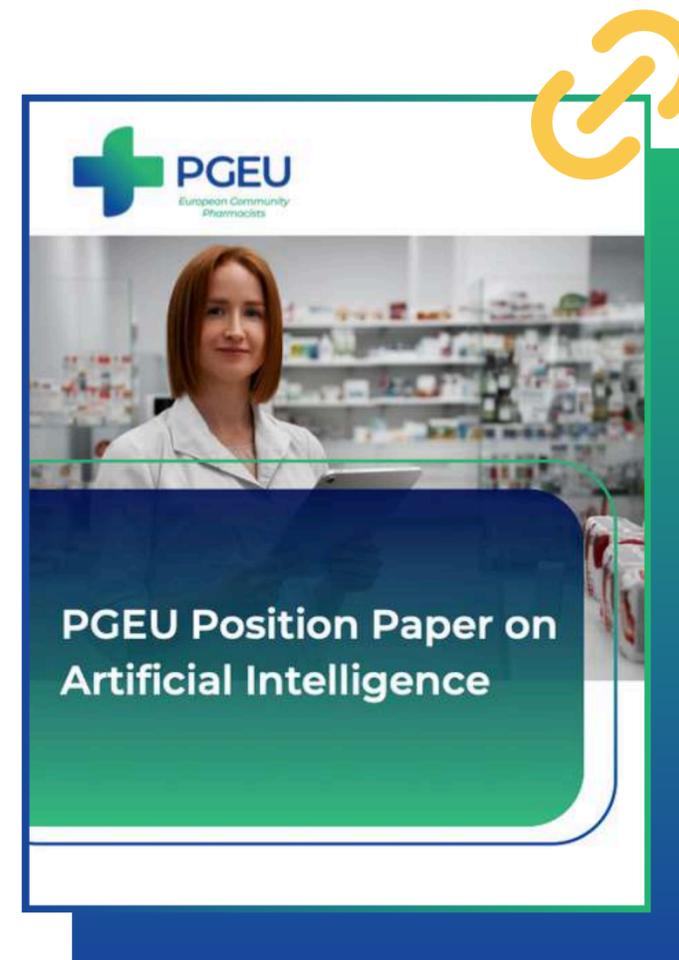
## **PGEU Medicine Shortages Report 2024**

The report documented the persistent burden of shortages across Europe and the growing time spent by pharmacists managing supply disruptions, reducing time for patient care and services.



## **PGEU Position Paper on the Critical Medicines Act**

Policy recommendations to strengthen medicine security initiatives, oversight, stock optimisation, and procurement for supply resilience.

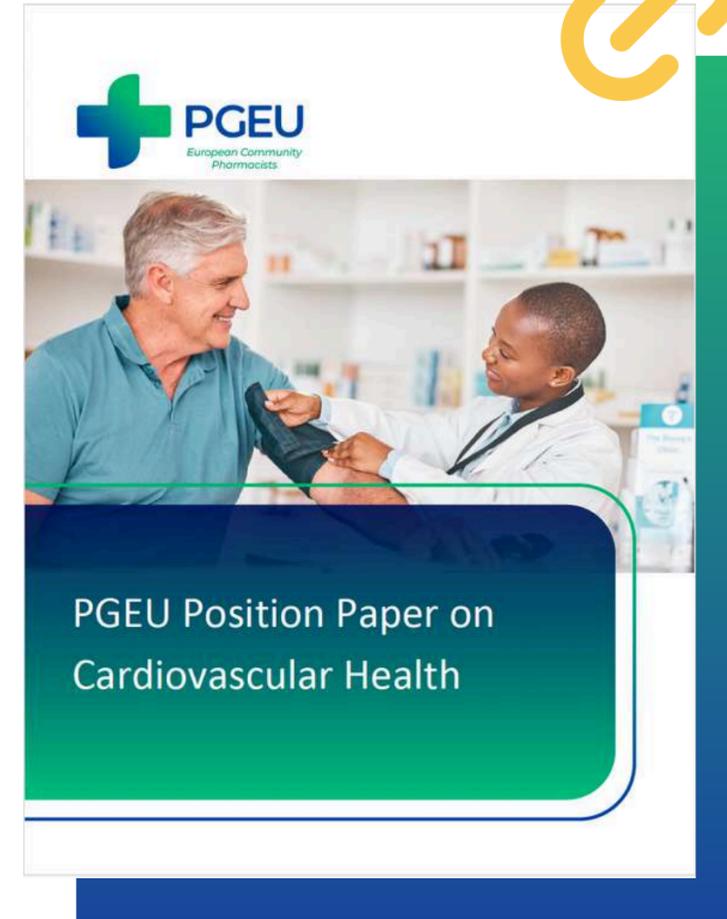


## **PGEU position paper on Artificial Intelligence**

Highlighting AI's potential to support pharmacists and improve patient care, complementing but not replacing professional judgement and the pharmacist-patient relationship.



**PGEU Report on Pharmacy Services in Europe**  
Mapping services across Europe and recommending regulatory, financing and integration reforms to unlock their potential.



**PGEU Position Paper on Cardiovascular Health**  
Highlighting the role of community pharmacists in prevention and patient-centred interventions.

# »» Pharmacy Services

## At the service of patients

Community pharmacy practice has evolved significantly over the past decades, progressively meeting societies' health needs and accompanying the development of healthcare systems. In addition to their well-established role in dispensing medications, community pharmacists are increasingly recognised as vital contributors to primary care thanks to their privileged position at the centre of communities to provide care and counselling.

In 2025, this evolution became even more visible at EU level. PGEU's work highlighted that pharmacy services are not "extra activities", they are practical solutions for accessibility, prevention and continuity, delivered through Europe's dense pharmacy network.

The demand for innovative services in community pharmacy is intensified by an aging population, emerging health threats, shifting patient expectations, and constrained budgets. These factors create an urgent need for more patient-centered care and emphasise the pharmacist's capacity to deliver high-quality, cost-effective services at the heart of local communities, reducing pressure on emergency rooms and hospitals. Legislative frameworks in various countries are gradually adapting to allow pharmacists to offer a wider range of patient-centered services, leveraging their expertise for improved health outcomes.



# At the service of patients

Pharmacy-based public health interventions, encompassing health promotion, disease prevention, and disease/medication management, demonstrate the sector's commitment to achieving the "triple aim" of better quality of care, better health outcomes, and lower costs.

Traditionally, core pharmacy services included dispensing, compounding, and emergency care (such as emergency supply of medicines), along with medication management. However, in recent years, an increasing number of advanced services, such as vaccination, smoking cessation programs, chronic disease management, early screening/testing, and management of common ailments, have become integral components of community pharmacy practice.

By offering these advanced services, pharmacists enhance patients' experiences and outcomes in multiple ways. First, patients benefit from more convenient, walk-in access to high-quality care, often with extended opening hours. These services reduce barriers to healthcare and provide timely interventions, facilitating early detection of illnesses and proactive disease management. They also improve medication adherence and foster stronger relationships between pharmacists and patients, leading to more personalized recommendations and improved health literacy. The result is better long-term health, reduced complications, and an overall decrease in healthcare costs for patients and systems alike.

# Better quality of care, better health outcomes and lower costs!

In 2025, PGEU published the *Report on Pharmacy Services in Europe*, mapping **47** distinct services across **33** European countries, with countries implementing on average **26** services.

**The report shows how pharmacy services build on the trusted foundation of dispensing to deliver an ever-expanding range of health interventions:**

- health promotion and disease prevention
- chronic disease management
- management of acute conditions such as common ailments
- medicines use reviews and adherence support
- vaccination
- screening/testing and referral
- digital health support

It also underlined that systemic barriers, such as outdated legal frameworks, inconsistent reimbursement models, and limited access to health records, still limit full implementation at scale.



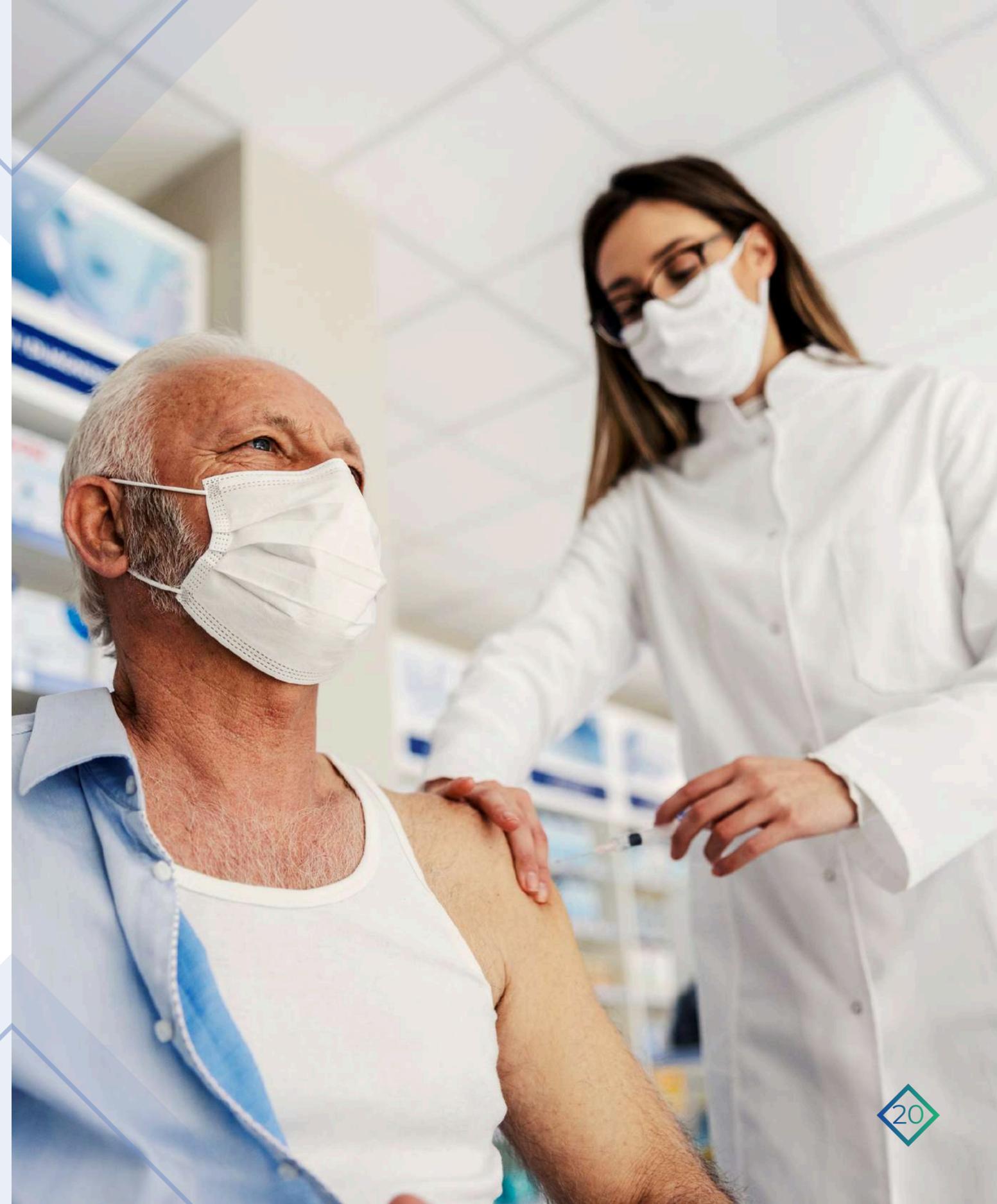
**Report on Pharmacy Services in Europe**

## Vaccination: accessible prevention delivered close to home

Vaccination delivered in community pharmacy is a flagship example of accessible prevention. Where enabled, it:

- improves convenience and reach (walk-in access, extended hours)
- reduces pressure on other settings by bringing prevention closer to communities
- supports health literacy and confidence through trusted counselling
- strengthens preparedness by leveraging the pharmacy network during campaigns

Vaccination is also increasingly connected to broader prevention pathways, including for older adults and people living with chronic conditions.



# Critical medicines: protecting continuity of treatment

Pharmacy services cannot reach their full potential if pharmacists' capacity is continuously absorbed by shortages management. Security of supply is therefore both a public health objective and a condition for sustainable services expansion.

In 2025, the Critical Medicines Act became a central EU policy file. The European Commission proposed the Act in March 2025, signalling a new level of EU ambition on supply resilience.

**PGEU's position paper called for EU action that is effective in real life for patients and communities, including:**

- incentives tied to enforceable supply obligations
- coordinated approaches to stock policies grounded in solidarity
- procurement practices that prioritise supply security (not only lowest price)
- rapid adoption and swift implementation

**These measures are essential to reduce the burden of shortages and allow pharmacists to dedicate more time to patient services.**

# A global recognition of pharmacists' accessibility and contribution

Recognizing the growing importance of pharmacists in healthcare systems worldwide, the World Health Organization Europe report acknowledged community pharmacists as among the most accessible health professionals and a cornerstone of primary health care. Similarly, the Organisation for Economic Co-operation and Development and the European Commission have observed that pharmacists' roles have broadened to include more direct patient care, both within community pharmacy settings and as part of interdisciplinary healthcare teams.

In the context of limited resources, community pharmacy stands out as a key setting for public health interventions, owing to its convenient walk-in access, widespread geographical distribution, high frequency of patient interactions, strong patient trust, extended operating hours, and highly skilled pharmacist workforce.

By embracing advanced clinical services and placing a strong emphasis on patient care, community pharmacists continue to demonstrate their pivotal role in strengthening health systems and improving population health.



# A look forward

As we enter 2026, PGEU will continue advocating for the future resilience of Europe's healthcare ecosystem and the community pharmacist profession, with a strong emphasis on:

## **1. Implementing effective EU solutions on shortages and critical medicines**

The Critical Medicines Act and the ongoing reform of EU pharmaceutical legislation must translate into concrete improvements for patients: fewer disruptions, better transparency and accountability, smarter procurement, and coordinated tools that improve resilience across Member States.

## **2. Scaling pharmacy services across Europe**

Pharmacy services have demonstrated their value. The priority now is scale and sustainability: supportive regulation, appropriate remuneration, and full integration into care pathways, so that services are consistently available to patients regardless of where they live.

## **3. Vaccination, prevention and preparedness**

Prevention delivered through the pharmacy network, especially vaccination and screening, supports healthier populations and helps reduce pressure on health systems. Pharmacies must be fully integrated into national preparedness frameworks and public health response strategies.

## **4. Sustaining the pharmacy network and workforce**

Europe's most accessible healthcare network depends on a future-ready workforce, fair recognition, and a viable community pharmacy model that enables long-term investment in care and innovation.

As always, PGEU will work closely with EU institutions, healthcare professionals and stakeholders to build resilient, sustainable health systems capable of delivering high-quality care for all citizens, in the face of evolving challenges.

**Ilaria Passarani**  
**PGEU Secretary General**



# »» PGEU Secretariat



**Ilaria Passarani**  
Secretary General

**Jorge Batista**  
Senior Professional  
Affairs Advisor

**Riccardo Rubini**  
Economic Affairs Manager

**Ivan Bellomo**  
Legal Advisor

**Lindsay Hoff**  
Senior Office Manager

**Leonor Araújo**  
EPSA Officer



# PGEU Executive Committee 2025



## **Bulgaria**

Български фармацевтичен съюз (Bulgarian Pharmaceutical Union)

## **Estonia**

Eesti Proviisorapteekide Liit  
(Estonian Pharmacies Association)

## **Greece**

Πανελλήνιος Φαρμακευτικός Σύλλογος  
(Panhellenic Pharmaceutical Association)

## **Ireland**

Irish Pharmacy Union

## **Luxembourg**

Syndicat des Pharmaciens Luxembourgeois  
a.s.b.l.  
(Union of Luxembourg Pharmacists)

## **Poland**

Naczelna Izba Aptekarska  
(Polish Pharmaceutical Chamber)

## **Portugal**

Associação Nacional das Farmácias  
(National Association of Pharmacies)  
Ordem dos Farmacêuticos  
(Pharmaceutical Society)

## **Romania**

Colegiul Farmacistilor din Romania  
(The Romanian College of Pharmacists)

## **Spain**

Consejo General de Colegios Farmacéuticos  
de España  
(General Pharmaceutical Council of Spain)

# »» PGEU Members 2025

## Ordinary Members

### Austria

Österreichische Apothekerkammer  
(Austrian Chamber of Pharmacists)  
Österreichischer Apothekerverband  
(Austrian Pharmacy Owners Association)

### Belgium

Association Pharmaceutique Belge –  
Algemene Pharmaceutische Bond  
(Association of Pharmacists Belgium)  
Orde der Apothekers – Ordre des Pharmaciens  
(Belgian Order of Pharmacists)

### Bulgaria

Български фармацевтичен съюз (Bulgarian  
Pharmaceutical Union)

### Croatia

Hrvatska Ljekarnička Komora  
(Croatian Chamber of Pharmacists)

### Cyprus

Παγκύπριος Φαρμακευτικός Σύλλογος (ΠΦΣ)  
(Pancyprian Pharmaceutical Association)

### Czech Republic

Česká lékárnická komora  
(Czech Chamber of Pharmacists)

### Denmark

Danmarks Apotekerforening  
(The Association of Danish Pharmacies)

### Estonia

Eesti Proviisorapteekide Liit  
(Estonian Pharmacies Association)

### Finland

Suomen Apteekkariliitto / Finlands  
Apotekareförbund  
(Association of Finnish Pharmacies)

### France

Fédération des Syndicats  
Pharmaceutiques de France  
(Federation of Pharmaceutical Unions of France)  
Ordre National des Pharmaciens -  
Conseil Central A  
(The National Chamber of Pharmacists - Pharmacy  
Owners Section)  
USPO - Union des Syndicats de pharmaciens  
d'officine  
(Trade Union of Community Pharmacists)

### Germany

ABDA - Bundesvereinigung Deutscher  
Apothekerverbände  
(Federal Union of German Pharmacists  
Associations)

### Greece

Πανελλήνιος Φαρμακευτικός Σύλλογος  
(Panhellenic Pharmaceutical Association)

### Hungary

Magyar Gyógyszerész Kamara  
(Hungarian Chamber of Pharmacists)

### Ireland

Irish Pharmacy Union

### Italy

Federazione Ordini Farmacisti Italiani (FOFI)  
(Federation of the Order of Italian Pharmacists)  
Federfarma  
(Italian Pharmacy Owners Federation)

### Latvia

Latvijas farmaceitiskās aprūpes asociācija  
(Pharmaceutical Care Association of Latvia)

### Luxembourg

Syndicat des Pharmaciens Luxembourgeois a.s.b.l.  
(Union of Luxembourg Pharmacists)

### Malta

Kamra ta` l-Ispizjara ta` Malta  
(Malta Chamber of Pharmacists)

### Netherlands

KNMP - Koninklijke Nederlandse Maatschappij ter  
bevordering der Pharmacie (Royal Dutch  
Pharmaceutical Association)

### Poland

Naczelna Izba Aptekarska  
(Polish Pharmaceutical Chamber)

### Portugal

Associação Nacional das Farmácias  
(National Association of Pharmacies)  
Ordem dos Farmacêuticos  
(Pharmaceutical Society)

### Romania

Colegiul Farmacistilor din Romania  
(The Romanian College of Pharmacists)

### Slovak Republic

Slovenská Lekárnická Komora  
(Slovak Chamber of Pharmacists)

### Slovenia

Lekarniška Zbornica Slovenije  
(Slovenian Chamber of Pharmacy)

### Spain

Consejo General de Colegios Farmacéuticos  
de España  
(General Pharmaceutical Council of Spain)

### Sweden

Sveriges Apoteksforening  
(Swedish Pharmacy Association)

# »» PGEU Members 2025

## Observer Members

### **Kosovo**

Oda e Farmacistëve të Kosovës  
(Chamber of Pharmacists of Kosovo)

### **North Macedonia**

Фармацевтска комора на Македонија  
(Pharmaceutical Chamber of Macedonia)

### **Norway**

NAF – Apotekforeningen  
(Norwegian Pharmacy Association)

### **Serbia**

Farmaceutska komora Srbije  
(Pharmaceutical Chamber of Serbia)  
-Savez farmaceutskih udruženja Srbije  
(Pharmaceutical Association of Serbia)

### **Switzerland**

Société Suisse des Pharmaciens  
pharmaSuisse  
(Swiss Society of Pharmacists)

### **Turkey**

Türk Eczacıları Birliği  
(Turkish Pharmacists' Association)

### **United Kingdom**

National Pharmacy Association  
Pharmaceutical Society of Northern Ireland



## About Us

The Pharmaceutical Group of the European Union (PGEU) is the association representing community pharmacists in 33 European countries. In Europe over 500.000 community pharmacists provide services throughout a network of more than 200.000 pharmacies, to an estimated 500 million European citizens daily.



**Rue du Luxembourg 19, 1000 Brussels, Belgium**

**T: +32 (0)2 238 08 18**

**Email: [pharmacy@pgeu.eu](mailto:pharmacy@pgeu.eu)**

**[www.pgeu.eu](http://www.pgeu.eu)**

