

Reflecting on Our Journey

Since its launch in 2019, *Pharmacy: Delivering a Healthier Wales* (PDaHW) has united the profession around a shared vision for 2030, placing patients at the heart of care and aligning with the national strategy *A Healthier Wales*.¹

Led by the Welsh Pharmaceutical Committee and the PDaHW Delivery Board, supported by the Royal Pharmaceutical Society, the programme has driven meaningful change. Pharmacy teams are now delivering more care closer to home, improving access, outcomes, and equity. With a growing focus on prevention and wellbeing, the profession continues to evolve, guided by the core principles of patient-centred care and a commitment to delivering equitable clinical services that meet the needs of every community.

Shaping the Future Together

The 2028 goals are the result of extensive engagement with over 500 pharmacy professionals across Wales, alongside patient representatives and healthcare stakeholders. Pharmacy teams have driven significant transformation that deliver on ambitious goals set for 2022 and 2025, laying the foundation for 2030.

This refreshed iteration celebrates those achievements and sets new interim goals that include spread and scale of services and approaches to provide more consistency across Wales for 2028.

The programme is further supported by key strategic publications and subsequent work programmes for pharmacy, including:

- Presgripsiwn Newydd²
- Independent Review of Clinical Pharmacy Services at NHS Hospitals in Wales³
- HEIW Strategic Pharmacy Workforce Plan⁴

We extend our heartfelt thanks to pharmacy teams and our partners for their continued commitment, passion, and leadership in delivering a healthier Wales.

Get Involved: Shaping the Future Together

The journey to 2030 is a collective one, and your voice matters. Whether you're a pharmacy professional, a stakeholder, or someone passionate about improving health in Wales, there are many ways to engage with *Pharmacy: Delivering a Healthier Wales*.

EXPLORE THE VISION

Visit our microsite to learn more about the goals, achievements, and future plans. You'll find resources, updates, and opportunities to contribute.

<https://www.rpharms.com/wales/pharmacy-delivering-a-healthier-wales>

SHARE YOUR INSIGHTS

We welcome feedback, ideas, and lived experiences from across the profession. Your input helps shape services that truly meet the needs of patients and communities.

<https://www.rpharms.com/wales/pharmacy-delivering-a-healthier-wales/best-practice-wales>

JOIN THE CONVERSATION

Connect with us through professional networks, forums, and events. Stay informed and help drive the next phase of transformation.

 @PDaHW
 Pharmacy Delivering a Healthier Wales
 pharmacywales2030

BECOME A CHAMPION FOR CHANGE

Whether you're delivering care, mentoring colleagues, or influencing policy, your leadership is vital. Together, we can build a healthier Wales.

<https://www.rpharms.com/wales/pharmacy-delivering-a-healthier-wales/champions>



Thank you for being part of this journey.
Let's keep moving forward, together!

Pharmacy: Delivering a Healthier Wales

2028 Goals Summary guide



¹ A Healthier Wales (2018). Available from: <https://www.gov.wales/sites/default/files/publications/2021-09/a-healthier-wales-our-plan-for-health-and-social-care.pdf>

² Presgripsiwn Newydd, A New Prescription (2021) <https://www.gov.wales/sites/default/files/publications/2021-12/a-new-prescription-the-future-of-community-pharmacy-in-wales.pdf>

³ Independent review of Clinical Pharmacy Services at NHS Hospitals in Wales (2023). Available from: <https://www.gov.wales/sites/default/files/publications/2023-09/clinical-pharmacy.pdf>

⁴ HEIW Strategic Pharmacy Workforce Plan, Available from: <https://heiw.nhs.wales/files/strategic-pharmacy-workforce-plan/>

Celebrating Progress: An Evolving Profession

Since the launch of Pharmacy: *Delivering a Healthier Wales*, pharmacy teams across Wales have delivered remarkable progress, transforming services, expanding roles, and improving patient outcomes. The achievements to date reflect the dedication, innovation, and leadership of the profession. Some of these are outlined below.

PHARMACIST PRESCRIBERS

- Over **47%** of pharmacists in Wales now hold a prescribing annotation, a 17% rise in just over two years.
- More than **50%** of community pharmacies offer the Pharmacist Independent Prescribing Service (PIPS), delivering over **15,000 consultations monthly**.
- In hospitals, pharmacist prescribers are running clinics across a wide range of specialties.
- Within NHS 111 out-of-hours services, pharmacist prescribers are now integral, supporting patients and easing pressure on emergency departments.

PHARMACY TECHNICIANS

- Pharmacy technicians can now administer and supply medicines under PGDs, delivering **8% of all flu vaccinations** in community pharmacies during 2024/25.
- Pharmacy technicians are now delivering **more than 1 in every 5 of all Discharge Medicine Reviews (DMRs)** undertaken, a vital contribution to safe transitions of care.
- Pharmacy technicians now have specialist roles within mental health teams, utilising their skills to lead on the medicines management of clozapine, improving access to timely treatment for patients.

WORKFORCE DEVELOPMENT

- The launch of the HEIW Strategic Pharmacy Workforce Plan⁵ is shaping a sustainable future for the profession.
- From August 2025, **foundation pharmacist trainees** will benefit from multi-sector training that includes the Independent Prescribing qualification.
- Since 2019, Wales has seen the introduction of **10 new consultant pharmacist posts**, bringing the total to **21⁶**.

DIGITAL MEDICINES

- In primary care, **Electronic Prescription Service (EPS)** has reached over two-thirds of community pharmacies and a quarter of GP practices, with **4.5 million items** transmitted digitally since November 2023⁷.
- In secondary care, all health boards and trusts have begun transitioning to **electronic prescribing and medicines administration (ePMA)**, bringing digital prescribing to every hospital in Wales.

ACCESS TO MEDICINES

- The **Transforming Access to Medicines (TRAMS)** programme has confirmed its first regional facility in Newport, set to manufacture and deliver radiopharmaceuticals from 2026.

2028 goals in summary

THEMES	ENHANCING PATIENT EXPERIENCE	DEVELOPING THE PHARMACY WORKFORCE	SEAMLESS PHARMACEUTICAL CARE	HARNESSING INNOVATION, DATA AND TECHNOLOGY
2028 GOALS	<p>Community pharmacies will become community wellbeing hubs offering a range of health improvement and protection services, where all members of the pharmacy team are empowered to promote health and wellbeing through all their interactions with patients and the public.</p> <p>Pharmacy professionals will lead efforts to reduce the environmental impact of medicines and pharmacy services, with pharmacy teams actively engaged in reducing pharmacy's carbon footprint and improving value and environmental sustainability in the NHS.</p> <p>We will increase the number of pharmacists and pharmacy technicians providing leadership at a national level, improving medicines use and patient outcomes as active members of NHS Wales' strategic clinical networks, whilst continuing to build leadership capability in the workforce.</p> <p>We will increase the contribution pharmacists and pharmacy technicians in Wales make to demonstrating the benefits of pharmaceutical care and pharmacy services through participation in and dissemination of research, service evaluation and quality improvement activities, whilst continuing to build research capacity and capability in the workforce.</p> <p>Patients do not experience avoidable harm from medicines. Patients are supported by pharmacy teams to keep well, focusing on self-care, prevention and early detection of illness. All patient facing pharmacists are actively prescribing wherever the patient needs them.</p> <p>The pharmacy workforce has the skills necessary to lead innovation in medical therapies. Education and training is embedded within multi-sectoral training sites and with multidisciplinary input. Every member of the pharmacy team has access to training to maximise their contribution to patient care.</p>	<p>Higher Education Institutions and employers in Wales, supported by Health Education and Improvement Wales, will offer attractive pharmacy careers which promote the recruitment and retention of pharmacy professionals with the skills patients and the NHS in Wales need, and who reflect the diversity and culture of the people of Wales.</p> <p>We will improve our understanding of the shape and size of the pharmacy workforce in Wales, utilising data to develop a workforce that meets people's need for pharmaceutical care and pharmacy services.</p> <p>We will agree all-Wales post registration career pathways for all pharmacy professionals in clinical roles covering all sectors of pharmacy practice, and provide a range of opportunities for the wider members of pharmacy teams to improve their capability, expand their practice, and take on new roles.</p> <p>We will fully implement the Standards for Competency Assurance of Independent and Supplementary Prescribers for all pharmacists in Wales and put in place processes which ensure the information gathered from implementing the standards is used to provide pharmacist prescribers with the support they need to optimise the use, safety and effectiveness of medicines through prescribing and deprescribing.</p>	<p>Pharmacy services will be further integrated into care pathways. Where pharmacy services are included in a pathway, to facilitate prompt access to care by pharmacy professionals, the pathway will include arrangements for the seamless navigation of patients to the most appropriate care provider when their needs cannot be met by a pharmacy professional.</p> <p>We will ensure all pharmacy professionals have access to digital information about people's care and the medicines they are prescribed, to improve outcomes and reduce the risk of medication related harm including when patients transfer between care settings.</p> <p>We will promote value and sustainability within the NHS, ensuring pharmacy services across all settings which offer the greatest benefit to patients and the NHS are provided more consistently where patients and other healthcare professionals need them.</p> <p>We will centralise services to improve capacity, contingency and quality for innovative and life-saving medicines including cancer therapies, diagnostic agents, intravenous antibiotics and parenteral nutrition for patients in Wales.</p>	<p>We will implement electronic prescribing across Wales to increase productivity, transform the role of pharmacy professionals and support the safe and efficient prescribing, dispensing and administration of medicines for patients.</p> <p>We will develop a national digital system to facilitate and share learning from medication related incidents, to reduce medicines related harm and improve patient safety.</p> <p>We will ensure pharmacy professionals have the knowledge, expertise and facilities they need to lead and participate in the deployment of pharmacogenomic testing and advanced therapies.</p> <p>We will more effectively use automation, technology, data, and artificial intelligence to improve productivity and release time for pharmacy professionals to deliver direct patient care to those who need it most.</p>

⁵ HEIW Strategic Pharmacy Workforce Plan, Available from: <https://heiw.nhs.wales/files/strategic-pharmacy-workforce-plan/>

⁶ Directory of approved consultant posts, RPS, Available from: <https://www.rpharms.com/development/credentialing/consultant-directory-of-approved-consultant-pharmacist-posts>

⁷ NWSP Electronic Prescription Service (EPS) Dashboard, Available from: <https://app.powerbi.com/view?r=eyJrJoiYjAiNmM0NWEtM2U4Yi00NGU3LWJhMTQtYzEiYTAiOTdmNmVhliwidC16mJiNTYyOGI4LWUzMjgtNDA4MihODU2LTQzM2M5ZWRjOGZhJS9>