

Cyflwynwyd yr ymateb i ymgynghoriad y [Pwyllgor Iechyd a Gofal Cymdeithasol](#) ar [Cefnogi pobl sydd â chyflyrau cronig](#)

This response was submitted to the [Health and Social Care Committee](#) consultation on [supporting people with chronic conditions](#).

CC49: Ymateb gan: | Response from: Boots UK



Boots UK submission for the Welsh Parliament Health and Social Care Committee inquiry into supporting people with chronic conditions

With 93 community pharmacies in Wales ranging from local community pharmacies to large destination health and beauty stores, Boots' purpose is to support our customers and patients through every stage of their lives. As the UK's largest pharmacy chains, and one of the most trusted brands in the country, Boots plays a vital role as a community pharmacy, caring for people, customers and patients everywhere. Our pharmacies, from community stores to flagship destinations, are committed to supporting our patients and customers for life through a wide range of services. We are at the centre of community pharmacy and are a key partner to the NHS. Together, we agree new and innovative ways pharmacists can provide healthcare on the high street, designing services that can support our patients at every stage of their lives. Our pharmacy teams work with primary care organisations, meeting local healthcare needs in the community, supporting the NHS with services including flu and COVID-19 vaccinations.

In total, there are 712 community pharmacies in Wales and through the NHS community pharmacy contract, they are able to support patients with chronic conditions through dispensing medicines and provision of advice. In addition, through the NHS Discharge Medicines Review service, community pharmacies provide support to patients with their medicines who have been recently discharged from hospital to reduce medicines harm and hospital readmission where medicines may have been altered post discharge.

The community pharmacy contract in Wales is evolving to provide more services to local populations to shift demand for acute care away from GPs through the Common Ailments Service and independent prescribing for common conditions and contraception. This frees up capacity for GPs and other parts of primary care to support patients with chronic conditions. In addition, through the Community Pharmacy Quality and Safety Scheme, there is a current focus on mental health through mental health awareness e-learning and first aid for mental health training.

As a sector, community pharmacy is investing in new skills such as independent prescribing to lay the foundations in future to increase access to care and support patients through a wide range of services. The sector is also creating operational capacity to do more through transition to 56-day prescribing. We believe through this transformation agenda, community pharmacy is well placed to provide more services through NHS contracting to Welsh Government in their strategy to support people with chronic conditions.