

# Pharmacy care and pharmaceutical services: A high-level policy symposium by FIP and the WHO Regional Office for Europe

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## Event report

24 September 2024



**fip** WORLD PHARMACISTS DAY  
25 SEPTEMBER



International  
Pharmaceutical  
Federation

## Colophon

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International Pharmaceutical Federation (FIP)

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### **Photo credits**

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Cover photo: OJPHOTOS / Alamy Stock Photo

### **Recommended citation**

International Pharmaceutical Federation (FIP). Pharmacy care and pharmaceutical services: A high-level policy symposium by FIP and the WHO Regional Office for Europe – Event Report. The Hague: International Pharmaceutical Federation, 2024.

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# 1. Event report

## Pharmacy care and pharmaceutical services: A high-level policy symposium

Jointly organised by FIP and the WHO Regional Office for Europe

24 September 2024

UN City, Copenhagen, Denmark and online

### BACKGROUND

This event was initiated by a proposal from WHO Europe to collaborate with FIP and mark World Pharmacists Day with a high-level policy event to discuss the expanded role of pharmacists in healthcare delivery, particularly in response to health workforce shortages, increased patient and public need, and the alignment with primary healthcare (PHC) and universal health coverage (UHC).

Health ministers and policymakers gathered together with WHO and FIP officers and representatives from WHO member states (ministries of health) and FIP member and allied organisations. They met to consider what can, and should, pharmacists contribute to the delivery of primary healthcare, and how these roles dovetail into the multidisciplinary approach to health in hospital and community settings.

The final programme and background document of the event are attached as Annex 1.

### SUMMARY

The meeting began with a welcome from the WHO Regional Director for Europe, Dr Hans P Kluge via a video recording (full text attached as Annex 2).

This was followed by keynote addresses from Portugal's Health Minister, Prof. Ana Paula Martins (Annex 3), Spain's Secretary of State for Health, Dr Javier Padilla, and FIP's professional secretary, Mr Luís Lourenço (Annex 4).

Two WHO Europe officers gave presentations on the strengths and challenges of the health workforce in the European region and patient-centric pharmacy, respectively (see Annex 5 for the presentations' slides).

The FIP CEO Catherine Duggan then moderated a panel discussion with the minister and the secretary of state and with the participation of FIP professional secretary Luís Lourenço, FIP vice president Rob Moss, and the FIP's Board of Pharmaceutical Practice chair Daragh Connolly. This discussion explored obstacles to leveraging pharmacists as fundamental to patient-centric interdisciplinary care models, how to achieve sustainable primary health care services and care delivery, pharmacy-based vaccination, and common ailments schemes. Closing remarks were made by the FIP BPP chair and the WHO Europe director, division of country health policies and systems, Dr Natasha Azzopardi-Muscat.

### KEY DISCUSSIONS AND THEMES

- **Recognition of pharmacists' role and impact in primary healthcare.**
- **Essential contributions:** Pharmacists are acknowledged as trusted healthcare professionals, essential not only in medication management but also in the delivery of comprehensive care, including the prevention and management of non-communicable diseases, the provision of vaccination services, the management of common ailments, the promotion of patient safety, optimal use of medicines, and antimicrobial stewardship, among other activities.

- **Visibility in multidisciplinary teams:** There was a strong emphasis on ensuring that pharmacists are recognised within multidisciplinary teams. Often, their contributions are overlooked or not fully acknowledged, especially in primary healthcare settings.
- **Community role:** Pharmacists frequently serve as the last point of contact in healthcare, particularly in rural areas where access to other healthcare providers may be limited. Their accessibility makes them vital for delivering primary healthcare services.
- **Patient safety and outcomes:** The collaborative work of pharmacists in healthcare teams, in both community and hospital settings, leads to better patient outcomes and enhanced safety through effective medication management.
- **Vaccination initiatives:** The role of pharmacists in vaccination was highlighted, particularly during the COVID-19 pandemic. Pharmacy-based vaccination helps to provide easier access to vaccines for many individuals, including those hesitant to seek care in traditional settings.
- **Avoiding thoughtless task shifting:** A caution against "task dumping" was raised, advocating for a re-evaluation of how expanded roles are assigned to pharmacists. The focus should be on meaningful integration into healthcare practices that utilise their expertise without overwhelming them.
- **Need for interdisciplinary collaboration:** The discussions reinforced the importance of collaborative practices among all healthcare providers, including physicians, nurses, and pharmacists. Recognising and leveraging the unique contributions of each profession can enhance patient care.
- **Engagement with policymakers:** There was a collective call for policymakers to actively include pharmacists in healthcare discussions and planning, ensuring their expertise is recognised in the pursuit of universal health coverage.
- **Sustainability:** Expanding the role of pharmacists through the provision of additional services needs to be sustainable and supported by appropriate funding.

## KEY QUOTES

1. "While it's clear that the role of pharmacists is important, we have a long way to go to truly unlock their full potential as frontline health care professionals and members of multidisciplinary teams. . . . This high-level symposium, co-organised with our partners at the International Pharmaceutical Federation, is part of our efforts to explain to the wider world the role of pharmacists, and to place their needs and aspirations under the spotlight." — *Dr Hans Henri P. Kluge, WHO regional director for Europe*



Credit: © WHO / Uka Borregaard

2. Portugal has made "significant strides" in expanding and strengthening pharmacy care services, making the pharmaceutical profession "a cornerstone" of the healthcare system. Examples include the integration of pharmacists into healthcare teams, a pharmaceutical residency programme, expanded roles in vaccine delivery, point-of-care testing, self-care and preventive measures. However, despite efforts to expand services, there is still work to be done in terms of educating the public about the

full range of services that pharmacies offer. The adoption of digital health tools, such as electronic health records (EHRs), electronic prescribing systems, and clinical decision support systems, is essential to optimise the role of pharmacists. “Across Europe and globally, countries are grappling with similar issues in healthcare. This is why international collaboration is so critical. Through collaborations with the International Pharmaceutical Federation and the WHO, we can share best practices, learn from each other’s experiences, and work towards common goals.” — *Prof. Ana Paula Martins, Minister of Health, Portugal*



Credit: © WHO / Uka Borregaard

3. The Spanish Health Ministry is going to establish a working group to work on a consensus paper for community and primary care provider pharmacy in Spain. New laws will allow pharmacists to substitute medicines when there are shortages. Coordination committees for pharmacotherapeutics will be created at primary care level that put together physicians, nurses, pharmacists, and epidemiological surveillance, coordinated by primary care pharmacists. “We really want to update the role of the community pharmacy in our national health service. We want to have a new

ground to develop new initiatives.” — *Dr Javier Padilla, Secretary of State for Health, Spain*

4. “Pharmacists are doing extraordinary work through expanded scopes of practice, but training, regulation, and financing are needed for further implementation of professional practice. FIP collects and shares good pharmaceutical practices, creates competencies and frameworks, empowers pharmacists and their professional organisations and promotes the pharmacist’s role in healthcare through institutional relationships. It is the ideal structure to present how pharmacists working in community and hospital can unlock their full potential and have been reducing pressure on healthcare systems through expanded scope of practice and task sharing in the area of prevention. A case of enormous success is pharmacy-based vaccination.”



Credit: © WHO / Uka Borregaard

— *Luís Lourenço, FIP professional secretary*

5. “The European region is the region with the highest density of health workers in the world, yet many countries are facing a health workforce crisis. Demand for services is growing at a faster pace than the supply of health workers. The Bucharest Declaration on the health and care workforce was signed (in 2023), with the intention to elevate the health workforce agenda into the central political stage. A framework for action on the health and care workforce in the WHO European Region has been developed with all 53 member states. This puts health and care workers at the centre. Working conditions need to be improved, workloads need to be reduced, remuneration needs to be improved, as well as work-life balance. Optimising performance —rethinking how we organise and



Credit: © WHO / Uka Borregaard

provide services — is also an action.” — *Dr Tomas Zapata, regional advisor, Health Workforce and Service Delivery, WHO Europe*

6. “In 2016, the World Health Assembly put forward five strategic goals in order to implement a vision of person-centred healthcare, and many of them apply to pharmacy practice. These are: empowering and engaging people, strengthening governance and accountability, reorienting the model of care, coordinating services, and creating an enabling environment.” — *Stanislav Kniazkov, Technical Officer, Pricing and Reimbursement, WHO Europe*



Credit: © WHO / Uka Borregaard

7. “We have not been providing the right incentives to pharmacists for the provision of primary healthcare services. We need a new contract that goes beyond vaccination and includes other services. We need to have [fully] integrated care including pharmacists, and we must pay for this care to realise its value.” — *Prof. Ana Paula Martins, Minister of Health, Portugal*
8. “Pharmacists are one of the motors of health equity, and they are highly accessible. Community pharmacies are private facilities but they provide an essential public service.” — *Dr Javier Padilla, Secretary of State for Health, Spain*
9. “Efficiency alone cannot justify expanding the role of pharmacists. While efficiency should be a given, the true focus must be on value added. We don't prioritise primary care because it's more efficient than hospitals, but because long-term relationships with healthcare providers, like having the same physician for 15 years, can truly improve patient outcomes.” — *Dr Javier Padilla, Secretary of State for Health, Spain*



Credit: © WHO / Uka Borregaard

10. “Pharmacy has always adapted to new technologies and practices, but what has sustained us over centuries is our ability to listen to those we serve and offer them choice in their healthcare. The key to sustaining pharmacy services lies in maintaining relevance, offering services safely and sustainably, and ensuring people have access and agency in their own care. True healthcare equity comes from providing that choice.” — *Daragh Connolly (pictured right), Chair of the FIP Board of Pharmaceutical Practice*

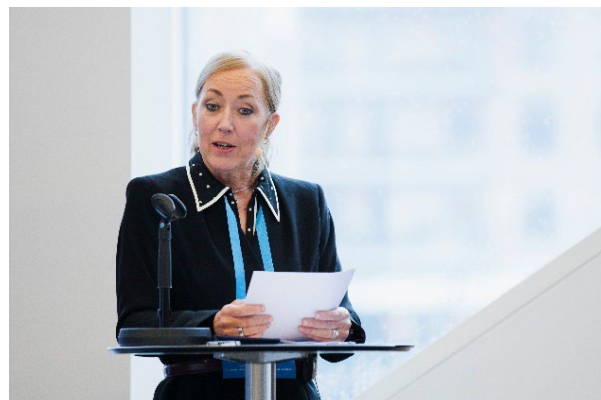
11. “As hospital pharmacists, we have an advantage within the microcosm of hospitals where trust among healthcare professionals is easily gained, allowing us to experiment with services like antimicrobial and anticoagulation stewardship. The shift now is towards a more patient-oriented approach, extending services beyond hospitals to create broader health ecosystems. By demonstrating measurable results, we gained

confidence from both healthcare professionals and patients. Sustainability in pharmacy lies in offering effective services and choices, while ensuring appropriate remuneration.” — *Rob Moss, FIP Vice President*

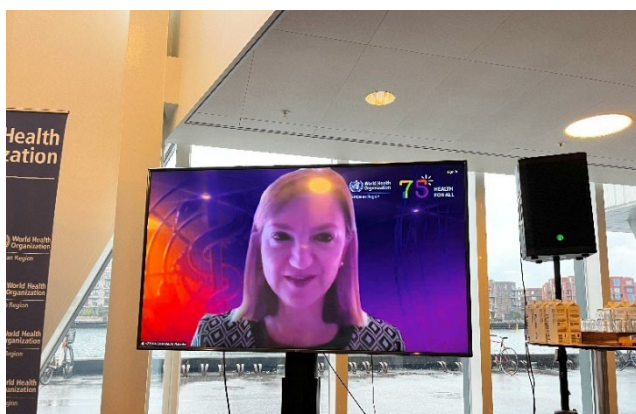
12. “Sustainability is about using resources in a way that doesn't compromise the future. To make services sustainable, we must understand their value and move away from working in silos. This applies not only within the pharmacy profession but also in our interactions with other healthcare professionals.” — *Luís Lourenço, FIP professional secretary*



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13. “We have to keep reminding people that pharmacies and pharmacists are a quintessential element in the delivery of primary and community care services, and increasingly in many parts of our region, the pharmacies are really the last point of contact left standing, particularly in rural areas. We just need to ensure that pharmacists are at the table, around the table, and are firmly in our minds.” — *Dr Natasha Azzopardi Muscat, director, Division of Country Health Policies and Systems, WHO Europe*



14. “We’ve seen pharmacists take on critical roles in areas like vaccination, tobacco cessation, and managing conditions such as hypertension and diabetes. However, we must avoid seeing these new roles as ‘task dumping’ (which is what is commonly known as ‘task shifting’) on pharmacists, who are already overwhelmed. Expanding pharmacists’ roles needs to be thoughtful, ensuring that they fulfill a need, that this is rewarding for pharmacists and, more importantly, that this provides access to quality services for our patients.” — *Dr Natasha*

*Azzopardi Muscat, director, Division of Country Health Policies and Systems, WHO Europe*

15. “We must move away from a narrative of health workforce crises to one of solutions to a sustainable health workforce.” — *Dr Natasha Azzopardi Muscat, director, Division of Country Health Policies and Systems, WHO Europe*

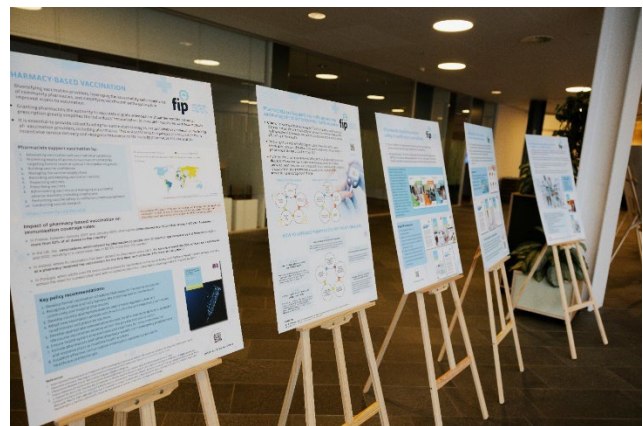


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## OTHER ACTIVITIES AND DOCUMENT LAUNCHES

In addition to the symposium, FIP organised an exhibition affording the opportunity to showcase the contribution of pharmacy to health, and its further potential, to all visitors to the United Nations Building, and highlighting key advocacy messages and policy enablers. These posters were also printed as handouts and distributed to event participants.

The day also included the launch of a [new report by WHO Europe](#) on community pharmacy regulatory and practice models in eastern Europe and central Asia, and the publication of a FIP-WHO co-authored article in *The Lancet Regional Health — Europe* entitled “[Embracing pharmacists’ roles in healthcare delivery](#)”. Copies of both documents were distributed to event participants.



## CONCLUSIONS

The symposium highlighted the critical role of pharmacists in modern healthcare systems and the urgent need for their inclusion in policy and practice discussions. By recognising pharmacists as integral members of the healthcare team, stakeholders can better address patient needs and enhance health outcomes.

Pharmacists can provide a range of primary healthcare services, including vaccinations, screening and management of chronic non-communicable diseases, the management of common ailments (including prescribing authority for common conditions), improving the use of medicines and addressing antimicrobial resistance. This needs to be supported by enabling legislation, policies and regulations, but also by appropriate funding and remuneration models that ensure their sustainability and equity of access.

These services not only provide choice to individuals in terms of healthcare, but they also provide timely quality care, and they reduce pressure on other healthcare providers, including GPs and emergency care.

It is vital for healthcare organisations and policymakers to:

- Ensure pharmacists are included in discussions about multidisciplinary healthcare teams.
- Recognise the importance of pharmacists in delivering primary healthcare services.
- Advocate for meaningful roles that utilise pharmacists' expertise without leading to task overload.
- Foster collaboration among all healthcare professionals to enhance patient care.
- Ensure appropriate funding and remuneration of the delivery of primary healthcare services by pharmacists.



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## ACKNOWLEDGMENTS

The support of the School of Pharmacy of the University of Copenhagen and its students as volunteers was acknowledged.

## EXHIBITION POSTERS / HANDOUTS

See Annex 6.

## SOCIAL MEDIA

See Annex 7.

## ATTENDANCE

In person:

- 39 in-person participants from 25 FIP member and allied organisations from 20 countries
- Seven FIP officers and staff members (Luís Lourenço, Daragh Connolly, Rob Moss, Raquel Martínez, Catherine Duggan, Carola van der Hoeff, Gonçalo Sousa Pinto)
- 11 in-person representatives from five WHO Europe Member States
- 13 WHO Europe in-person officers and staff members

- Two professors and 16 students from the School of Pharmacy of University of Copenhagen

Total in-person attendance: 72 people

Online:

- 388 registrations from 91 countries, of which 176 participants from 61 countries actually attended the event. The top 10 countries by number of actual attendees is as follows (demonstrating the global interest this event):

India	17
Ukraine	16
Uzbekistan	13
Turkey	12
Nigeria	11
Denmark	8
Ethiopia	6
Pakistan	5
Portugal	5
United States	5

Total attendees (in-person + online): 248

## 2. Annex 1: Event scope, purpose and final programme



**Pharmacy Care and Pharmaceutical Services: a High-level Policy Symposium**  
**24<sup>th</sup> September 2024**  
**Copenhagen, Denmark and online**

v.7

**16 September 2024**

**Original: English**

### Scope and Purpose

#### I. Background

The acute workforce crisis, which hit the world during the COVID-19 pandemic, is not over yet. This calls for urgent systemic action across the major policy dimensions including performance optimisation. At the health systems level this implies rethinking the traditional roles of healthcare professionals, tighter collaboration, investments into infrastructure, technical and IT tools, and consumables. The crisis prompted health policy makers and vertical programme managers to turn to non-health professionals, encouraging volunteers and community workers to assume some health-related functions. At the same time, the potential of a sizable category of healthcare professionals, pharmacists, remains largely untapped and this is despite the important and in some areas critical role community pharmacists played for bringing the COVID-19 crisis under control, including information dissemination, patient counselling, in-pharmacy testing, vaccination, and post-vaccination patient support.

Following the publication of WHO Regional Office's report *Health and care workforce in Europe: time to act*, which revealed labour market dynamics, pinpointed key challenges, and charted the way for their resolution, a number of milestone documents were adopted to facilitate urgent response to the workforce crises. They include the *Bucharest Declaration on the health and care workforce* adopted on 23<sup>rd</sup> March 2023 in Rumania and the *Framework for action on the health and care workforce in the WHO European Region 2023–2030* voted for at the 73<sup>rd</sup> session of the WHO Regional Committee in Astana, Kazakhstan. These documents highlight *inter alia* the need for the adequate re-distribution of tasks between categories of health and care professionals to make healthcare services more available and affordable for individuals and communities without any compromise to their quality. This is in line with the WHO-Europe programme of work, which encourages prioritisation of the workforce strengthening and access to medicines to speed up attainment of the Universal Health Coverage.

What can and should pharmacists contribute to healthcare delivery and how do these roles dovetail into the multi-disciplinary approach to health in the hospital and community settings? These topics will be covered at the high-level policy symposium organised jointly with the International Pharmaceutical Federation (FIP) in the run-up to the celebration of the 2024 World Pharmacists Day.



## II. Activity

The high-level policy symposium will bring together policy makers and representatives of the professional communities of pharmacists to address the following objectives:

- Outline good practices in the expanded roles pharmacists are assuming across the region to offer pharmacy care and pharmaceutical services, which go beyond traditional supply and dispensing of medical products;
- Raise awareness of the key contributions of pharmacists to improving patient care and health systems performance across the European region;
- Highlight the role of pharmacists in the rational use of medicines, vaccination, preventing AMR, managing chronic conditions and minor ailments thereby reducing the burden of other health professionals.

It will be a hybrid event, which will include key-note addresses, face-to-face discussions, presentations and streaming for the benefit of the online participants from the UN City, Copenhagen, Denmark on 24<sup>th</sup> September 2024. It will be accompanied by a thematic exhibition organised in Copenhagen and the launch of the WHO-Europe report *Community pharmacy regulatory and practice models in Eastern Europe and Central Asia*.

## III. Expected Outputs and Deliverables

- Awareness of the roles of pharmacists in healthcare delivery is increased;
- Good practices are highlighted and the information about them is disseminated across the region empowering the Member States for their adaptation and adoption;
- Roles of policy makers and the professional community are brought to the fore.



### Provisional Programme

**Where:** WHO Europe Office, Copenhagen, Denmark (UN City), Pacific Ocean Lounge

**When:** Tuesday, 24<sup>th</sup> September 2024, 15.30 CET

**Format:** mixed - in person in CPH and streamed online

**With simultaneous interpretation into Russian**

Zoom session starts at 15:00 to allow participants to connect in advance

**Event facilitator:** Mr Stanislav Kniazkov, Technical Officer, Pricing and Reimbursement, WHO Europe

15:30	<p><b>Opening Remarks</b></p> <p>Dr Hans Henri P. Kluge, WHO Regional Director for Europe (recording).</p>
15:35	<p><b>Keynote Addresses</b></p> <p>Prof. Ana Paula Martins, Minister of Health of Portugal, Mr Javier Padilla, Secretary of State for Health, Spain, Mr Luís Lourenço, FIP's Professional Secretary, Portugal.</p>
16:10	<p><b>Health Workforce in the WHO European Region: Strengths and Challenges</b></p> <p>Dr Tomas Zapata, Regional Advisor, Health Workforce and Service Delivery, WHO Europe.</p>
16:25	<p><b>Patient-centric Pharmacy in the Modern Healthcare System</b></p> <p>Mr Stanislav Kniazkov, Technical Officer, Pricing and Reimbursement, WHO Europe.</p>
16:40	<p><b>Best Practices of Pharmacists' Services from across the European Region</b></p> <p>Moderated panel discussion. Moderator: Dr Catherine Duggan, CEO, FIP.</p> <p>Panel members: Prof. Ana Paula Martins, Minister of Health of Portugal, Mr Javier Padilla, Secretary of State for Health, Spain, Mr Daragh Connolly, Chair of the FIP Board of Pharmaceutical Practice, Ireland, Mr Rob Moss, FIP Vice president, the Netherlands.</p> <p>Covering the following topics: <i>Advancing the rational, safe, and cost-effective use of medicines in hospitals and the community;</i> <i>Improving vaccine confidence, delivery, and uptake;</i> <i>Empowering self-care and managing common ailments in the community: providing timely care and reducing pressure on GPs and emergency departments;</i> <i>Curbing AMR through appropriate antimicrobial stewardship;</i> <i>Preventing, screening, and managing chronic non-communicable diseases in the community.</i></p>
17:20	<p><b>Conclusions and Closing Remarks</b></p> <p>Mr Daragh Connolly, Chair of the FIP Board of Pharmaceutical Practice, Ireland, Dr Natasha Azzopardi Muscat, Director, Division of Country Health Policies and Systems, WHO Europe.</p>

### 3. Annex 2: Opening message by Dr Hans P Kluge, Regional Director, WHO Europe

Excellencies, ladies and gentlemen, colleagues,

It is a pleasure to host you at UN City in Copenhagen.

We are holding this symposium in the run-up to World Pharmacists Day, an occasion to appreciate the multi-disciplinary expertise of pharmacy professionals—an expertise that ranges from managing medical products throughout their life-cycle to dispensing these products to patients and supporting their appropriate use and safe disposal.

But we are here also—and especially—to underscore the essential role that pharmacists play in caring for patients, promoting health, all the while, knowing and fully understanding their communities.

This celebration gives us an opportunity to take stock of how the pharmacy profession has evolved over the years, and how pharmacists have become trusted providers - helping address some of the most common ailments.

I want to recall the lessons we learnt from the COVID-19 pandemic, when pharmacists played a key role in providing guidance to patients during times of uncertainty.

When pharmacists, together with other frontline health workers, were the first responders.

When pharmacists stepped in to support care for chronic patients, while fully participating in the surge efforts for pandemic response.

And when pharmacists, together with other health professionals such as nurses, played a key role in rolling out lifesaving vaccines.

Today, while it's clear that the role of pharmacists is important, we have a long way to go to truly unlock their full potential as frontline health care professionals and members of multidisciplinary teams.

This high-level symposium, co-organized with our partners at the International Pharmaceutical Federation, is part of our efforts to explain to the wider world the role of pharmacists, and to place their needs and aspirations under the spotlight.

The WHO European Region enjoys some of the best medical and pharmaceutical schools in the world. Hundreds of thousands of passionate graduates embark on this journey every year. And at a time in which the Region still struggles with shortages of health workers across the board, we must better maximise the role of pharmacists.

As you get ready to discuss these important issues today, I would like to personally thank all pharmacists, in this Region and everywhere, for their commitment to caring for patients in their communities.

Thank you.

## 4. Annex 3: Keynote address by the Minister of Health of Portugal, Prof. Ana Paula Martins

WORLD PHARMACY WEEK - POLICY DIALOGUE EVENT

WHO EUROPE OFFICE, COPENHAGEN, DENMARK (UN CITY), PACIFIC OCEAN LOUNGE TUESDAY, 24TH SEPTEMBER 2024, 16H40 CEST

Esteemed representatives of the International Pharmaceutical Federation and the World Health Organization, Distinguished colleagues, Honourable guests,

It is an honour to be here today, representing Portugal, at this High-level Policy Dialogue. Pharmacy care and pharmaceutical services are essential pillars of our healthcare systems. They directly contribute to the wellbeing of populations and the sustainability of healthcare systems globally. I welcome this opportunity to share Portugal's recent achievements in pharmacy care, discuss our current challenges, and explore how international collaboration can propel us forward in addressing these challenges.

### **Key Achievements and Recent Developments in Pharmacy Care in Portugal**

In recent years, Portugal has made significant strides in expanding and strengthening pharmacy care services, making the pharmaceutical profession a cornerstone of our healthcare system.

One of our key achievements has been the enhancement of pharmacists' roles in both hospital and community settings. Pharmacists have increasingly been integrated into healthcare teams, ensuring more comprehensive medication management, patient counselling, and the prevention of medication errors. Their technical expertise, particularly in rational and safe medication use, has contributed to improving therapeutic outcomes and patient safety.

We are especially proud of our pharmaceutical residency programme, launched in 2017, which has provided a structured and rigorous path for pharmacists in hospital healthcare, clinical analysis, and human genetics. This postgraduate training guarantees that our hospital pharmacists are equipped with the in-depth, transversal knowledge needed to navigate the complexities of modern healthcare.

Another significant development is the expanded role of pharmacists in vaccine delivery, particularly during the COVID-19 pandemic. Community pharmacies played a vital role in Portugal's vaccination campaigns for COVID-19 and influenza. Over 70% of the population aged 65 and over received their vaccines at pharmacies. This initiative not only increased vaccination coverage but also improved citizen satisfaction and accessibility to vaccines, showing the essential role that pharmacists play in public health.

Additionally, in community settings, we have been consolidating pharmaceutical services with medication reviews, home support, and the provision of point-of-care testing. These advancements have alleviated pressure on other healthcare sectors, notably general practitioners and emergency services, while empowering citizens to manage their health through self-care and preventive measures.

### **Contribution to Health System Objectives in Portugal**

The advances in pharmacy care in Portugal align directly with the overarching objectives of our national healthcare system. At its core, our health system strives to improve patient outcomes, enhance access to care, promote cost-effective interventions, and ensure the sustainability of the system in the face of rising healthcare demands.

Pharmacists play a pivotal role in achieving these objectives. Their involvement in medication management ensures that medicines are used in a rational, safe, and cost-effective manner. By optimising therapeutic outcomes and reducing adverse drug reactions, pharmacists not only improve the quality of care but also contribute to controlling healthcare costs—critical in times of constrained budgets and resource limitations.

Furthermore, pharmacists are at the forefront of curbing antimicrobial resistance (AMR), a priority for both Portugal and the global health community. Through antimicrobial stewardship programmes, Portuguese pharmacists ensure appropriate antibiotic use, helping to preserve the effectiveness of these vital treatments. Their involvement in national campaigns to promote generics, biosimilars, and robust AMR strategies is an essential part of safeguarding the future efficacy of our medicines.

In the realm of chronic non-communicable diseases (NCDs), such as diabetes, hypertension, asthma and cardiovascular conditions, pharmacists have become integral to prevention, early detection, and management. Pharmacists assist patients in managing their medication plans, providing education on how to use devices like inhalers and glucometers, and ensuring that treatments are followed correctly. Their work in offering screening services, providing lifestyle advice, and ensuring medication adherence helps to alleviate the burden these diseases place on our healthcare system. This extension of services allows pharmacists to act as frontline healthcare professionals, providing critical and accessible care across the country.

By embracing these roles, pharmacists contribute to the long-term sustainability of our health system and align with our strategic vision of promoting patient-centred care, preventing disease, and improving health outcomes across the population.

### **Current Key Challenges**

Despite these successes, we still face several challenges in fully realising the potential of pharmacy care and pharmaceutical services in Portugal.

One of our most pressing challenges is the ongoing shortage of healthcare professionals, which includes pharmacists. As the scope of services provided by pharmacists continues to expand, there is an increasing need for specialized training. This issue is part of a broader global problem of human resource constraints in healthcare. To maintain and improve pharmacy services, we need to develop strategies to attract, train, and retain pharmacists, ensuring that we have the necessary workforce to meet rising healthcare demands.

Pharmacists must be adequately prepared to take on more complex roles in patient care, from providing clinical services to managing chronic diseases. Furthermore, attracting and retaining skilled pharmacy professionals in rural regions continues to be a significant challenge.

Another challenge is the need to further integrate pharmacists into the broader healthcare system. While significant progress has been made, there are still gaps in fully realising the potential of multidisciplinary care. Ensuring that pharmacists are recognised as essential members of healthcare teams, not just in hospitals but in primary care and community settings, is vital. We must also continue to push for task-sharing and professional collaboration across disciplines to address the increasing complexity of healthcare needs.

While pharmacists are playing a more active role in healthcare, there is still a need for better integration with other healthcare professionals, particularly primary care physicians. Improved collaboration between pharmacists and doctors would lead to more coordinated care for patients, particularly those with chronic or multiple conditions.

This government, where I have taken on the role of Health Minister, has prioritized expanding the role of community pharmacies within the health sector's Emergency Plan framework. The goal is to make better use of the pharmacy network within the healthcare system, ensuring they are more accessible to citizens and provide specialized care. This is something that is already in progress.

Like many healthcare sectors, pharmacy care faces financial sustainability issues. Although pharmacies provide a wide range of services, there are still questions around adequate reimbursement for these services. Ensuring the financial viability of pharmacies, particularly those in rural areas, is crucial to maintaining equitable access to healthcare across the country.

Despite efforts to expand services, there is still work to be done in terms of educating the public about the full range of services that pharmacies offer. Many people continue to see pharmacies purely as places to get medication, rather than a comprehensive healthcare centre that can offer preventive care, consultations, and health management support.

Portugal has been at the forefront of digital health innovation, and pharmacy care is no exception. The introduction of electronic prescribing (e-prescribing) has streamlined the process of obtaining medications, reduced errors, and

enhanced the continuity of care. The system allows patients to collect their prescribed medications directly from pharmacies without needing physical prescriptions. This development has greatly improved the efficiency of medication management and has been especially useful during the COVID-19 pandemic.

Pharmacy services must keep the pace with evolving technologies. The adoption of digital health tools, such as electronic health records (EHRs), electronic prescribing systems, and clinical decision support systems, is essential to optimise the role of pharmacists. The creation of a single EHR system in Portugal, planned for 2025, will be a key step forward. However, we must ensure that pharmacists are fully integrated into this digital transformation and can leverage these tools to improve patient care.

### **International Collaboration and its Role in Addressing Challenges**

The challenges we face are not unique to Portugal. Across Europe and globally, countries are grappling with similar issues in healthcare. This is why international collaboration is so critical.

Through collaborations with the International Pharmaceutical Federation and the WHO, we can share best practices, learn from each other's experiences, and work towards common goals. For instance, through international cooperation, Portugal has benefited from the latest research and innovations in pharmaceutical care, enabling us to adopt evidence-based practices more quickly.

International partnerships can also help address workforce shortages by promoting knowledge exchange and mobility among healthcare professionals. Portugal is open to collaborations that enable the sharing of expertise, particularly in training and upskilling pharmacists, as well as strategies to retain these valuable professionals within the system.

We are also keen to contribute to and benefit from global efforts to combat antimicrobial resistance. By participating in multinational initiatives, we can develop more robust antimicrobial stewardship programmes and implement cross-border strategies to monitor and reduce resistance patterns. Joint projects with European and global partners can also help us address some of our most pressing challenges, such as developing new models of care, enhancing patient safety, and improving medication adherence.

Furthermore, as we move into the digital age of healthcare, international collaboration is essential in ensuring the standardisation and interoperability of health technologies. Working with our European partners and other global stakeholders, we can develop systems that allow pharmacists to make full use of digital tools, improving both patient outcomes and system efficiency.

Finally, pharmacy care in Portugal, as in any other country, must be prepared to respond to global health challenges such as pandemics and antibiotic resistance. International collaboration is essential for the sharing of resources, knowledge, and strategies to tackle these pressing issues.

### **Closing Remarks**

Pharmacy care and pharmaceutical services are indispensable components of our healthcare system in Portugal. As we look to the future, our goal is to continue building on the progress we have made, addressing the challenges we face, and working collaboratively with the international community to create sustainable, resilient healthcare systems that serve the needs of all citizens.

Together, through cooperation, innovation, and shared commitment, we can ensure that pharmacists continue to play a vital role in improving health outcomes and contributing to the sustainability of our healthcare systems.

Thank you for your attention, and I look forward to further and fruitful discussions during the day.

## 5. Annex 4: Keynote address by the FIP Professional Secretary, Mr Luís Lourenço

2024.09.24

Dear Prof. Ana Paula Martins, Minister of Health of Portugal  
Dear Dr Javier Padilla, Secretary of State for Health of Spain  
Esteemed representatives of World Health Organization - Europe  
Honorable guests,  
Distinguished colleagues,  
Ladies and gentlemen

As a result of the developments on human health during the last few decades, today we live longer and (in most of the times!) better.

And that is extraordinary!

However, this longevity and vitality increasingly puts pressure on healthcare systems, since patients need more care, resources and investment over time.

In 2023, the World Health Organization's 53-member European region was short an estimated 1.8 million health workers. That number is expected to climb to four million by 2030 if nothing is done to correct its course.

So, how can we contribute to more sustainable healthcare systems in Europe using the available workforce resources?

One of the solutions is to allow health professionals to exercise their profession to the fullest extent of their capabilities; that is, to do everything their training allows them to practice. Another is to increase access to healthcare through task sharing; that is, having certain tasks shared among healthcare teams, to the benefit of the patient.

FIP, the International Pharmaceutical Federation, represents more than four million pharmacists, pharmaceutical scientists and pharmaceutical educators through the membership of organisations that come from more than 160 countries.

Our vision is a world where everyone benefits from access to safe, effective, quality and affordable medicines and health technologies, as well as from pharmaceutical care services provided by pharmacists, in collaboration with other healthcare professionals.

FIP collects and shares good professional practices, creates competency frameworks, empowers pharmacists and their professional organisations, and promotes the pharmacists' role in healthcare through institutional relationships.

It is the ideal structure to present how pharmacists working in community and hospital pharmacies can unlock their full potential and how, around the world, they have been contributing to reduce pressure on healthcare systems by expanded scope of practice and task sharing.

In the area of prevention, a case of enormous success is pharmacy-based vaccination: we have seen an exponential increase, year after year, in the number of countries and jurisdictions that allow vaccination by pharmacists and/or in community pharmacies. Countries like Portugal and Ireland were pioneers in Europe more than 15 years ago, while the pandemic has accelerated its implementation in other countries, like Italy and Poland.

And contrary to what some have thought, with the establishment of pharmacy-based vaccination, the vaccination rates of other healthcare professionals have actually increased significantly, meaning that more patients, in more areas, in a shorter time, got vaccinated.

This expanded scope of practice can help countries have a robust and efficient life-course vaccination strategy.

We have also seen the involvement of pharmacists in the management of mild clinical conditions. We are seeing an increasing number of countries where citizens, when experiencing a mild clinical condition (a sore throat, an earache, a urinary infection, for instance), are encouraged to go to the pharmacy where, through the application of clinical protocols agreed with health authorities, the pharmacist provides advice and dispenses medication, if necessary, to solve their clinical situation.

These services reduce the burden on hospital emergencies, freeing up resources so that more complex clinical situations can be treated more quickly.

Right next door, in the UK, the “Pharmacy First” project is a great example of this service.

The work of pharmacists in fostering health literacy and the adoption of healthy lifestyles has been long recognised, as well as their role in helping patients to manage their chronic conditions.

But we can do more!

In several countries we see chronic medication renewal services being implemented in pharmacies, where pharmacists renew medication after confirming that the health condition of their patients is under control.

We also know that chronically ill people tend to consume more medication; that is why pharmacists have increased their range of action by carrying out medication reviews and medication reconciliation when users go to or leave secondary care.

Which brings us to the contribution that hospital pharmacists can make to the efficiency of healthcare systems.

On top of the traditional activities carried out by hospital pharmacists, as the production of medicines and sterile preparations, nutritional mixtures and other products, the optimisation of the distribution and administration of medicines and the definition of procurement policies and protocols, we are seeing hospital pharmacists expanding their scope of practice, by promoting responsible and evidence-based prescribing (may I just mention the importance of this in combating antimicrobial resistance), promoting the responsible and rational use of medicines, and performing pharmacotherapeutic follow-up of patients, in horizontal collaboration with the entire clinical team.

It's paramount that hospital pharmacists can also train and collaborate with nursing to ensure safe and correct medicines administration: data shows that 38% of preventable medication errors occur in administration and that 40% of nurses' time is spent administering medications.

I could literally spend the rest of the afternoon going through examples of the extraordinary work that pharmacists are doing across Europe (and the world!) by expanding their scope of practice and by task sharing.

In order to have all these examples registered, compiled and (hopefully) implemented, FIP launched, last May, during the World Health Assembly in Geneva, the “Think Health, Think Pharmacy” campaign.

In our first campaign publication, which for instance recalls the work of pharmacists during the COVID pandemic, we learnt that in France, by December 2022, more than 50% of COVID vaccines were administered in pharmacies. Or that, from November 2020 to April 2022, more than 12 million COVID tests were carried out in pharmacies in Portugal.

We invite you all to learn more about this campaign and explore the brave new world of pharmacy!

By now you must be thinking: why aren't there more pharmaceutical services available in my country? Why is the scope of practice of community and hospital pharmacists not expanded in some jurisdictions?

In order to tackle this question, we need to explore the three components of professional practice implementation. I will mention them, not by order of importance, since the three need to be fulfilled in order to see change in practice.

The first component of implementation is TRAINING.

It is only possible to implement a professional practice if pharmacists are trained, competent and confident in their role.

I'm tempted to say that this component might be the simplest to achieve. Not because it is of minor importance, but because, for example, FIP already develops training manuals, and collects the most robust worldwide evidence of pharmacy practice and shares it with all its national members.

The second component is REGULATION.

We can have well-trained pharmacists, qualified to follow best practices, but if the regulation, the legislation, is not clear and unreservedly mentions the role that the pharmacist can perform, we will not be able to have a change in practice.

This applies not only to national legislation, but also to hospital and other healthcare facilities regulations.

And finally, the third component is FINANCING.

We can have well-trained pharmacists, practicing under a clear and explicit regulatory framework, but without the appropriate financial incentives we cannot have an effective, equitable and sustainable change in professional practice.

TRAINING  
REGULATION  
FINANCING

These are the three components of pharmacy professional implementation, and I challenge you all, right now, whether you are a government officer, a member organisation representative or a practitioner, to reflect on how can YOU contribute to the development of the profession for the sake of our patients.

Am I providing the training, and fostering the skills that pharmacists need to perform more?

Do I set clear regulation in my jurisdiction to provide the governance needed by pharmacists?

Am I advocating for financial support for new roles of services, so that they can be sustainable over time, that are equitable to the citizens I represent?

Your answers, and what you do with them, might make a big difference in someone's life. Someone who wants to live longer and healthier. Someone who can be an anonymous citizen, an acquaintance, a close relative. Someone, who knows, maybe one day, might be you.

In summary:

As a result of the development of health systems and their different components, we live longer and (so we want!) better;

There is a general lack of health professionals to respond to the needs of the population;

It is important to promote their full scope of practice and promote task sharing between healthcare professionals;

Professional development has three components: training, regulation and financing.

FIP is committed to assisting international and regional institutions, our members organisations and partners, as well as practitioners worldwide, to develop pharmacy practice;

There are examples and proofs of concept across Europe (and the world) where pharmacists play a decisive role in improving the efficiency of healthcare systems;

A one size solution might not fit all, but there is always one solution that will fit your needs!

Count on FIP to tackle your answers, count with FIP to be part of the solution.

Thank you!

Copenhagen, September 24th 2024  
Luís Miguel Lourenço



04/10/2024



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## 6. Annex 5: Presentation slides

04/10/2024

**World Health Organization**  
European Region

## Health and care workforce in Europe: time to act

**Belgium**  
Priority resources for health profile

Health workforce density per 100 000 population

Health workforce distribution by specialty

Health workforce distribution by region

**SCAN ME**

**World Health Organization**  
European Region

3

## The report has made headlines...

**The Telegraph** News Sport Business Opinion Cost of living Ukrai

**THE INDEPENDENT**

Royals - UK news - Politics - World - Health - Defence

**Europe's hospitals face**

**EURACTIV** The Capitals - The Brief - Ukraine

AgriFood Economy & jobs Energy & Environment Global Europe Health Politics Tech

Caerh EU presidency seeks way out of deadlo

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**Ageing staff 'ticking time-bomb' f**  
By Ondrej Prosecky | EURACTIV.com | Sep 14, 2022 (updated Sep 21, 2022)

**A ticking time bomb: healthcare under threat across western Europe**  
They're supposed to be among the world's best systems, but ageing populations, COVID and workforce issues are hitting

**warns of ticking in European health care**  
Thursday, 15 September 2022

**The Guardian**

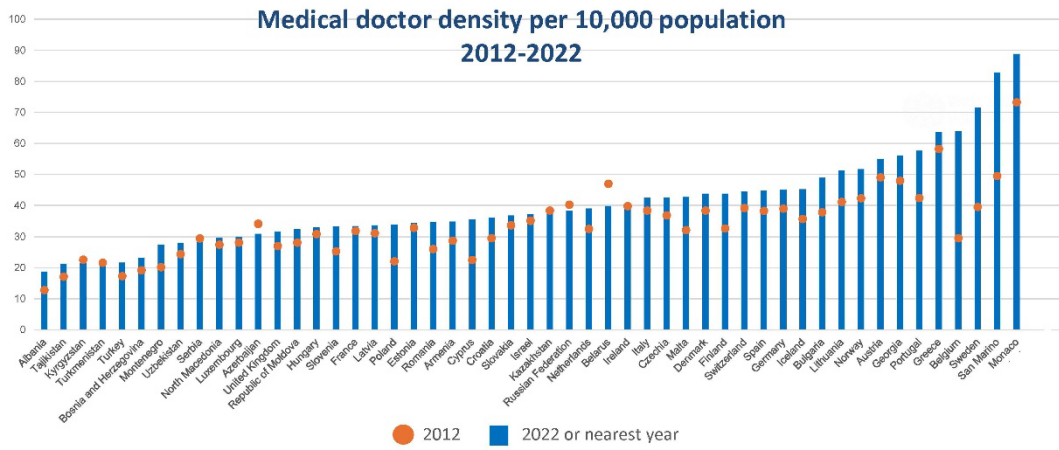
**The Brussels Times**

**WHO raises con**

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04/10/2024

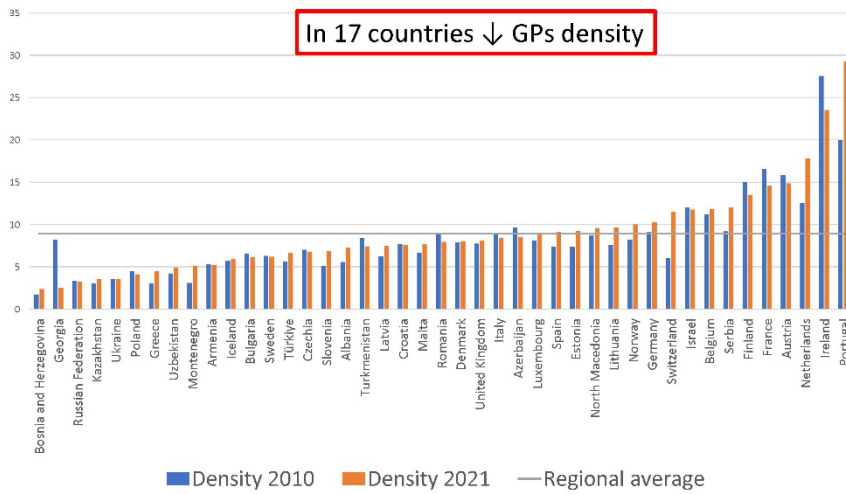
### Increase of 20% of the density of doctors in the European Region



Source: WHO National Health Workforce Accounts & Joint Data Collection Questionnaire

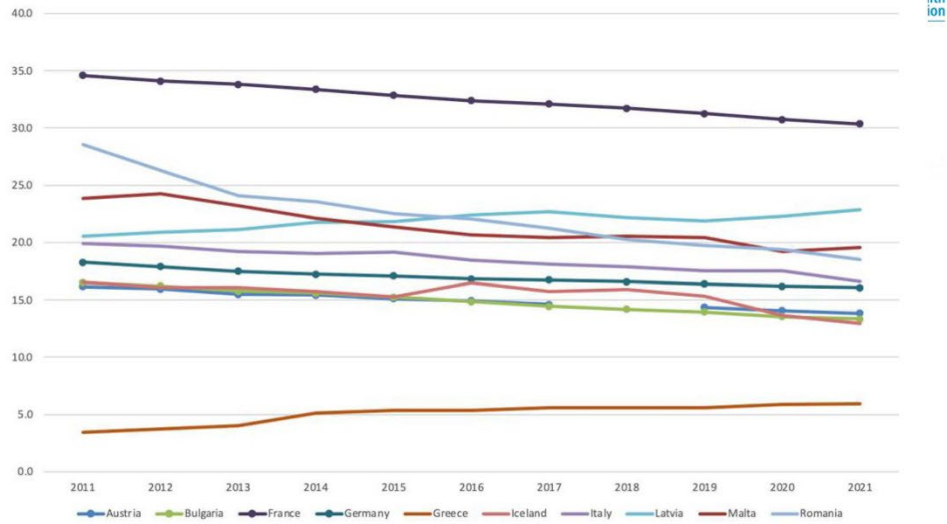
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### GP workforce density per 10 000 population (2010 and 2021 or nearest year)



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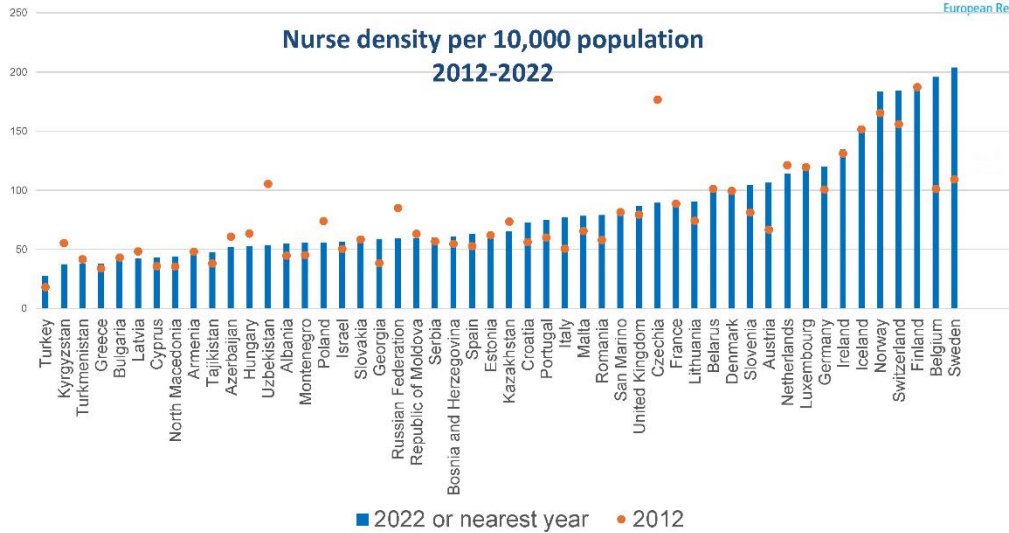
General Practitioners as a share of physicians (%)



Source: OECD.stat, 2023

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Increase of 8% of the density of nurses in the European Region  World Health Organization  
European Region



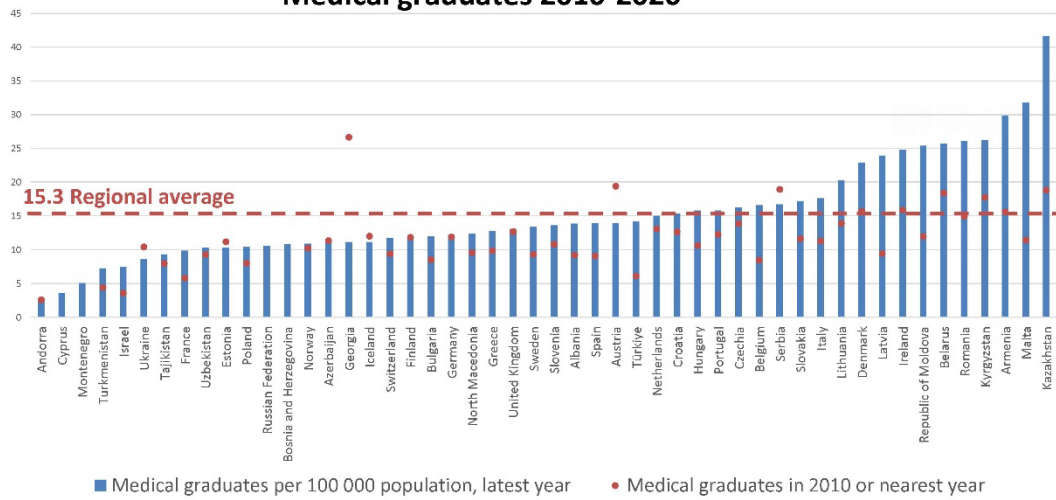
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## Increase of 37% of the production of doctors



### Medical graduates 2010-2020

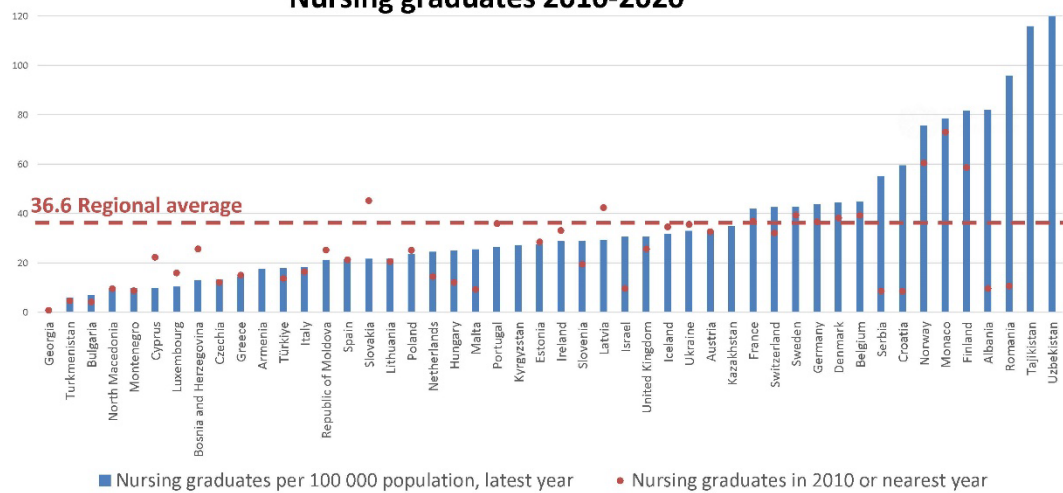


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## Increase of 26% of the production of nurses



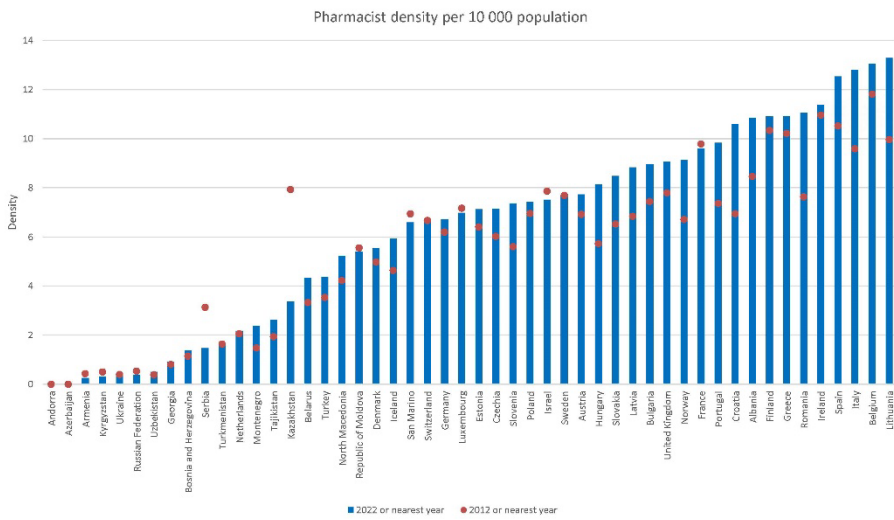
### Nursing graduates 2010-2020



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04/10/2024

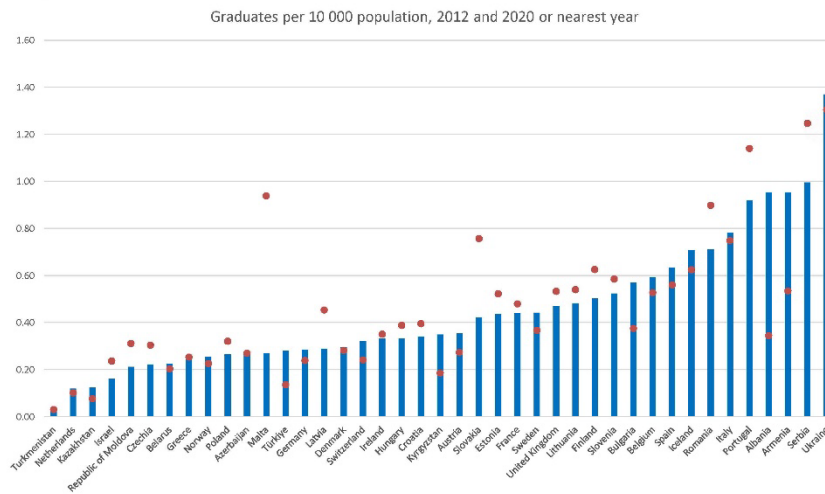
## Pharmacist density has increased by 16% from 2012-2022



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## Pharmacists graduates per 10,000 population 2012-2020



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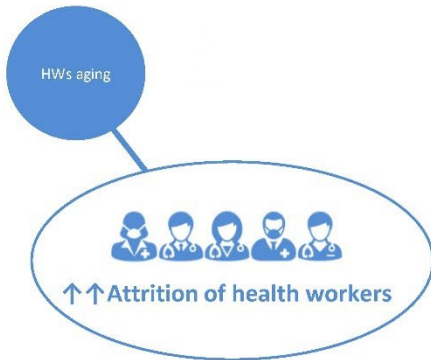
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## Why are shortages of health workers worsening?



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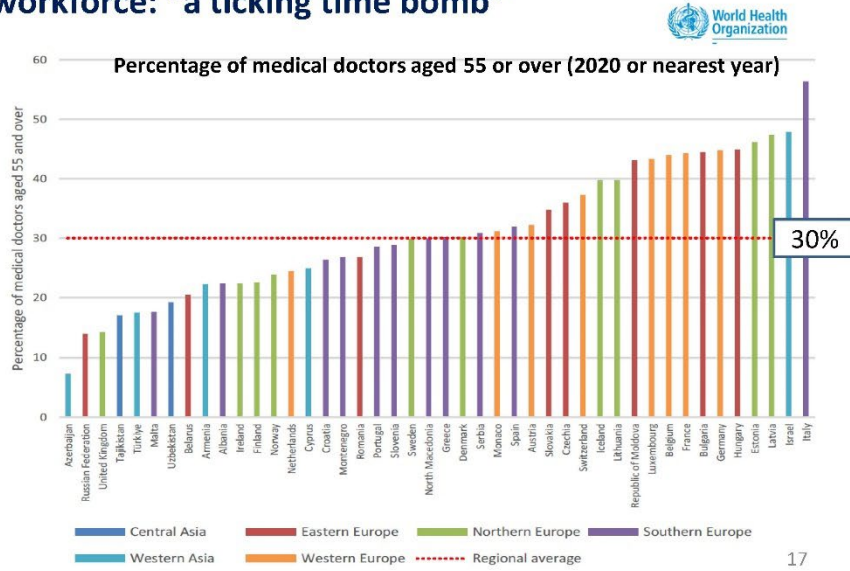
## Why are shortages of health workers worsening?



16

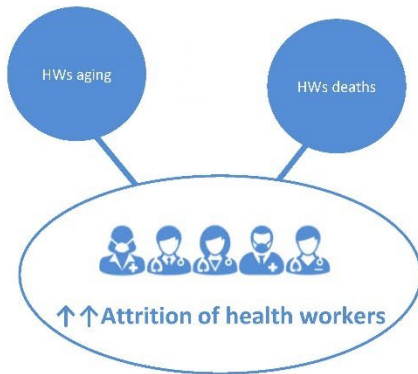
## Ageing health workforce: “a ticking time bomb”

In 13 countries more than 40% of doctors are over 55 years of age



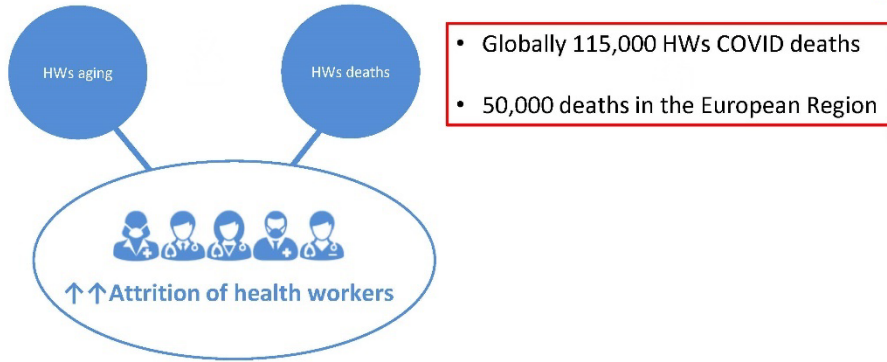
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## Why are shortages of health workers worsening?



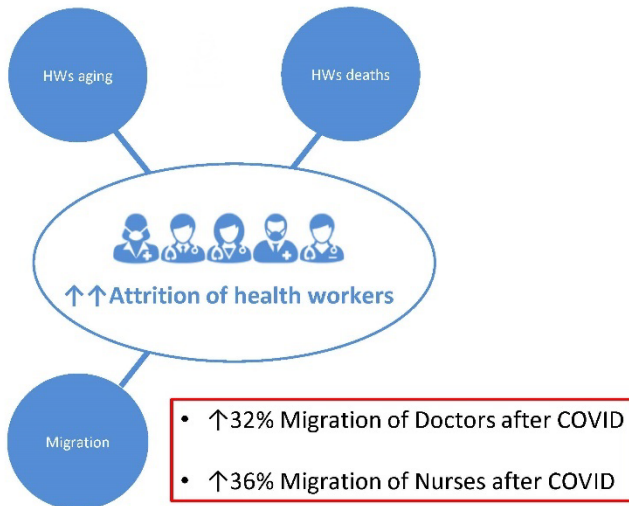
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### Why are shortages of health workers worsening?



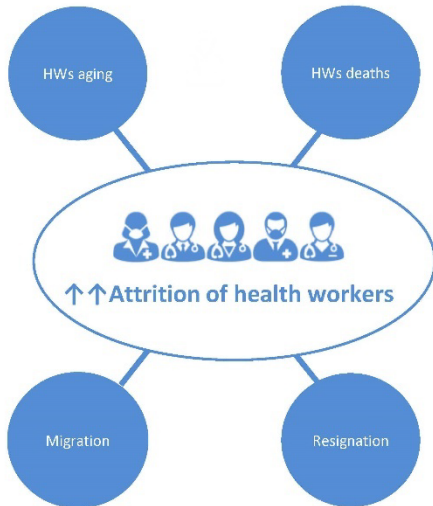
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### Why are shortages of health workers worsening?



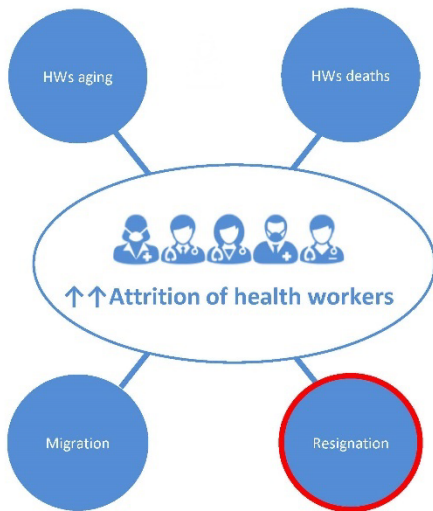
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### Why are shortages of health workers worsening?



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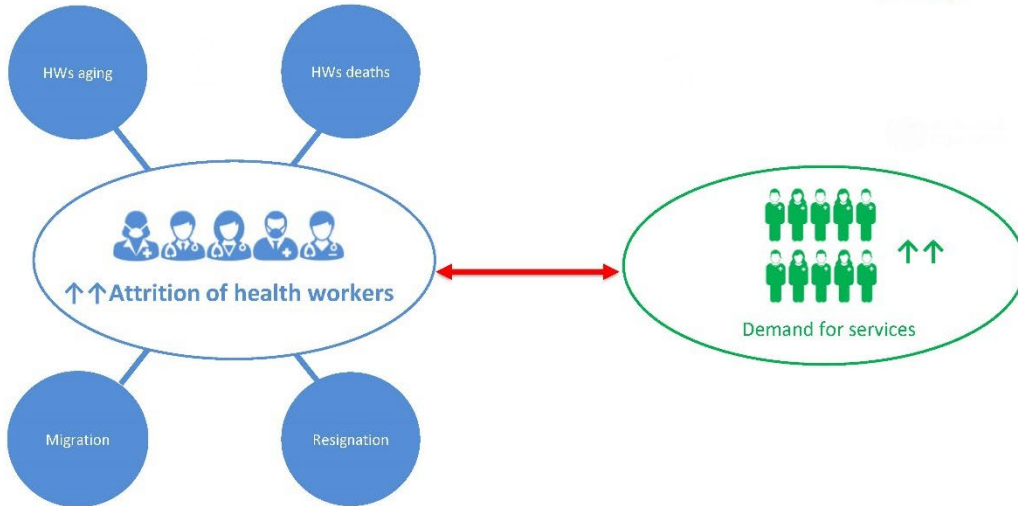
### Why are shortages of health workers worsening?



- Higher levels of anxiety and depression compared to other professionals
- Scale of burnout and impact
  - Estimates of burnout among HCW 41–52% among HCWs
  - Highest among **physicians and nurses** (reported 70% among nurses in some cases)
  - **Women** among most affected groups
  - HCW **absences increased by 62%** in the first days of the pandemic
  - Up to **9 out of 10 nurses** had declared an **intention to quit** their jobs

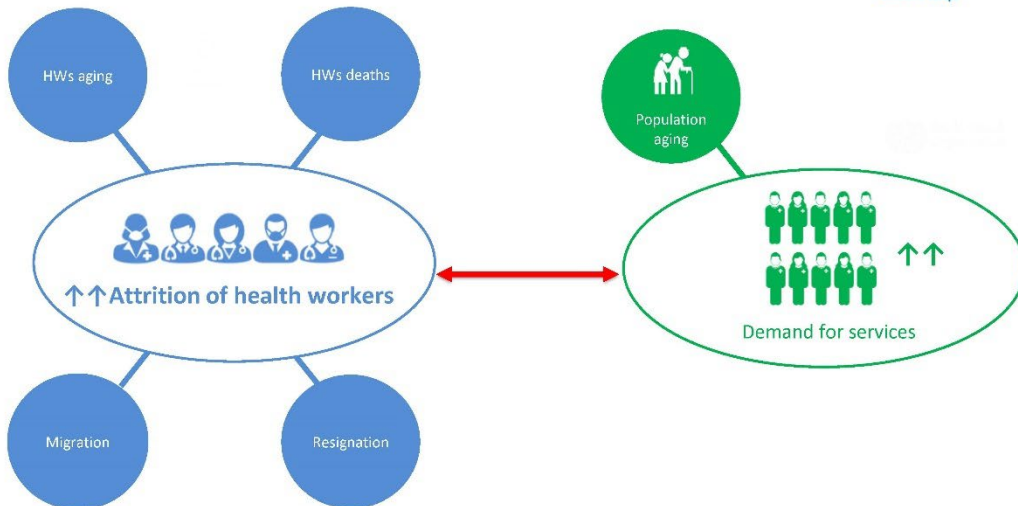
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### Why are shortages of health workers worsening?



23

### Why are shortages of health workers worsening?



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**Population ageing has been accelerating in the WHO European Region, and fertility rates are going down....**

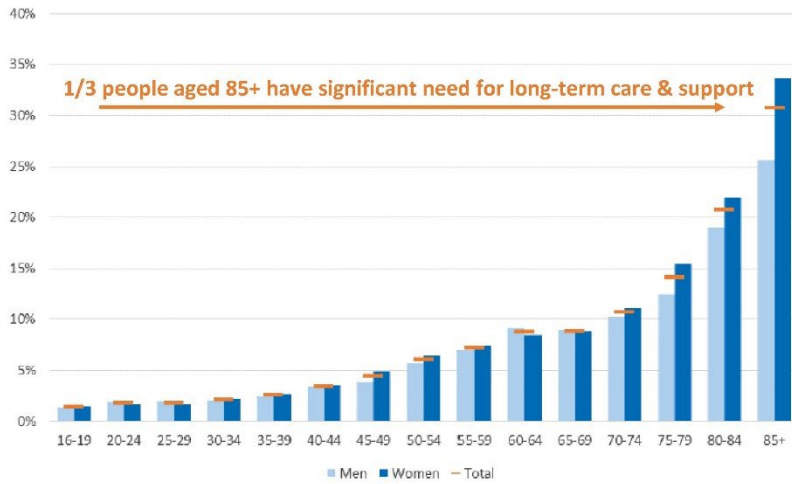


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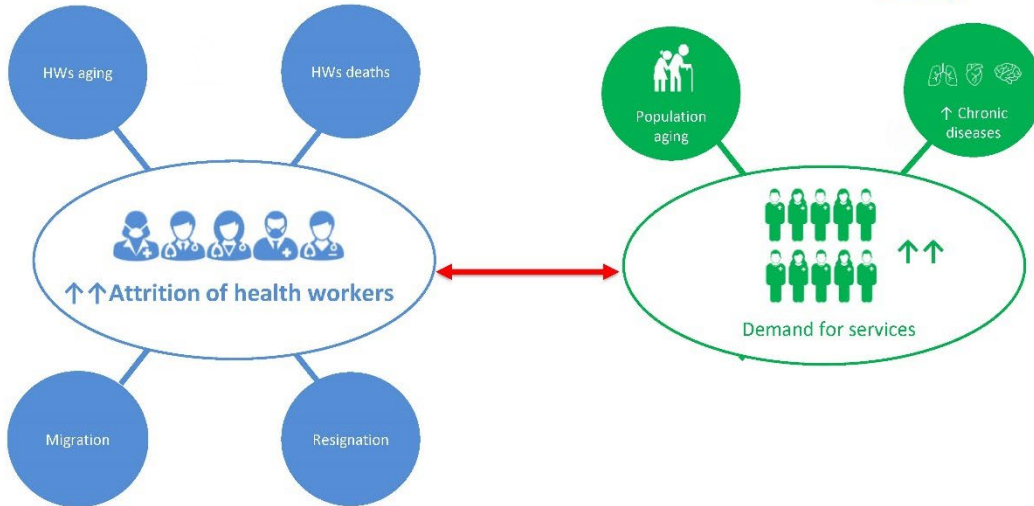
**Considerably higher care needs with progressive (unhealthy) ageing of older population**

Share of the EU-28 by age group population reporting a severe level of activity limitation (GALI) EU-SILC 2019



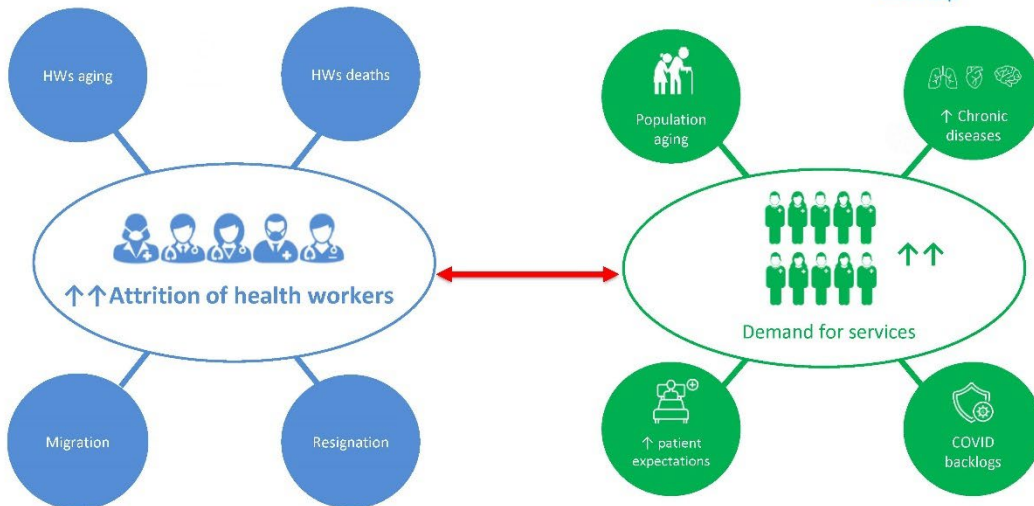
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### Why are shortages of health workers worsening?



27

### Why are shortages of health workers worsening?

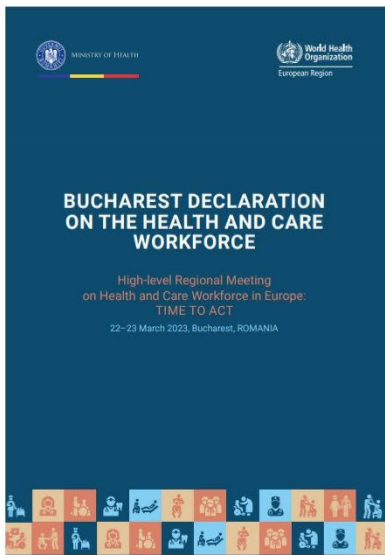


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### Why are shortages of health workers worsening?



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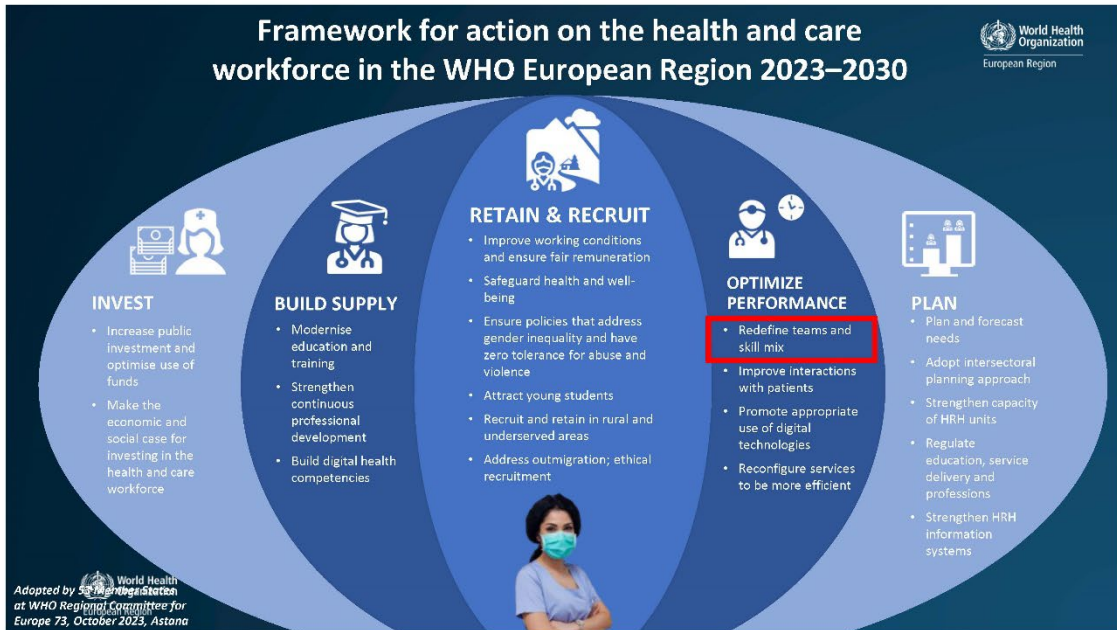


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## THE LANCET Regional Health Europe

ARTICLE IN PRESS

Volume 28 | May 2023 | www.thelancet.com/regional/health/europe

### Embracing pharmacists' roles in health-care delivery

Natasha Azopar<sup>1</sup> Muscat<sup>2</sup>, Paul Sindici<sup>3</sup>, Tamas Zepetta<sup>4</sup>, Doregh Corroly<sup>5</sup>, Gonçalo Sousa Pinto<sup>6</sup> and Stanislav Kniazkov<sup>7\*</sup>

<sup>1</sup>World Health Organization Regional Office for Europe, Copenhagen, Denmark  
<sup>2</sup>International Pharmaceutical Federation, the Hague, the Netherlands

The universal shortage of qualified health workers remains a persistent challenge for health-care systems. As per the WHO European Framework for Action on Health and Care Workforce<sup>1</sup> a solution lies in re-defining and re-distributing tasks across different health-care providers to keep pace with patient needs, advances in professional education and new technologies.<sup>2</sup> In this context, the contribution of pharmacists to achieving health system priorities becomes critical. Pharmacists, particularly those working in community settings, are essential yet often overlooked health professionals who can make a difference in improving healthcare delivery.

In 1994, WHO called upon pharmacists to step up their input into community services. Fast forward to 2011, WHO and the International Pharmaceutical Federation (IFP) issued the Good Pharmacy Practice

professionals.<sup>4</sup> This unique positioning allows the substantially contribute to disease prevention, including through vaccination, early detection, symptoms alleviation, and chronic condition management. Pharmacists also play a crucial role in informing and facilitating care, making appropriate referrals, contributing to medication adherence and responsible use of medicines and resources. One way community pharmacists contribute to timely patient care, reducing pressure on GP and emergency services is through common mental health schemes, where pharmacies are the primary place for treating a range of minor conditions as a gateway to healthcare. During the COVID-19 pandemic, community pharmacists emerged as crucial players in many health systems across the region, not only through the provision of diagnostic services and vaccination services, but also through the continued provision

**Editorial**  
Time to integrate spiritual needs in healthcare

**Articles**  
Epidemiology and diagnostic trends of congenital adrenal hyperplasia in Denmark

**Articles**  
Protein-based P1H1-TV compared to BNT162b2 as a heterologous SARS-CoV-2 booster vaccine

oa  
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## Pharmacists' roles



1. Medication Therapy Management
2. Chronic Disease Management
3. Vaccination Services
4. Health Screenings
5. Smoking Cessation Programs
6. Public Health Initiatives
7. Collaborative Practice Agreements

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## Moving from health workforce crisis to health workforce success: the time to act is now

Natasha Azzopardi-Muscat • Tomas Zapata • Hans Kluge

Open Access • Published: October 26, 2023 • DOI: <https://doi.org/10.1016/j.lanepe.2023.100765> • [Check for updates](#)

Contributors

Declaration of interests

Acknowledgements

References

Article info

Europe is in the middle of a health workforce crisis.<sup>1</sup> But this crisis is many crises at once: it is labour crisis, a mental health crisis, an education crisis, a gender equality crisis and a financial investment crisis.

First, it is a **labour crisis** because countries are finding it difficult to retain the existing health and care workers in the health system and recruit new to adequately respond to the increased demand for health services over the past few years.<sup>2</sup> There is an increased attrition of health workers that is due to: an aging workforce (in 13 countries in Europe more than 40% of the doctors are over 55 years of age)<sup>3</sup>; increased absenteeism and resignations (62% increase during the COVID-19 pandemic)<sup>4</sup>; increased number of deaths during the COVID-19 pandemic (50,000 health workers in Europe are estimated to have died)<sup>5</sup>; and increased migration of health and care workers in certain countries (27% and 79% increase in the global migration to OECD countries after the COVID-19 pandemic).<sup>6</sup>

Second, it is a **mental health crisis** because health and care workers are experiencing high burnout (52% of health workers report to have experienced burnout).<sup>6</sup> Health workers were exposed to high workloads and working times before the COVID pandemic and the situation has been exacerbated during and after the COVID pandemic. Stress, anxiety, depression have been common symptoms experienced by health and care workers and that are contributing to increase attrition, dissatisfaction, and reduced productivity.<sup>7</sup>

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**Pharmacists play an important role in contributing to improve access and quality of health services by expanding their scope of practice**



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# Thank you


For more information, please contact:

Health workforce and service delivery unit  
 Division of Country Health Policies and Systems  
 World Health Organization, regional office for Europe

✉ [zapatat@who.int](mailto:zapatat@who.int)

Relevant links:

1. The Resolution on Health and Care Workforce: <https://iris.who.int/handle/10665/372656>
2. The Framework for Action 2023-2030: <https://iris.who.int/handle/10665/372563>
3. The Bucharest Declaration: <https://www.who.int/europe/publications/item/bucharest-declaration>
4. Health and care workforce in Europe: time to act: <https://www.who.int/europe/publications/item/9789289058339>
5. The web story announcing the adoption: <https://www.who.int/europe/news/item/26-10-2023-who-europe-53-member-states-adopt-historic-resolution-to-protect-and-support-health-and-care-workers-across-europe-and-central-asia>
6. The Lancet article: [https://www.thelancet.com/journals/lanape/article/PIIS2666-7762\(23\)00184-9/fulltext](https://www.thelancet.com/journals/lanape/article/PIIS2666-7762(23)00184-9/fulltext)
7. Video: Protecting our health and care workers: [WHO Regional Office for Europe on LinkedIn: Let's tackle the #HealthWorkforce crisis!](#)
8. A short video on the health workforce crisis: [WHO Regional Office for Europe on LinkedIn: #TimeToAct2023](#)



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### 1. Medication Therapy Management

- To ensure patients take the right medications, at the proper doses, and at the correct times.

### 2. Chronic Disease Management:

- Pharmacists assist in managing chronic conditions such as diabetes, hypertension, and asthma.

### 3. Vaccination Services:

- Many pharmacists are trained to administer vaccines, including flu shots and COVID-19 vaccines.

### 4. Health Screenings:

- Pharmacists conduct health screenings for conditions like high blood pressure, cholesterol, and diabetes.

### 5. Smoking Cessation Programs:

- Pharmacists run smoking cessation programs, providing counselling and medications to help patients quit smoking.

### 6. Public Health Initiatives:

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04/10/2024



## People-centred Pharmacy in Modern Healthcare System

24 September 2024

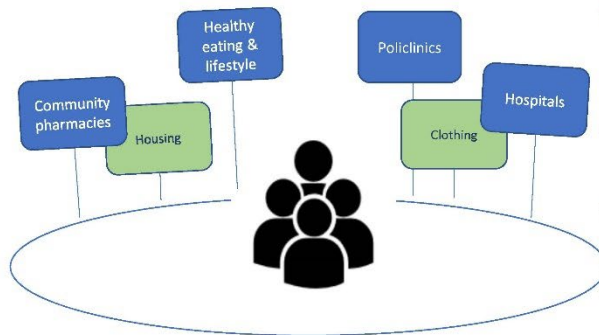
Stanislav Kniazkov, TO P&R, WHO/Europe



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## Strengthening Integrated, People-centred Health Services

WHA69.24 Resolution adopted 28 May 2016



- Strategic Goal 1: Empowering and engaging people
- Strategic Goal 2: Strengthening governance and accountability
- Strategic Goal 3: Reorienting the model of care
- Strategic Goal 4: Coordinating Services
- Strategic Goal 5: Creating and enabling environment

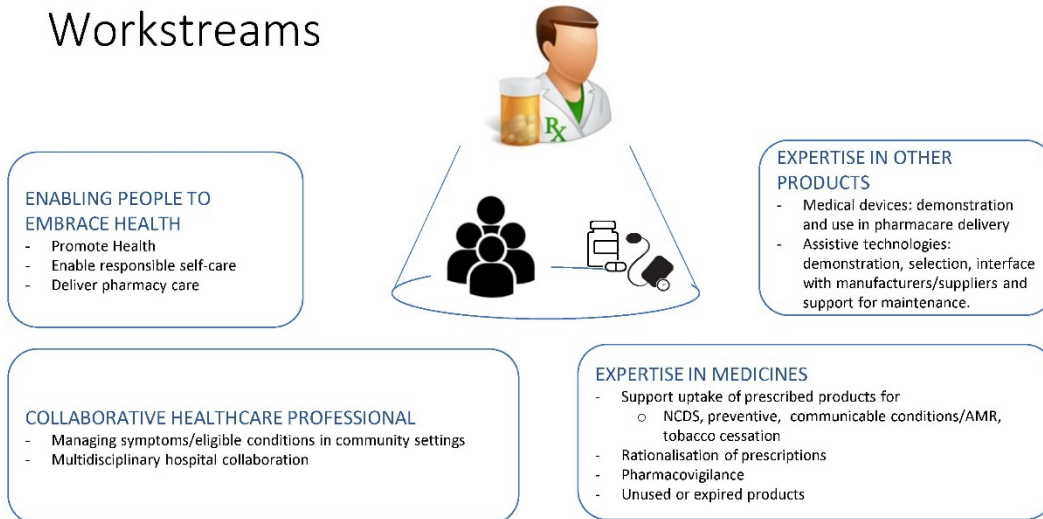
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## Dual Focus, Three Modalities and Four Workstreams



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### Special Asks

- Contributions to
1. Health emergency response
  2. Greening medical deserts.



Источник: <https://www.youtube.com/watch?app=desktop&v=WCl0gyNwL0>

Improving access to medicines – but is this enough?

## PHARMACY AS HEALTHCARE HUB in underserved areas

45

### Enabling Ecosystem



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**THANK YOU FOR YOUR KIND ATTENTION!**



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Lancet-Europe Commentary

WHO Report

Отчет ВОЗ

Комментарий в «Ланцет-Европа»



Embracing pharmacists' roles in health-care delivery

Nestorho Azopardo Murcott<sup>a</sup>, Paul Sinclair<sup>b</sup>, Tames Zapata<sup>c</sup>, Doragh Connolly<sup>d</sup>,  
 Gonçalo Sousa Pinto<sup>e</sup>, Stanislav Krizpke<sup>f</sup>

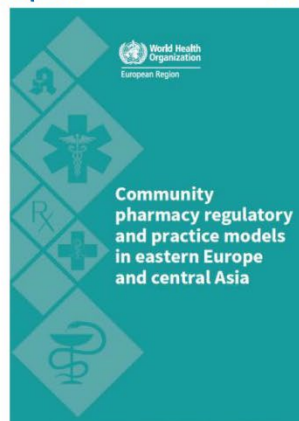
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The universal shortage of qualified health workers remains a persistent challenge for health-care systems. As per the WHO European Framework for Action on Health and Care Workforce<sup>1</sup> a solution lies in re-defining and re-distributing tasks across different health-care providers to keep pace with patient needs, advances in professional education and new technologies.<sup>2</sup> In this context, the contribution of pharmacists to achieving health

<https://www.sciencedirect.com/science/article/pii/S2666776224002552>



<https://iris.who.int/handle/10665/376552>

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## 7. Annex 6: Exhibition posters / handouts

#WPD2024

# Pharmacy meeting global health needs

**fip** WORLD PHARMACISTS DAY 25 SEPTEMBER

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**SUSTAINABLE DEVELOPMENT GOALS**

Sustainable peace and prosperity for all is the overarching purpose of the **17 United Nations Sustainable Development Goals (SDGs)**, of which SDG 3 is **health and well-being for all**.

**3 GOOD HEALTH AND WELL-BEING**

Key to this goal is that all people have access to the full range of quality essential health services they need, from health promotion to prevention, and from treatment to palliative care — in other words, **universal health coverage (UHC)**, which is an SDG 3 target.

**TARGET 3-8**  
ACHIEVE UNIVERSAL HEALTH COVERAGE

of primary health care will be driven by:

- 1 **knowledge and capacity building,**
- 2 **human resources for health,**
- 3 **technology (including medicines),**

and financing.

It is acknowledged that to deliver UHC, health systems need to be strong, efficient, equitable and rooted in communities, and that primary health care is the most effective means of achieving this goal. According to the World Health Organization,<sup>3</sup> the success

1

**Thanks to pharmacists, we have vital health services!**

Being situated at the hearts of communities, with expert knowledge and long opening hours, and providing a wide range of services, mean that pharmacies are key in ensuring access to health care, helping to address inequities in coverage.

2

**Thanks to pharmacy educators, we have a skilled pharmaceutical workforce!**

There can be no health without a workforce, and schools of pharmacy around the world have produced thousands more pharmacists ready to meet global health needs.

3

**Thanks to pharmaceutical scientists, we have essential medicines!**

Pharmaceutical sciences are used to develop the effective, quality and affordable medicines and vaccines that people need.

### The global health agenda and pharmacists

# Pharmacists are key partners in the prevention and management of non-communicable diseases



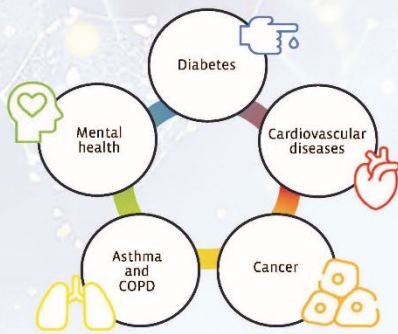
- Chronic non-communicable diseases (NCDs) like diabetes, cardiovascular diseases, cancer, chronic respiratory diseases or mental illnesses are the leading causes of disease burden and mortality around the world, across all country income levels.
- According to the World Health Organization, these five NCDs cause nearly three quarters of deaths in the world, and every two seconds, a person under the age of 70 dies of an NCD.
- NCDs are also often associated with the use of multiple medicines, with the implications that has in terms of adherence, medicine-related problems, poor treatment outcomes and clinical complications. As such, it is paramount that pharmacists are part of the solution in the prevention and management of NCDs.

[ncd.fip.org](http://ncd.fip.org)

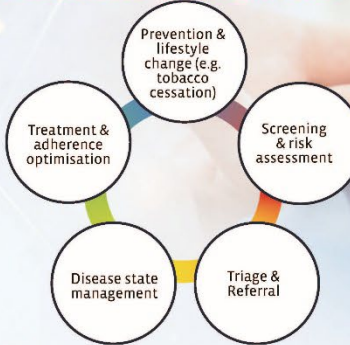


[ncd@fip.org](mailto:ncd@fip.org)

### PRIORITY DISEASE AREAS



### PHARMACISTS' INTERVENTIONS:



## HOW TO LEVERAGE PHARMACISTS? KEY POLICY ENABLERS

### ACTION 1:

#### Reducing disease burden across the population

Which disease areas are most pressing? How can their burden on health systems and primary care be reduced through prevention, early screening and effective management?

### ACTION 5:

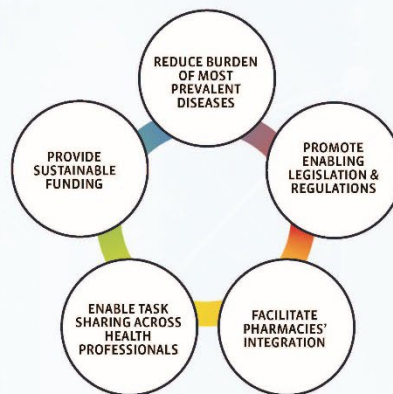
#### Providing funding to ensure access, sustainability and ROI

What funding mechanisms and remuneration models need to be implemented to ensure equity of access to pharmacists' services by the population and their sustainability?

### ACTION 4:

#### Addressing health workforce shortages through task sharing

How can health workforce shortages be mitigated and the pressure on primary care and emergency services be reduced? How can pharmacists' expertise be fully harnessed for health system efficiency and timely care?



### ACTION 2:

#### Promoting legislative regulatory reform

How is the current legislative and regulatory framework of pharmacy practice enabling or limiting these roles by pharmacists?

### ACTION 3:

#### Leveraging pharmacies' accessibility, infrastructure and technology

How can community pharmacies be efficiently integrated in primary healthcare delivery systems? How can pharmacist be granted access to patients' health records and collaborate with GPs and other healthcare professionals?

### References

World Health Organization. *Invisible numbers: the true extent of noncommunicable diseases and what to do about them* (2022). Available at: <https://www.who.int/publications/i/item/9789240057661>

## PHARMACY-BASED VACCINATION

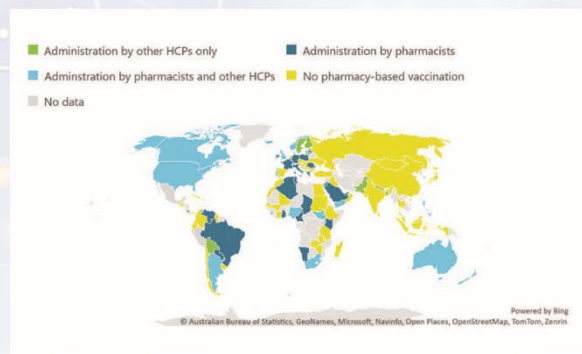


- Diversifying vaccination providers, leveraging the accessibility and convenience of community pharmacies, and simplifying vaccination pathways leads to improved access to vaccination.
- Granting pharmacists the authority to vaccinate eligible individuals without the need for a medical prescription greatly simplifies the individuals' immunisation journey and incentivises vaccination uptake.
- It is essential to provide robust funding for vaccination strategies and sustainable remuneration models for all vaccination providers, including pharmacies. This will contribute to equitable access to vaccinations, incentivise service delivery and recognise the investments made by pharmacies and pharmacists

### Pharmacists support vaccination by:

1. Advocating vaccination and vaccination programmes.
2. Promoting equity of access to vaccination services by targeting hard-to-reach or special-risk population groups.
3. Building vaccine confidence.
4. Managing the vaccine supply chain.
5. Recording and keeping vaccination records.
6. Dispensing vaccines.
7. Prescribing vaccines.
8. Administering vaccines and managing any potential adverse reactions, including anaphylaxis.
9. Performing vaccine safety surveillance (pharmacovigilance).
10. Conducting vaccine research.

<https://www.fip.org/file/5638>



According to FIP data, in 2016, only 19 countries and territories had pharmacy-based vaccination. In 2024, at least 57 countries and territories around the world had pharmacy-based vaccination, including 25 in the WHO European region.<sup>1</sup>

### Impact of pharmacy-based vaccination on immunisation coverage rates:

- In France, between January 2021 and January 2023, pharmacists **administered over 26.3 million doses of COVID-19 vaccines — more than 52% of all doses in the country.**<sup>2</sup>
- In the UK, the **vaccinations administered by pharmacies to people over 65 years of age increased by 8.15 times** between 2015 and 2022, resulting in a vaccination rate of 82.3% in the 2021/22 season.<sup>3</sup>
- In Ireland, where flu vaccination has been allowed in pharmacies since 2011, the **service showed that 23% of those vaccinated at a pharmacy received the vaccination for the first time, and of those, 83% were at-risk patient.**<sup>4</sup>
- In Portugal, when adults over 65 years could access flu vaccination on the same terms as in National Health Service primary care units, without the need for a prescription and with no administration fee, vaccination coverage rates increased by 32%.<sup>5</sup>

### Key policy recommendations:

1. Develop formal vaccination schedules that support life-course vaccination
2. Recognise, enable and fully harness the potential and convenience of community and hospital pharmacies
3. Develop country appropriate policies and remove regulatory barriers
4. Adopt new vaccination policies which will authorise and empower pharmacists to administer and prescribe vaccines
5. Develop appropriate remuneration models for pharmacies to deliver sustainable life-course vaccination services within the private and public sector
6. Ensure health system preparedness and readiness for mass immunisation
7. Include pharmacists and other pharmacy workforce in emergency preparedness and response plans as frontline health workers
8. Establish effective immunisation information systems accessible to healthcare professionals



### References

1. International Pharmaceutical Federation (FIP). Leveraging pharmacy to deliver life-course vaccination: An FIP global intelligence report. Executive summary. The Hague: International Pharmaceutical Federation; 2024 <https://www.fip.org/file/5848>
2. L'Assurance Maladie (2022). Vaccination data by injector category. <https://datavaccin-covid.ameli.fr/explore/dataset/donnees-de-vaccination-type-dinjecteur/export/?sort=date>.
3. Sayyed SA, Kinny FA, Sharkas AR, Schwender H, Woltersdorf R, Ritter C, Laer S. Vaccination Training for Pharmacy Undergraduates as a Compulsory Part of the Curriculum? A Multicentric Observation. Pharmacy (Basel). 2024 Jan 11;12(1):12. doi: 10.3390/pharmacy12010012. PMID: 38251406; PMCID: PMC10801567. Ecarnot F, Crepaldi G, Juvin P, Grabenstein J, Del Giudice G, Tan L, O'Dwyer S, Esposito S, Bosch X, Gavazzi G, Papastergiou J, Gallat J, Johnson R, Fonzo M, Rossanese A, Sultner C, Barratt J, di Pasquale A, Maggi



[prevention.fip.org/vaccination](https://prevention.fip.org/vaccination)

## Leveraging community pharmacies for the management of common ailments



- Health systems' capacity and resources – including health workforce – in primary care and emergency services are overstretched and used inefficiently through the high demand of care for common ailments.
- Minor conditions can be safely and professionally managed by community pharmacists, thus leveraging their accessibility, competence and trusted relations with the community.
- Common ailment schemes reduce pressure on primary care and deliver timely care to patients. They also address health workforce shortages, especially in rural and medically underserved areas.
- Adequately established and funded pharmacy-based common ailment schemes are a transformational solution for primary healthcare and health system efficiency.



### COMMON AILMENT SCHEMES OFFER:

- CONVENIENCE
- ACCESSIBILITY
- TIMELY CARE
- REDUCED PRESSURE ON PRIMARY CARE AND EMERGENCY SERVICES



[selfcare.fip.org/](https://selfcare.fip.org/)

Common conditions that can be appropriately managed at community pharmacists through agreed protocols and by granting pharmacists prescribing authority include, among others:

- uncomplicated urinary tract infections
- upper respiratory tract infections
- vaginal candidiasis
- conjunctivitis
- sore throats (including streptococcal infections)
- athlete's foot
- musculoskeletal disorders
- Uncomplicated diarrhoea



#### References

World Health Organization. Invisible numbers: the true extent of noncommunicable diseases and what to do about them (2022). Available at: <https://www.who.int/publications/i/item/9789240057661>

# Mitigating antimicrobial resistance through antimicrobial stewardship



- FIP is actively involved in combating antimicrobial resistance (AMR) through policy advocacy, global collaboration, education, and resource development.
- FIP contributed to the World Health Organization’s (WHO) Global Action Plan on AMR and continues to work with WHO on its implementation.
- FIP also raises awareness through initiatives like World Antimicrobial Awareness Week, offering webinars and resources to empower pharmacists in AMR efforts worldwide.



## Key resources:

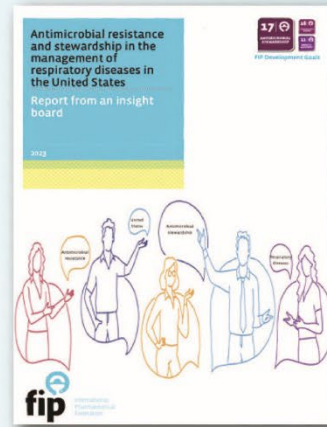
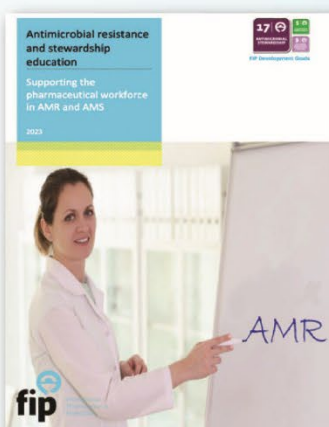
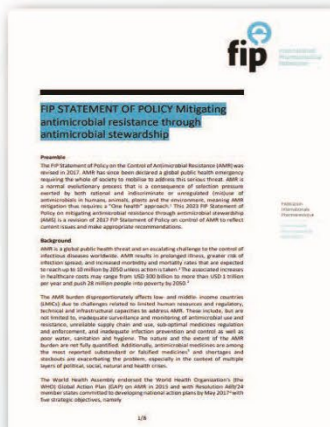
- FIP Development Goal 1 (Antimicrobial Stewardship) Repository of AMR resources Webinar series
- Insight board report
- Statement of policy
- Report on AMR Education



**ANTIMICROBIAL RESISTANCE AND STEWARDSHIP EDUCATION: SUPPORTING DEVELOPMENT OF THE PHARMACEUTICAL WORKFORCE IN AMR AND AMS**

20 NOV 19:00 CET **FIP D/GITAL EVENTS**

 <b>CÁTIA CANÊDAS</b> FIP AMR Commission co-Chair & Professor University of Lisbon, Portugal	 <b>RULA DARWISH</b> Dean School of Pharmacy, The University of Jordan Jordan	 <b>ALISON ETURAKPAN</b> PhD student Monash University, Department of Pharmacy and Pharmaceutical Sciences Education Australia
 <b>MAARTEN LAMBERT</b> PhD Candidate University of Groningen The Netherlands	 <b>HAMISI MSAGAMA</b> Master Student in Global Health Pharmaceutical Society of Tanzania Tanzania	 <b>SOUNEER KIRAT</b> Chairperson of Internal Relations ISPP Algeria



## The FIP Commission on minimising AMR

- Through the FIP Commission on AMR, the organization facilitates the essential contributions of pharmacists worldwide, focusing on optimizing antimicrobial use, advancing antimicrobial stewardship (AMS), and supporting research and education on AMR
- The FIP Commission on AMR, which is comprised of pharmacy experts with international reach and diverse backgrounds



# Pharmacists improving patient safety in health care organisations



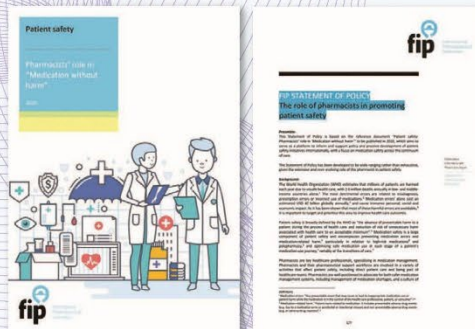
- Patient safety is a high priority for pharmacists as key healthcare professionals, specialising in medication management.
- On a global level, FIP works closely with the World Health Organization (WHO) on its patient safety programme. For over a decade, FIP has been closely involved in advancing and advocating for global patient safety

As part of the third WHO Global Patient Safety Challenge: Medication without Harm, FIP contributed to developing the 5 moments for medication safety tool to engage patients in their care in a more active and empowering way. In addition, FIP contributed to the WHO's guidance, reports and resources to more easily promote patient/medication safety across different settings and health situations, namely in transitions of care, in high-risk situations and in polypharmacy.



## Key FIP resources:

- FIP Development Goal 19 (Patient Safety)
- Medication review and medicines use review. A toolkit for pharmacists (2022)
- Medicines reconciliation: A toolkit for pharmacists (2021)
- Patient Safety: A pharmacists' role in "Medication without harm" (2020)
- FIP Statement of Policy: The role of pharmacists in promoting patient safety (2020)



[www.fip.org/patient-safety](http://www.fip.org/patient-safety)



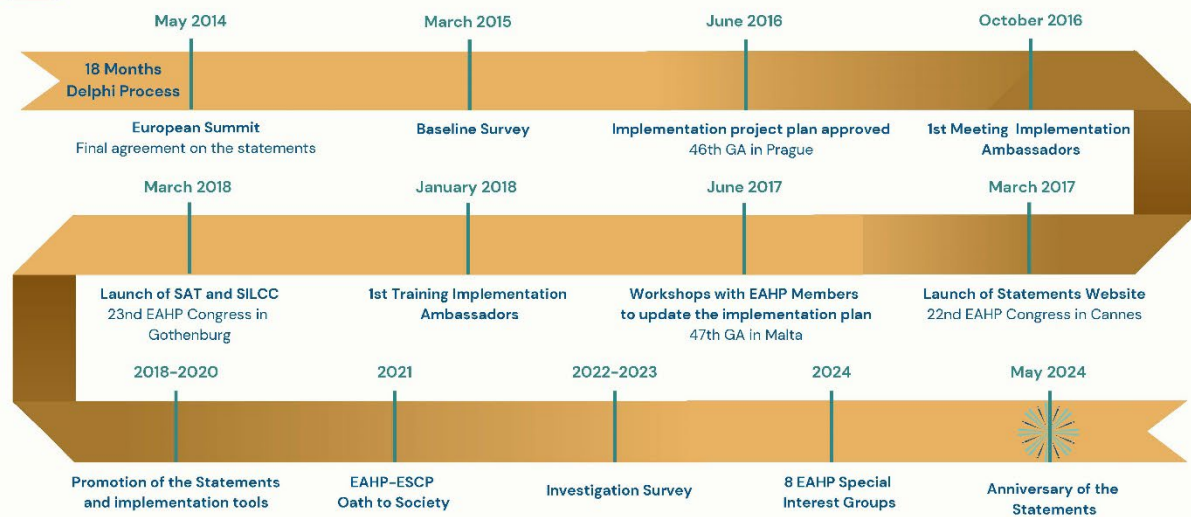
# EUROPEAN STATEMENTS OF HOSPITAL PHARMACY

## 2014 – 2024

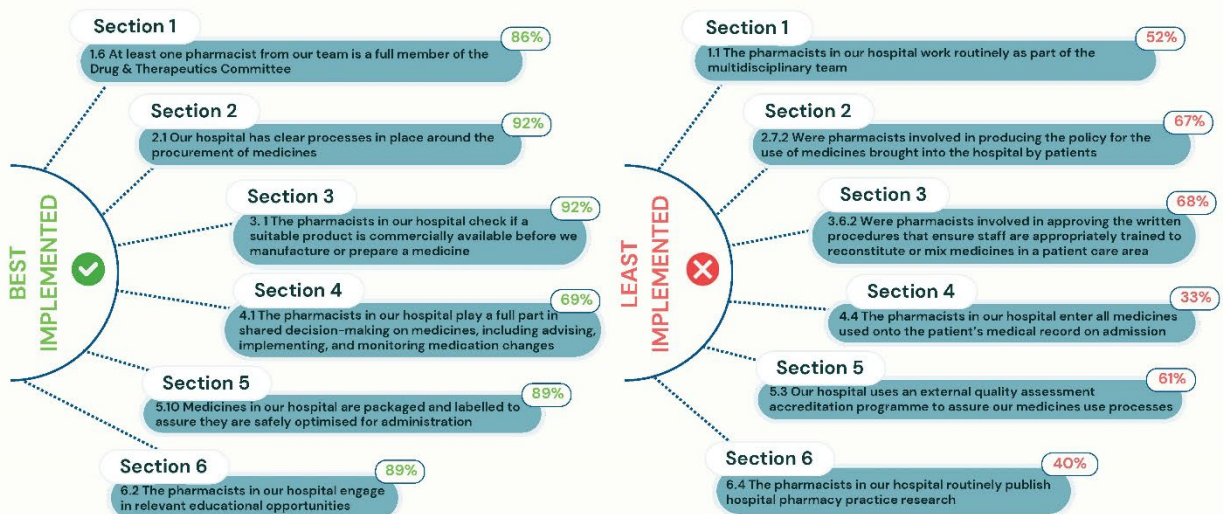
### European Statements of Hospital Pharmacy

The European Statements of Hospital Pharmacy express commonly agreed objectives which every European health system should aim for in the delivery of hospital pharmacy services. They were formulated via a methodological consultation process with EAHP's 34 member country associations (EAHP has now 36 members) and 34 patient and healthcare professional organisations and subject to final approval at the European Summit on Hospital Pharmacy (14 & 15 May 2014) that was attended by more than 100 people.

### Milestones



### 10 years of Progress on the European Statements of Hospital Pharmacy







# Pharmacists as community health allies: Boosting Vaccination Rates and Public Health

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1. Professional Development, Ordem dos Farmacêuticos (Portuguese Pharmaceutical Society), Lisboa, Portugal
2. Pharmacist, Ordem dos Farmacêuticos (Portuguese Pharmaceutical Society), Lisboa, Portugal
3. International Affairs, Ordem dos Farmacêuticos (Portuguese Pharmaceutical Society), Lisboa, Portugal
4. President, Ordem dos Farmacêuticos (Portuguese Pharmaceutical Society), Lisboa, Portugal

## 1. INTRODUCTION

The Portuguese Pharmaceutical Society (PPS) recognises and certifies the competencies of pharmacists, considering their professional responsibility, which translates into their contribution to improve the health of citizens in its many aspects.<sup>1</sup>

According to the PPS regulation for the recognition of the competency in the administration of vaccines and injectable medicines in community pharmacy<sup>1</sup>, competency's assignment depends on the conclusion of an administration of vaccines and injectable medicines course (recognised by the PPS) and basic life support training. The competency is valid for 5 years. After this timeframe, pharmacists are obligated to renew this competency to be able to continue to provide this service.<sup>1</sup>

In September 2023, the Directorate General of Health (DGS) published the 005/2023 and 006/2023 Guidelines about the Autumn-Winter 2023-2024 seasonal vaccination campaign, which included, for the first time, the administration of influenza and COVID-19 vaccines in community pharmacies, expanding seasonal vaccination accessibility for the Portuguese population, particularly to citizens who were part of the priority target groups. For this purpose, the PPS provided an online training to update pharmacists' knowledge of the new COVID-19 vaccine, which was completed by 5664 pharmacists.<sup>2</sup>

## 2. AIMS

The main purpose is to analyse the increase in the number of pharmacists with the competency in administration of vaccines and injectable medicines and the number of pharmacies with competent pharmacists, as part of the seasonal vaccination campaign in Portugal.

## 3. METHODS

The PPS database was analysed between July 2023 and March 2024, specifically to obtain data on pharmacists with the competency in administration of vaccines and injectable medicines and of community pharmacies with pharmacists who have an active competency.

## 4. RESULTS

In March 2024, about two weeks before the end of the seasonal vaccination campaign, 7049 pharmacists had an active competency in administration of vaccines and injectable medicines, of which 81% were female, 19% were male, 70% worked in community pharmacy and had an average age of 39 years. This represents a 15% increase in the number of pharmacists who can administer vaccines and injectable medicines, compared to July 2023 (figure 1). Despite the increase, the demographic characteristics of the pharmacists with an active competency remained equivalent between July 2023 and March 2024.

In March 2024, there were 2578 pharmacies in Portugal that have pharmacists with the competency, an increase of 222 (+ 9%) since July 2023 (figure 2). This increase was verified in all districts across the country. The highest increases occurred in Bragança (+ 13%), Évora (+ 11%), Leiria (+ 11%), Viana do Castelo (+ 11%) and Viseu (+ 10%), reaching to an average of 88% of pharmacies with at least one competent pharmacist on the mainland.

The Autonomous Regions of Azores and Madeira remain the two Portuguese regions that have the lowest rate of pharmacies with competent pharmacists, reaching only 45% of the total number of pharmacies in both regions. This may be due to the vaccination campaign in these regions took place mainly in primary healthcare units.

## 5. CONCLUSIONS

The DGS's decision to include the community pharmacies in the Autumn-Winter 2023-2024 seasonal vaccination campaign led to an increase of the number of pharmacists with the competency in the administration of vaccines and injectable medicines, while simultaneously allowing the number of vaccination points in Portugal to increase from around 700 to over 3000, since the last campaign.<sup>3</sup> However, this decision was only implemented on the mainland, which may explain the lowest number of community pharmacies with competent pharmacists in the Autonomous Regions.

Considering the study carried out by the Portuguese Association of Pharmacies, 94.8% of the population vaccinated in community pharmacies support this new decision of DGS, with more than 60% of participants indicating accessibility, namely due to factors such as proximity and promptness, as the main reason for choosing to be vaccinated in a community pharmacy.<sup>3</sup>

Pharmacists, being healthcare professionals with expertise in vaccines administration, are trusted by the public, leading to increased flu vaccination rates and vaccination uptake, bringing the total number of doses administered of the influenza and the Covid-19 vaccines to almost four million in this seasonal vaccination campaign, 70% of which were administered in community pharmacies.<sup>4</sup>

## REFERENCES

1. Regulamento interno de qualificação da Ordem dos Farmacêuticos. 2019, accessed on 01/03/2024. Website: <https://ordemfarmaceuticos.pt/pt/a-ordem-dos-farmacuticos/regulamentos/>
2. Ordem dos Farmacêuticos, Vacinação Sazonal contra a gripe e COVID-19, accessed on 01/03/2024. Website: <https://ordemfarmaceuticos.pt/pt/vacinacao-sazonal-contr-a-gripe-e-a-covid-19/>
3. Portugueses de acordo e satisfeitos com vacinação sazonal nas farmácias, refere estudo. Netfarma, 23/02/2024, accessed on 01/03/2024. Website: <https://www.netfarma.pt/portugueses-de-acordo-e-satisfeitos-com-vacinacao-nas-farmacias-refere-estudo/>
4. DGS, Relatório Semanal | Vacinação Sazonal | 30-04-2024, accessed on 29/07/2024. Website: <https://covid19.min-saude.pt/relatorio-vacinacao/>

## CONTACT INFORMATION

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1169-075, Lisboa, Portugal  
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[direcao.nacional@ordemfarmaceuticos.pt](mailto:direcao.nacional@ordemfarmaceuticos.pt)

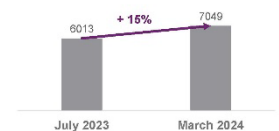


Figure 1. Comparison between the number of pharmacists with an active competency in July 2023 and in March 2024.

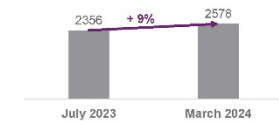
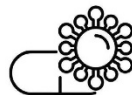


Figure 2. Comparison between the number of pharmacies with pharmacists who have an active competency in July 2023 and in March 2024.

# Empowering future pharmacists through research-based training, public engagement and innovation.



## INNOVATIVE CURRICULUM

- **Research-Based Teaching:** The curriculum integrates cutting-edge research in pharmaceutical technology, drug delivery, and clinical pharmacy.
- **Interdisciplinary Approach:** Collaboration with other health sciences to provide a holistic education.

## PRACTICAL TRAINING

- **Hands-On Experience:** Extensive lab work and clinical placements to ensure practical skills.
- **Action-oriented research:** Pharmacy interns do research during their pharmacy internships.

## ALIGNMENT WITH WHO AND FIP VISION

- **Expanded Roles:** Training pharmacists to take on roles in patient safety, health promotion, and disease prevention.
- **Sustainability:** Emphasizing the role of pharmacists in promoting sustainable healthcare practices and reduce medicines waste.

## FUTURE-READY SKILLS

- **Digital Health:** Incorporating telepharmacy and AI in the curriculum to prepare students for future healthcare challenges.
- **Leadership and Policy:** Courses on pharmacoconomics and healthcare policy to equip students with leadership skills.

## TRAINING IN PATIENT AND PUBLIC INVOLVEMENT

### Patient-Centered Care:

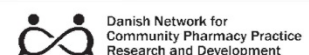
- **Communication Skills:** Training pharmacists to effectively communicate with patients, ensuring they understand their medications and treatment plans via mentalization.
- **Empathy and Ethics:** Emphasizing the importance of empathy and ethical considerations in patient interactions to build trust and improve health outcomes.

### Public Health Engagement:

- **Community Outreach:** Preparing pharmacists to engage in community health initiatives like vaccination drives and health education programs.
- **Advocacy and Leadership:** Equipping students with the skills to advocate for public health policies and lead initiatives promoting community health and wellness.

## GLOBAL PERSPECTIVE

- International Collaboration and Multilingual Education



UNIVERSITY OF COPENHAGEN

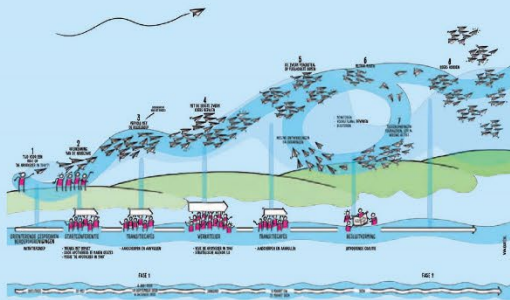
fip WORLD 25 SEPTEMBER PHARMACISTS DAY



# Joint initiative of all Dutch pharmacist organizations

Aris Prins, PharmD/community pharmacist and president KNMP  
Royal Dutch Pharmacists Association (KNMP), The Netherlands

## Project model: creating commitment and endorsement



"By failing to prepare, you are preparing to fail."  
Benjamin Franklin



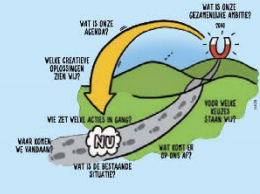
## Our specific area of expertise



From moment the products interacts with the body onwards  
In the center between product care and patient care  
That is our exclusive area of expertise

## Shared ambition

The Pharmacist in 2040 is:  
Beyond any doubt and discussion,  
THE responsible expert on medication.



## What to expect: trends and developments

### Society

- Personalized health care
- Decreasing faith in science and facts
- Increasing gap between rich and poor

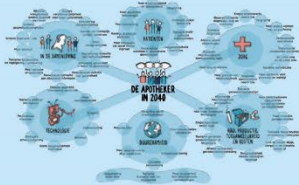
### Healthcare

- Shortage on people
- Prevention and life style becoming more important

### Patients

- Increasing chronic diseases, multi-morbidity and poly-pharmacy
- Impact social media and internet

### TRENDS EN ONTWIKKELINGEN



### R&D, production, market access

- Increasing share generics and biosimilars
- Increasing shortages, people, materials, medicines

### Sustainability

- Water pollution from medicines
- Waste becomes unacceptable
- Increasing regulations

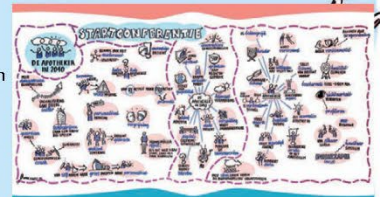
### Technology

- Impact AI
- Internet/ pharmacy increasing
- Digitalization



## Results

- A clear vision on our profession and position in 2040
- A strategic agenda
- Increased awareness for developments in society that will have an impact on us



## Next steps: execution of a strategic agenda, based on 10 themes:

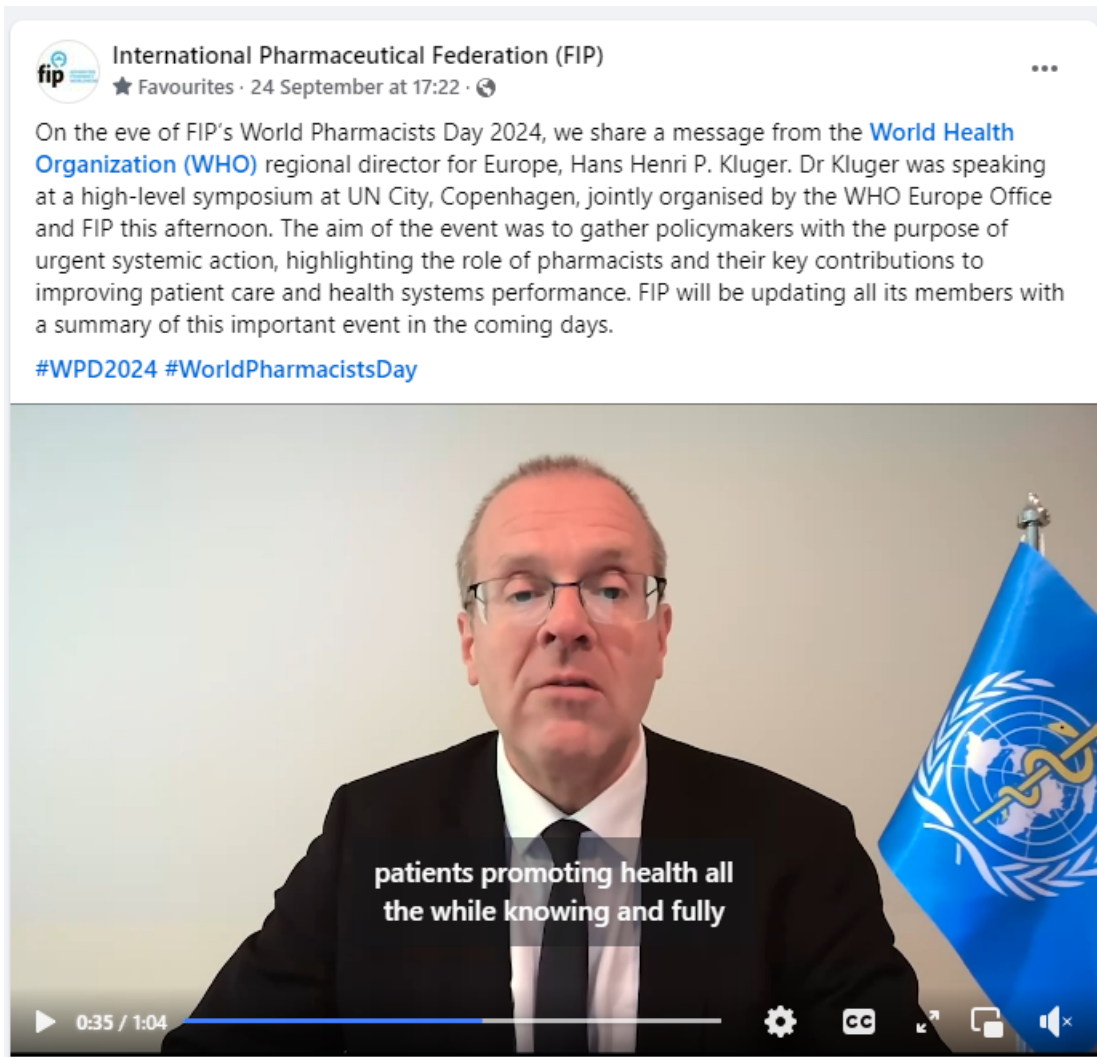
- Realization of a solid position for the pharmacist
- Facilitating personalized care
- Collaboration between pharmacists and with other health care providers
- Transforming to a sustainable pharmacy (green medicine)
- Being in charge of health data
- Pro-active workforce policy
- Digitalization and optimization of pharmaceutical care
- Keeping reserved actions of the pharmacist (compounding and dispensing)
- Realization an appropriate remuneration for pharmacy services
- Future-proof education



## 8. Annex 7: Selected social media communications

Facebook:

<https://fb.watch/uXSMI1Dho8/>



The image shows a Facebook post from the International Pharmaceutical Federation (FIP). The post includes a video of Hans Henri P. Kluger, the WHO regional director for Europe, speaking at a symposium. The video has a subtitle that reads: "patients promoting health all the while knowing and fully". The video player shows a progress bar at 0:35 / 1:04. The post text describes the event and mentions the hashtags #WPD2024 and #WorldPharmacistsDay.

**International Pharmaceutical Federation (FIP)**  
★ Favourites · 24 September at 17:22 · 🌐

On the eve of FIP's World Pharmacists Day 2024, we share a message from the **World Health Organization (WHO)** regional director for Europe, Hans Henri P. Kluger. Dr Kluger was speaking at a high-level symposium at UN City, Copenhagen, jointly organised by the WHO Europe Office and FIP this afternoon. The aim of the event was to gather policymakers with the purpose of urgent systemic action, highlighting the role of pharmacists and their key contributions to improving patient care and health systems performance. FIP will be updating all its members with a summary of this important event in the coming days.

#WPD2024 #WorldPharmacistsDay

patients promoting health all the while knowing and fully

0:35 / 1:04

<https://www.facebook.com/FIPpharmacists/posts/pfbid02cro54NfMrgSBtcRkbfFaw7GVdQGBY6kD1LcNeNASTEWjnAM53NYiUmJsZ4rUKqA9l>

International Pharmaceutical Federation (FIP)

★ Favourites · 24 September at 11:18 · 🌐

Embrace pharmacists' roles in healthcare delivery — slow transformation of the pharmacy profession comes at a significant cost to health systems, warns an article published in *The Lancet Regional Health — Europe* today. The article, co-written by officers at the WHO Regional Office for Europe and FIP, describes factors affecting the rate of progress and how good practices can be replicated and expanded. "One obstacle is lack of awareness among policymakers about the potential of pharmacists. That's why articles such as this, helping to raise awareness, are an important part of FIP's advocacy work. We are proud to have collaborated with WHO Europe on this piece," said co-author and FIP President Paul Sinclair. Read the article here: [https://www.thelancet.com/.../PIIS2666-7762\(24.../fulltext](https://www.thelancet.com/.../PIIS2666-7762(24.../fulltext)

Later today (24 September), FIP and WHO Europe are holding a joint symposium in Copenhagen, Denmark, which will be attended by health ministers and policymakers, and ask what pharmacists can and should contribute to healthcare delivery and how do these roles dovetail into the multidisciplinary approach to health in hospital and community settings. Pharmacy colleagues are welcome to join this high-level meeting online. Details here: [https://who.zoom.us/.../regi.../WN\\_qkXzDLkTeOK0ZzzWIWwiA...](https://who.zoom.us/.../regi.../WN_qkXzDLkTeOK0ZzzWIWwiA...)

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### Embracing pharmacists' roles in health-care delivery

[Natacha Azopardi Muscat](#)<sup>1</sup> · [Paul Sinclair](#)<sup>1\*</sup> · [Tomas Zapata](#)<sup>1\*</sup> · [Daregh Connolly](#)<sup>2</sup> · [Gonzalo Sousa Pires](#)<sup>1</sup> · [Stanislav Kravtsov](#)<sup>1, 2</sup>

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>> The universal shortage of qualified health workers remains a persistent challenge for health-care systems. As per the WHO European Framework for Action on Health and Care Workforce<sup>1</sup> a solution lies in re-defining and re-distributing tasks across different health-care providers to keep pace with patient needs, advances in professional education and new technologies.<sup>2</sup> In this context, the contribution of pharmacists to achieving health system priorities becomes critical. Pharmacists, particularly those working in community settings, are essential yet often overlooked health professionals who can make a difference in improving healthcare delivery.

In 1994, WHO called upon pharmacists to step up their input into community services. Fast forward to 2011, WHO and the International Pharmaceutical Federation (FIP) released the Good Pharmacy Practice guidelines,<sup>3</sup> which outlined the essential roles community pharmacists could play. The document underscored the potential of the pharmacy workforce to improve health-care systems and public health effectiveness. It provided impetus for the pharmacy practice evolution enabling pharmacists to embrace a broad range of health-care services, in addition to the traditional roles of ensuring availability, quality, safety, efficacy and optimal use of medical products. However, this transformation has neither been rapid, nor uniform across the WHO European Region. Why is that so?

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**Tomas Zapata** • 1st  
Unit Head, Health Workforce and Service Delivery, WHO European Region  
5d • Edited •

It has been a pleasure to work with the **International Pharmaceutical Federation (FIP)** to mark this year's World Pharmacists Day, and to recognize and celebrate the crucial role that **#pharmacists** play in building healthier communities everywhere.

👉 Find out more about the day:  
<https://lnkd.in/dAUVcUSv>

A highlight this year was the joint high-level symposium we organized to discuss how pharmacists can and should contribute to health-care delivery, including how their roles can be part of a multidisciplinary approach to health in hospital and community settings.

I want to thank in particular **Ana Paula Martins** Minister of Health of Portugal and **Javier Padilla**, Secretary of State for Health of Spain for their attendance and active participation in our panel discussions.

👉 More on the symposium:  
<https://lnkd.in/dFfuMfw2>

Something that was widely discussed was how the role of pharmacists can be enhanced and expanded to meet evolving patient and health system needs. WHO/Europe and FIP collaborated on a comment piece for The Lancet explaining why this is necessary and how it might be achieved.

👉 Read The Lancet article here:  
<https://lnkd.in/dWuaC2pP>

As part of my intervention, I highlighted how the **#HealthWorkforce** crisis in our Region can be tackled by implementing the WHO/Europe Framework for action on the health and care workforce 2023-30, with the creation of new roles for pharmacists fitting into the 'Optimizing Performance' pillar of the Framework.

👉 Read the Framework in full here:  
[https://lnkd.in/d5\\_yxpy](https://lnkd.in/d5_yxpy)

It is heartening though to see that many pharmacists in our region are already taking on extra roles and responsibilities to meet the needs of their local communities and how successful this has been.

👉 You can read the perspectives of pharmacists on how their roles have evolved here:  
<https://lnkd.in/dFwgJdwQ>

Congratulations to pharmacists everywhere for your incredible work and for a highly successful World Pharmacists Day!

**Natasha Azzopardi Muscat, St Kniazkov, Carolina Martinez-Berganza, Gonçalo Sousa Pinto, Stephen Donnelly, Lars-Åke Söderlund (Exec MBA) Vice President, Daragh Connolly, Catherine Duggan, Raquel Martínez García**



<https://www.facebook.com/FIPpharmacists/posts/pfbid02HTGwsgN45fKbToQyS5w99ZmeYApcegiNEHs42EQsz7k5pXYLxbGrYh3navzfBr44>

**International Pharmaceutical Federation (FIP)**  
★ Favourites · 19 September at 14:55 · 🌐

Don't miss the opportunity to join the live-streamed high-level symposium organised by FIP and the [World Health Organization \(WHO\)](#)/ WHO Regional Office for Europe to mark World Pharmacists Day! Confirmed speakers include the Minister of Health of Portugal Ana Paula Martins, the Secretary of State for Health of Spain Javier Padilla, and the Regional Advisor for Health Workforce and Service Delivery of WHO Europe Tomas Zapata. Join the live-streamed event on 24 September at 15:30 CET, from the UN City in Denmark. Register here: [https://who.zoom.us/j/.../regi.../WN\\_qkXzDLkTeOK0ZzWIWwiA...](https://who.zoom.us/j/.../regi.../WN_qkXzDLkTeOK0ZzWIWwiA...)





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**International Pharmaceutical Federation (FIP)**  
★ Favourites · 17 September at 16:18 · 🌐

To mark World Pharmacists Day, the [World Health Organization \(WHO\)](#)/ WHO Europe, in collaboration with FIP, is hosting a symposium on the vital role of pharmacists in healthcare delivery. The event will explore how pharmacists can enhance health care through a multidisciplinary approach, both in hospitals and community settings. Join the live-streamed event on 24 September at 15:30 CET, from the UN City in Copenhagen. Register here: [https://who.zoom.us/j/.../regi.../WN\\_qkXzDLkTeOK0ZzWIWwiA...](https://who.zoom.us/j/.../regi.../WN_qkXzDLkTeOK0ZzWIWwiA...)





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