

Community Pharmacy Manifesto

GM Live well and Neighbourhoods

We're the beating heart of local healthcare

Greater Manchester has a powerful network of over 600 pharmacies, helping people maintain healthier lives, supporting delivery of the NHS 10-Year Plan, Core20PLUS5 and of the GM Live Well Programme. We're committed to and uniquely positioned to support delivery of these ambitions and play a vital role in within Neighbourhood teams. [Learn more about our potential as a partner within Neighbourhoods.](#)

Why Community Pharmacy?

We're the front door of the NHS

- We're one of the **most accessible** health settings, within a 20 minute-walk of all residents, with pharmacy staff that live with and know their local community personally
- We have extended opening hours, including evening and weekends
- We support over **4.32 million walk-in patients** in Greater Manchester, **saving 2.31 million GP appointments annually**, demonstrating that community pharmacy is easily available to all
- We have an **opportunity now to embed existing Community Pharmacy Services within local neighbourhood plans and pathways** to improve utilisation and support local residents
- We have an opportunity to expand prevention related services to support mental health, early identification of illness such as health checks, falls prevention and early brief interventions to support healthy lifestyles in the future

Our Core Neighbourhood offer

We deliver a **wide range of Healthy living support** and **Pharmacy Services** that can be included in **Neighbourhood Plans**:

Pharmacy First

- Enables pharmacists to **assess and treat common conditions** (e.g. UTIs, sore throat) without GP appointments
- **Provides faster, walk-in care closer to home**, reducing pressure on GP and urgent care services (GP, NHS 111, UTC)
- **Frees up GP time** while promoting early treatment and appropriate use of medicines

Contraception

- **Free contraception via pharmacies:** Access oral contraception (initiation & repeat) without a GP appointment
- **Improves access & choice:** Quick, convenient care for those who struggle to see a GP
- **Prevents unplanned pregnancies:** Supports timely supply and ongoing use of contraception

Blood Pressure Testing

- **Free in pharmacy BP checks:** Walk-in blood pressure monitoring for adults without needing a GP visit
- **Early detection of hypertension:** Identifies high blood pressure and refers for diagnosis/treatment
- **Prevents cardiovascular disease:** Helps reduce risk of stroke and heart attacks through early intervention

New Medicines Service

- **Supports new medicines use:**
Follow-up for patients starting certain long-term medicines
- **Improves adherence & safety:**
Helps patients understand how to take medicines and manage side effects
- **Optimises treatment outcomes:**
Reduces waste, prevents complications, and reduces hospital admissions

Prevention and Healthy Lifestyle Support

- **Accredited Healthy living Pharmacies** with RSPH trained Healthy Living Leaders and champions in every pharmacy
- **Help keep people well** through vaccinations, and healthy lifestyle and self-care advice
- Providing **medicines advice and deliveries**

We're supporting delivery of GM Live Well and the NHS 10-Year Plan

- We make our communities and patients healthier and connect patients to local lifestyle initiatives
- We're **uniquely positioned to reach underserved populations** and reduce health inequalities, as pharmacies are more concentrated in areas of deprivation helping **266,000 local patients a year who cannot access other parts of the NHS**
- We offer **culturally sensitive** walk-in support, supporting residents who don't speak English as well as essential and urgent care services close to patients' homes and **reduce digital exclusion** for those who have difficulties using technology and online services
- We're **highly respected by patients**– 91% rated our service positively and 90% were comfortable consulting a pharmacist for minor illnesses in place of their GP
- We deliver GM locally commissioned services **which reduce pressures, support prevention and improve public health outcomes** e.g. providing substance misuse, smoking cessation, needle exchange, healthy start vitamins and minor ailments.

Patient stories: Our impact in the community

We're playing a significant role in local neighbourhoods, supporting healthy living, signposting early weight management, nutrition advice, off site vaccinations, education for local residents and expanded sexual health services: Here are some examples:



GM Live Well

Supporting patients to stay well, providing confidential advice and mental health support, signposting to organisations to help with issues such as addiction, bereavement and financial difficulties. Learn how [our pharmacies have helped people to live well](#).



Cardiovascular Disease (CVD) prevention

We've supported CVD prevention delivering **174,000 BP checks and ABPM in 2024/25¹**, as part of the Hypertension service. [Learn how a GM pharmacy helped prevent a patient developing serious CVD complications.](#)



Vaccination services

Since December 2020, we **have delivered over 42 million COVID-19 vaccinations** across England². [Learn how our pharmacies have improved uptake within underserved communities to prevent hospitalisation and protect vulnerable patients.](#)

Maximising our potential

Pharmacists and their teams remain an **underutilised asset**. When empowered and correctly resourced we can do even more. We're trusted, accessible and embedded in local communities – therefore in the ideal position to play a pivotal role within neighbourhoods.

How you can help us:

- Include us as core partner in Place based Partnerships and Neighbourhoods
- Enable communication & escalation routes
- Use pharmacy insight and include our services in your Neighbourhood Plans

By shifting more care into pharmacies, we'll help prevent ill health, provide advice, support and lifestyle interventions and ensure patients receive faster, more convenient support in the heart of their local community to live longer and healthier lives.

To help us realise our full potential we need:

- Representation of Primary Care and Community Pharmacy provider leadership in the GM system to support development of left-shift transformation initiatives.
- **Sustainable multi-year investment** to protect the existing pharmacy network and ensure it can meet growing demand
- Greater Manchester wide **standardisation of our existing commissioned services** and development of new services which support prevention, making

¹ According to data from NHS Greater Manchester (2025)

² Figures published in the Pharmacy Magazine (November 2024)

every contact count and prevent ill health before it starts e.g. identification of frailty, medicines support, CVD health checks and expanded vaccination services

- **Access to shared clinical records with full view and edit capability** to help us deliver safer care, in collaboration with other areas of the healthcare sector
- Development and **recruitment of a skilled workforce** including Pharmacy Technicians, Independent Prescribers and team members to support delivery of clinical services and broaden clinical capability
- Influence national and local policy decisions to support community pharmacy sustainability and development