



Name: Khalifah Alkhatib

Student ID: 2530104

Module Code: LCH4003

Module: Introduction To Health and Social Care

Lecturer: Umma Suleiman

Submitted on: Task 1 and Task 2

Pharmacy Services in the UK

Essay: Community mental health services

Submission Date: 20/07/2026

Contents	2
Task 1: Poster – Pharmacy Services	3
1.1 What are Pharmacy Services?	3
1.2 Brief History of Pharmacy Services	3
1.3 How Pharmacy Services Function Today	4
1.4 Challenges Facing Pharmacy Services	5
1.5 Importance of Pharmacy Services	5
1.6 Conclusion	5
1.7 References	6



PHARMACY SERVICES IN THE UK

History, Current Practice and Challenges



Name: Khalifah alkhatab
Student Number: 2530104

WHAT ARE PHARMACY SERVICES?

Pharmacy services in the United Kingdom are an essential part of the National Health Service (NHS). Community pharmacies provide medicines, health advice, vaccinations, and support for managing long-term conditions.

Pharmacists work alongside doctors, nurses, and other healthcare professionals to improve patient outcomes and promote public health. Community pharmacies are often the first point of contact for patients seeking healthcare advice because they are easily accessible and available without appointments.

Pharmacy services include dispensing prescriptions, medication reviews, emergency contraception, smoking cessation support, blood pressure checks, vaccination services, and advice on minor illnesses.

These services help reduce pressure on hospitals and GP surgeries while improving access to healthcare for the public.



A BRIEF HISTORY

Pharmacy practice in the United Kingdom has developed significantly over the last century. Historically, pharmacists mainly prepared and supplied medicines prescribed by doctors. The establishment of the National Health Service (NHS) in 1948 transformed pharmacy services by integrating them into publicly funded healthcare.

During the late twentieth century, the role of pharmacists expanded beyond dispensing medicines to include patient counselling, health promotion, and disease prevention. In recent years, community pharmacists have become increasingly involved in vaccination programmes, chronic disease management, and independent prescribing. These developments reflect the growing recognition of pharmacists as key healthcare professionals within the UK healthcare system.

KEY MILESTONES IN UK PHARMACY SERVICES



HOW PHARMACY SERVICES WORK TODAY

Today, pharmacy services in the UK operate through community pharmacies, hospital pharmacies, and primary care settings. Community pharmacies provide a wide range of services under NHS contracts.

Pharmacists dispense prescribed medicines and ensure that medications are used safely and effectively. They provide advice on minor illnesses and offer services such as blood pressure monitoring, flu vaccinations, smoking cessation programmes, and emergency contraception.

The introduction of the NHS Pharmacy First service has further expanded pharmacists' responsibilities by allowing them to assess and treat certain common conditions without requiring a GP appointment. This service improves access to healthcare and reduces pressure on general practice and emergency departments.

Pharmacists also play an important role in public health by promoting healthy lifestyles, supporting medication adherence, and educating patients about disease prevention. Advances in digital healthcare and electronic prescriptions have improved efficiency and accessibility across pharmacy services.



IMPORTANCE TO QUALITY OF LIFE

- Accessible care**
Pharmacies are easy to access and do not require appointments.
- Improved health**
Helps patients manage conditions and use medicines safely.
- Support for all**
Beneficial for older adults, people with long-term conditions and vulnerable groups.
- Better public health**
Promotes prevention, healthy lifestyles and reduces hospital visits.

Pharmacy services contribute significantly to improving the quality of life of patients and communities. They provide accessible healthcare support without the need for appointments and help individuals manage both acute and chronic conditions effectively.

Pharmacists improve medication safety, reduce hospital admissions, support self-care, and promote healthier lifestyles. Vulnerable populations, including older adults and individuals with long-term health conditions, particularly benefit from pharmacy services due to their accessibility and continuity of care.

By providing preventive healthcare services and patient education, pharmacy services play a vital role in improving public health outcomes across the United Kingdom.

CHALLENGES FACING PHARMACY SERVICES



1. Workforce Shortages

Many pharmacies experience staff shortages, increasing workload and reducing service capacity. Recruiting and retaining qualified pharmacists and support staff remains a major challenge.



2. Financial Pressures

Funding reductions and increasing operational costs, such as rent, utilities and medicine prices, continue to affect the sustainability of community pharmacies. This makes it difficult for some pharmacies to remain viable.

CONCLUSION

Pharmacy services have evolved from traditional medicine dispensing roles into essential healthcare providers within the NHS. They improve access to healthcare, support disease prevention, and enhance patient outcomes. Despite workforce and financial challenges, pharmacy services remain a fundamental component of the UK's healthcare system and continue to play a crucial role in public health.



EXAMPLES OF SERVICES PROVIDED IN COMMUNITY PHARMACIES



REFERENCES

- NHS England. (2024a). Community pharmacy services. Retrieved May 2024, from <https://www.england.nhs.uk/primary-care/pharmacy/>
- NHS England. (2024b). Pharmacy First: helping patients get the right care, in the right place. Retrieved May 2024, from <https://www.england.nhs.uk/pharmacy/pharmacy-first/>
- NHS England. (2024c). Pharmacy Quality Scheme guidance 2024/25. Retrieved May 2024, from <https://www.england.nhs.uk/publication/pharmacy-quality-scheme/>
- Pharmaceutical Services Negotiating Committee. (2024). Community pharmacy contractual framework 2024/25 - 2028/29. Retrieved May 2024, from <https://psnc.org.uk/>
- General Pharmaceutical Council. (2024). Standards for pharmacy professionals. Retrieved from <https://www.pharmacyregulation.org/standards>
- General Pharmaceutical Council. (2024). The role of the pharmacist. Retrieved from <https://www.pharmacyregulation.org/pharmacists>
- Royal Pharmaceutical Society. (2024). The future of pharmacy: RPS vision and strategy. Retrieved from <https://www.rpharms.com/>
- NHS Digital. (2024). Electronic prescription service (EPS): Overview. Retrieved from <https://digital.nhs.uk/services/electronic-prescription-service-gpe>
- Department of Health and Social Care. (2024). Pharmacy in England: building on strengths - delivering the future. Retrieved from <https://www.gov.uk/government/publications/pharmacy-in-england>
- Office for National Statistics. (2024). Community pharmacy business survey 2023. Retrieved from <https://www.ons.gov.uk/businessindustryandtrade/services/health/communitypharmacybusinesssurvey>
- The King's Fund. (2023). Community pharmacy: meeting future health needs. Retrieved from <https://www.kingsfund.org.uk/>
- World Health Organization. (2023). Optimizing the role of pharmacists in health systems. Retrieved from <https://www.who.int/publications/item/WHO-HS-SQS-2019-03>

All websites last accessed: May 2024

PHARMACY SERVICES IN THE UK

Supporting Safe, Effective and Accessible Healthcare

1.1 What are Pharmacy Services?

Community pharmacy services are an essential part of the UK's healthcare system. They provide patients with access to medicines, health advice, and a range of clinical services without the need for a hospital appointment. Community pharmacies are often the first point of contact for people seeking healthcare advice because they are easily accessible and available in most local communities.

In addition to dispensing prescribed medicines, pharmacists also play a key role in ensuring the safe and effective use of medication. They advise patients on dosage, possible side effects, and how to manage long-term conditions such as asthma, diabetes, and high blood pressure. Many pharmacies also offer public health services such as flu vaccinations, emergency contraception, smoking cessation support, and health screenings.

This wide range of services helps to reduce pressure on GPs and hospitals while improving patient access to timely healthcare support

Key Services Include

- ✓ Dispensing NHS prescriptions
- ✓ Supplying over-the-counter medicines
- ✓ Managing repeat prescriptions
- ✓ Vaccination services (e.g., Flu and COVID-19)
- ✓ Blood pressure checks

- ✓ Smoking cessation support
- ✓ Emergency contraception
- ✓ New Medicine Service (NMS)
- ✓ Minor illness consultations

1.2 Brief History of Pharmacy Services

The pharmacy profession has existed for centuries, but modern pharmacy services developed significantly after the establishment of the National Health Service (NHS) in **1948**. Before the NHS, access to medicines depended largely on a person's ability to pay.

Following the creation of the NHS, pharmacies became an important part of publicly funded healthcare by ensuring patients could receive prescribed medicines safely and affordably. During the last two decades, pharmacists' roles have expanded beyond dispensing medicines to providing clinical care, disease prevention, health promotion, and independent prescribing services.

1.3 How Pharmacy Services Function Today

Today, community pharmacists work alongside GPs, nurses, hospitals, and other healthcare professionals to deliver patient-centred care.

How patients access the service

- Walk-in consultation
- GP prescription
- NHS Pharmacy First Service
- Referral from other healthcare professionals

Healthcare professionals involved

- Community Pharmacists

- Pharmacy Technicians
- Pharmacy Assistants
- General Practitioners (GPs)
- Nurses

Current Responsibilities

- Dispense medicines safely
- Review medication use
- Identify medicine interactions
- Provide health education
- Promote healthy lifestyles
- Refer patients when necessary

1.4 Challenges Facing Pharmacy Services

1. Workforce Shortages

Many pharmacies face staff shortages, making it difficult to meet increasing patient demand. Recruitment and retention of qualified pharmacists remain ongoing challenges.

2. Increasing Demand and Funding Pressures

An ageing population and increasing numbers of people living with long-term conditions have increased demand for pharmacy services. At the same time, financial pressures can limit staffing levels and service expansion.

1.5 Why Pharmacy Services Matter

Pharmacy services improve healthcare by:

- Providing quick access to professional healthcare advice
- Reducing pressure on GP surgeries and hospitals

- Supporting safe use of medicines
 - Preventing medication errors
 - Encouraging healthier lifestyles
 - Improving patient outcomes
 - Enhancing access to healthcare within local communities
-

1.6 Conclusion

Community pharmacy services play a vital role in the UK's healthcare system. Their responsibilities have expanded significantly from dispensing medicines to delivering a wide range of clinical and public health services. Although workforce shortages and funding pressures continue to present challenges, pharmacies remain one of the most accessible healthcare services, helping to improve patient safety, health outcomes, and the overall efficiency of the NHS.

References (Harvard Style)

Department of Health and Social Care (2023) *Delivery plan for recovering access to primary care*. Available at: <https://www.gov.uk/government/publications/delivery-plan-for-recovering-access-to-primary-care> (Accessed: 5 July 2026).

General Pharmaceutical Council (2024) *Standards for pharmacy professionals*. Available at: <https://www.pharmacyregulation.org/standards/standards-pharmacy-professionals> (Accessed: 5 July 2026).

NHS England (2024) *Community pharmacy services*. Available at: <https://www.england.nhs.uk/primary-care/pharmacy/> (Accessed: 5 July 2026).

NHS (2024) *How pharmacies can help*. Available at: <https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/> (Accessed: 5 July 2026).

Royal Pharmaceutical Society (2023) *Our work and policy*. Available at: <https://www.rpharms.com/> (Accessed: 5 July 2026).

Task 2: Essay – Community Mental Health Services

Introduction

Community Mental Health Services (CMHS) are healthcare services that support people with mental health conditions while they continue living in their communities. Instead of staying in hospitals, individuals receive treatment and support in their daily environment. The aim is to improve recovery, independence, and quality of life. These services are delivered by multidisciplinary teams, including psychiatrists, mental health nurses, psychologists, and social workers, who work together to provide personalised care.

CMHS also focus on early intervention, crisis management, and long-term support, helping individuals manage conditions such as depression, anxiety, bipolar disorder, and schizophrenia. By providing care in a community setting, these services promote social inclusion and reduce the need for long-term hospital admissions.

Origins of the Service

Community Mental Health Services developed in the United Kingdom during the mid-20th century. Previously, mental health care was mostly provided in large psychiatric hospitals. However, these

institutions often faced problems such as overcrowding and poor conditions.

From the 1950s onwards, the UK began moving towards “deinstitutionalisation”, where patients were gradually moved from hospitals into community-based care. This change was supported by medical advances, especially psychiatric medication, and by new government policies encouraging community care. As a result, Community Mental Health Teams (CMHTs) were created to provide local support.

How the Service Functions Today

Today, CMHS works through multidisciplinary teams including psychiatrists, psychologists, mental health nurses, and social workers. These teams provide assessment, treatment, and ongoing support.

Patients are usually referred by a GP. After assessment, a personalised care plan is created. This may include talking therapies, medication, crisis support, and social care.

Modern services also include Crisis Resolution and Home Treatment Teams (CRHTTs), which support patients at home during emergencies and help prevent hospital admission.

Importance of the Service

Community Mental Health Services are very important because they allow people to receive care while remaining in their communities. This supports independence and social inclusion.

They also reduce pressure on hospitals by preventing unnecessary admissions. In addition, they help with early intervention, meaning mental health conditions can be treated before becoming severe.

Another key benefit is reducing stigma around mental health by treating it as part of everyday healthcare rather than isolating patients.

Conclusion

In conclusion, Community Mental Health Services represent an important shift from institutional care to community-based support. They provide accessible, patient-centred care and improve the lives of people with mental health conditions. Their role continues to grow as mental health awareness increases.

References

- NHS Mental Health Services
<https://www.nhs.uk/mental-health/>
- GOV.UK – Department of Health and Social Care
<https://www.gov.uk/government/organisations/department-of-health-and-social-care>
- Mind UK
<https://www.mind.org.uk/information-support/>

Skills for Care (2024) *Supporting people with mental health needs*. Available at: <https://www.skillsforcare.org.uk/> (Accessed: 5 July 2026).