

# Vaccination services in community pharmacies

A development guide *September 2022*

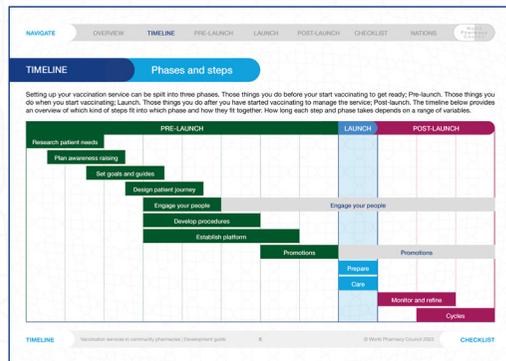
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# OVERVIEW

## Using this guide

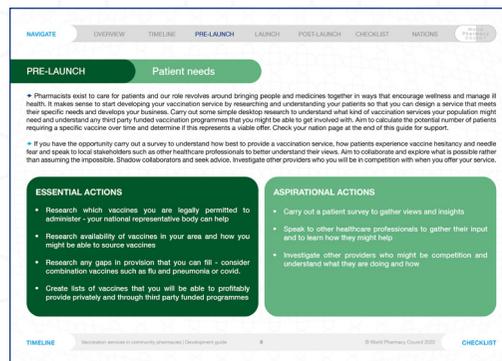
Following the publication of the ‘Vaccination services in community pharmacies’ report by the World Pharmacy Council, this development guide has been created to help you plan, establish and successfully operate vaccination services from your community pharmacy. It has been produced by community pharmacists with direct operational experience so you can be reassured that the guidelines that follow are realistic and pragmatic. **It is not easy to set up a successful vaccination service but it isn’t difficult either and thousands of community pharmacies across the world have done so.** This guide will make it easier.

This guide is intended primarily for use on a larger screen with navigation via the menu at the top and bottom of each page. Information is presented in an order that you might find helpful to follow however there is flexibility within the process. Essential actions are listed, which you will need to undertake to set up a safe, efficient service alongside aspirational actions that will help you deliver a great experience for your patients and operate a commercially successful service.



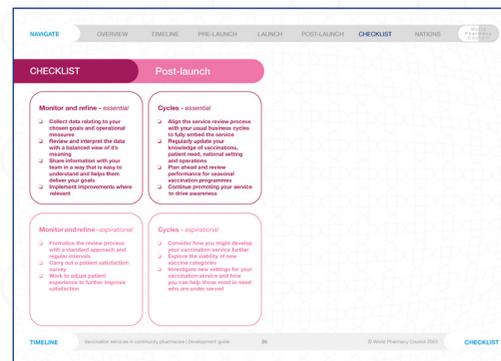
### TIMELINE

➤ The timeline shows each of the key steps and when you might want to tackle them so that you can understand where you are heading from the start.



### DETAILS

➤ Each broad step is outlined with core considerations and a set of essential actions that need to be completed and aspirational actions you might like to complete if you have capacity.



### CHECKLIST

➤ The checklist captures the full set of actions in one place for when you are ready to tick them off and, along with all of this guide, can be printed for ease of use.



### NATIONS

➤ For each member nation of the World Pharmacy Council, you can find useful links and statistics relating to your country to help implement where you are.

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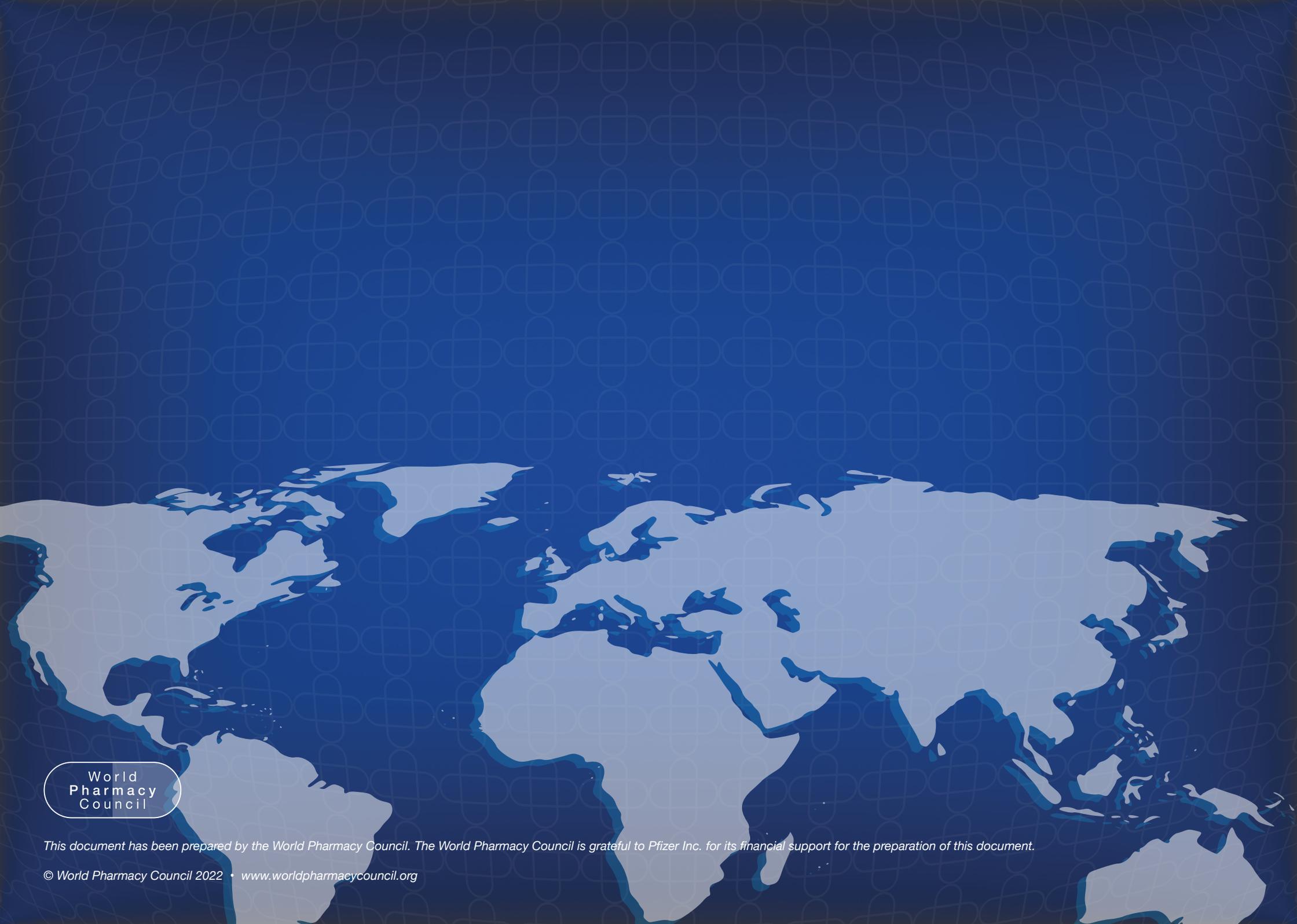
## The opportunity

**Vaccination is one of the most effective measure we have to reduce the impact of infectious disease**

- ➔ An opportunity exists for community pharmacy based vaccination services to benefit all stakeholders across the world. In many countries such services have become widely accepted and the role of pharmacist as vaccinator has become understood within systems of care and by the population. The potential for expansion of these services and this role remains in all countries and is significant in some. The COVID-19 pandemic proved the fragility of many healthcare systems and provision of care was impacted. Adding to existing workforce shortages, the transition of consultation to a blended remote model and continuing pressures on primary care, the pandemic highlighted the capacity and capability of community pharmacy to contribute to patient care in its widest sense.
- ➔ It is clear that extended practice during recent years and the work of pioneers in various countries has demonstrated the significant impact pharmacists can have on public health including vaccinating populations. There is extensive and growing evidence that patients are willing and content to access a range of non-supply services from their pharmacies. Commissioners world wide are beginning to understand the value that community pharmacy based services can add. Healthcare professionals are updating their perceptions of community pharmacists as they see successful services, led by competent teams, delivering care and responding to need. Pharmacists are themselves believing they are capable and matching their practice to their aspirations.
- ➔ Many studies show that community pharmacies are trusted, can assist in overcoming vaccine hesitancy, provide proximity and accessibility and increase uptake through patient perception of their skills, qualifications and experience. Alongside those mentioned above the benefit of such services are many; Patients benefit from easy access to high quality vaccination services that they trust, pharmacists and their teams benefit from profitable income, professional satisfaction and external recognition, commissioners benefit from high quality services that increase uptake often in locations and within patient groups that suffer from poor uptake. With varying legal, professional and practical constraints in different countries the challenge of operating a vaccination service in a community pharmacy differs however the key principles remain the same.
- ➔ Vaccination services addressing a full range of infections beyond COVID-19 and flu, whether privately funded by the patient, or partly or wholly funded by a third party (government or insurer) are being established across the world and are a real, pragmatic step towards more clinical practice for all community pharmacists. With this guide we aim to provide those with the vision and passion with the essential underpinning knowledge they will need to set up a successful service.

[Further information and evidence can be found in the World Pharmacy Council report 'Vaccination services in community pharmacy'.](#)

[Links to nation specific information can be found on the nations pages at the end of this guide.](#)



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