

Neighbourhood Health: Community Pharmacy

Marie Hockley
Deputy Chief Officer
Community Pharmacy Surrey and Sussex

Neighbourhood health

A neighbourhood is typically around **30,000–50,000 people**—where health, social care and community organisations work together to improve overall population health and deliver care closer to home.

The geography of a neighbourhood aligns to the community that live in it.

Surrey has two places East and West Surrey and neighbourhood to be defined

In Sussex the neighbourhood is aligned to the district and borough local authority geography. Sussex has 3 places East Sussex, West Sussex and Brighton and consists of 15 neighbourhoods.

Neighbourhood health

The NHS describes neighbourhood health as a model that **shifts care away from hospitals and into local communities**, focusing on prevention, better access and improved health outcomes.

Other organisations describe neighbourhood health slightly differently and acknowledge the importance of wider services (including voluntary sector) coming together at a local level to improve health and wellbeing.

The [NHS England Neighbourhood health guidelines 2025/26](#) highlight six core components of neighbourhood health:

- i. Integrated teams for people with complex needs
- ii. Urgent community response and virtual wards
- iii. Improved access to general practice
- iv. Continuity of care for those who need it most
- v. Strengthened core community services
- vi. Better use of population health data and digital tools

Neighbourhood health

The 10 Year Health Plan states that demand on hospital services is unsustainable, with more people living with complex, long-term conditions.

Neighbourhood health is intended to help address issues such as **fragmentation, duplication, and delays**, creating a more coordinated and preventative model of care.

The aim is to help people live **healthier, more independent lives** and to provide care at a time and place that fits around people's lives.

The Plan sets a national ambition to establish a **neighbourhood health service**, supported by new policy, some investment and national implementation programmes. It proposes more **out-of-hospital care**, "one-stop-shop" neighbourhood health centres and expanded neighbourhood-level workforce models.

Neighbourhood health

The 10 Year Health Plan introduces the idea of two new neighbourhood provider contracts which, should begin to roll-out in 2026/27.

The new 'single neighbourhood provider' contract will cover a population of around 50,000 people. It will be expected to deliver additional services across one neighbourhood area.

The 'multi-neighbourhood provider' contract is larger and will cover footprints of around 250,000 or more people. The aim of this contract is to unlock new benefits of scale, providing GP practices and other smaller community providers with consolidated back offices, data analytics, quality improvement infrastructure. This type of contract will be open to both general practice 'at scale' (e.g. GP federations) and NHS trusts.

For both of these contracts, Multi-neighbourhood providers may be able to offer further integration across services due to their likely scale and the involvement of NHS trusts.

There are also plans to allow the 'very best' NHS foundation trusts to become integrated health organisations (IHOs) able to hold the whole health budget for a local population.

Neighbourhood health

Integrated Neighbourhood Teams—sometimes referred to as neighbourhood health teams and Integrated Community Team (ICT)—are **multidisciplinary teams** bringing together professionals from:

- I. Primary care
- II. Community physical and mental health services
- III. Social care
- IV. Local government services
- V. Voluntary, community and social enterprise (VCSE) partners
- VI. Others that have an interest in working as an integrated team

Working as a **coordinated team**, rather than as isolated services, to improve outcomes, reduce inequalities and streamline patients' care, bringing care closer to home.

An ICT/INT Team

Aim:

- I. Deliver **proactive, preventative care** enabling people to stay well and independent at home
- II. Improve coordination for people with **complex needs** by aligning current services that may be disjointed or not know of in primary care, community health, mental health, social care and voluntary sector partners
- III. Looking at avoidable admissions and planning what services would best fit the community and who might be best placed to provide these
- IV. Reduce avoidable hospital admissions and long-term care needs
- V. Strengthen relationships across local health and care providers to reduce silo working and duplication to create improved ways of working
- VI. Ensure care is **easier to access**, more personalised and designed around individuals, families and communities and delivered closer to home

Neighbourhood health

The 10 Year Health Plan demonstrates that care should happen as local as possible: digitally by default, in a patient's home, if possible, in a neighbourhood health centre when needed, in a hospital if necessary and focus on prevention.

Neighbourhood models include:

- I. **Neighbourhood Health Centres** providing integrated primary care – some of these may be new premises or looking at existing estates and re-purposing premises within the neighbourhood.
- II. Enhanced **GP access** – to keep people out of hospital wherever possible.
- III. **Community-based specialist clinics** will support the left shift, 'hospital to community' and enable people to access specialist care without the need to go to a hospital.

Digital care pathways and improved data sharing to drive efficiencies and collaboration in neighbourhood care, delivering improved patient and population outcomes.

Preventative programmes targeting local inequalities will support the shift of 'sickness to prevention' and may involve medical and non-medical interventions to support holistic wellbeing, designed around patient cohorts, preventing people from becoming ill.

Community Pharmacy

Community pharmacy ICT/INT Leads are funded by the ICB to attend the neighbourhood meetings, integrate within the local area and communicate across the ICT/INT area to cascade information, be a champion of all community pharmacies and ensure community pharmacy voice is represented at these meetings.

Your ICT/INT lead will email the pharmacy contractors once a month, please ensure you read and acknowledge communication from your ICT/INT lead

Please work with your ICT/INT lead they are working on your behalf to ensure community pharmacy is a member of the neighbourhood working groups and highlighting any opportunities and keeping contractors updated.

Your ICT/INT Is in regular contact with local GP practices and colleagues it is important that all contractors build relationships with their neighbourhood practices and pharmacies as local engagement determines how successful this transformation of care will be.

Pharmacies are in a unique position to support the neighbourhood plans as are accessible, preventative, community-based care and work closely with GP practices, community services and social care.

Community Pharmacies support neighbourhood health and provide;

- I. Medicines expertise and optimisation ensuring safe, effective and efficient use of medicines across care settings, for example through the New Medicine Service
- II. Support for long-term condition management and supporting hospital discharge through DMS
- III. Health promotion and prevention providing vaccination services, hypertension case-finding and healthy lifestyle advice
- IV. Access to urgent care services such as Pharmacy First

The shift towards integrated neighbourhood working reinforces pharmacy's role as a core partner within a neighbourhood health service.

How will this support patients?

- More **joined-up** and **person-centred** care delivered as close to home as possible
- Earlier identification of health risks
- Greater focus on prevention and wellbeing
- Faster access to services
- Reduced waiting times and avoidable referrals
- Stronger support for people with complex care needs
- Potential for better patient outcomes and early intervention
- A multidisciplinary approach to understanding patient needs and allowing the patient to feel heard
- Patients accessing healthcare when they choose and how they would prefer to have their needs met

QI Programme – Community Pharmacy Integration



Sussex Quality Improvement Programme



Sussex QI programme launched its first sprint on the 23rd April 2026

- An all-day face-to-face event which brought together QI Leads from each Integrated Community Team (ICT) across GP Practices and the Community Pharmacy Integrated Neighbourhood Team Leads.
- All-day face-to-face event took place on the 7th May at The Amex Brighton for GP and Community Pharmacy ICT leads.

The QI programme is part of the wider 26/27 Primary Care Support Programme, delivered through the Primary Care Provider Collaborative and community pharmacy delivered a QI update on the support for the first sprint.

It was fantastic to be together and strengthen our relationships.

Quality Improvement is a key enabler of:

- Better patient outcomes
- Sustainable general practice
- System-wide learning and improvement

The QI programme is composed of 3 sprints and sprint one for 26/27 is focused on collaborative working between Community Pharmacy and General Practice. During the day the attendees were taken through how the Community Pharmacy Contractual Framework operates, the different services delivered in community pharmacy with a deep dive focus on 3 of the Advanced services.

The sprint involves the ICT looking in depth at one of the three services - Pharmacy First, Hypertension Case-Finding and Pharmacy Contraception Service.

Pharmacy Service leaflet created to support the QI project

PDF can be circulated



Pharmacy First

Getting support from pharmacies.
Some pharmacies offer additional NHS services.

Pharmacy contraception

Free NHS service without prescription



Emergency contraception

Free NHS service without prescription



Blood pressure checks

Free NHS service for people over 40
with no hypertension diagnosis



**Scan the QR code to find a
pharmacy near you offering
these services or ask for
details in your nearest
pharmacy.**

You can also get NHS advice and treatment, where appropriate, from any pharmacy for the following conditions:

Sinusitis 12 years and over

Pain, swelling, tenderness around your cheeks, eyes or forehead, a blocked or runny nose, reduced sense of smell, green or yellow mucus from your nose, fever.

Shingles 18 years and over

Tingling or painful feeling in an area of skin, headache, feeling unwell. A rash will usually appear a few days later. In rare cases shingles can cause pain without a rash.

Uncomplicated Urinary Tract Infection (UTI) Women 16 to 64 years

Needing to pee more often, pain or burning, sudden urgent need to go, cloudy urine.

Infected insect bite 1 year and over

Swollen, painful, hot, fever, swollen glands, increasing pain, red area around bite, feeling unwell.

Impetigo 1 year and over

Red sores, blisters, patches look like cornflakes stuck on skin, itchy and painful.

Sore throat 5 years and over

Painful throat, especially when swallowing, a dry, scratchy throat, swollen neck glands.

Earache 1 to 17 years

Earache, fever, being sick, a lack of energy, slight hearing loss, middle ear filled with fluid.

Ask for advice about any of these conditions in any local pharmacy.
Exclusions may apply.

The service is free but normal prescriptions charges apply to any medicines supplied. You will need to complete the back of the form to claim any exemption from the prescription charge.

Community Pharmacy Leaflet

 **Pharmacy First**
Getting support from pharmacies in Brighton and Hove



Find out more about the services you can get from local pharmacies inside

You can get advice and treatment, where appropriate, from any pharmacy for the following conditions:

Sinusitis 12 years and over Pain, swelling, tenderness around your cheeks, eyes or forehead, a blocked or runny nose, reduced sense of smell, green or yellow mucus from your nose, fever.	Shingles 18 years and over Tingling or painful feeling in an area of skin, headache, feeling unwell. A rash will usually appear a few days later. In rare cases shingles can cause pain without a rash.	Uncomplicated Urinary Tract Infection (UTI) Women 16 to 64 years Needing to pee more often, pain or burning, sudden urgent need to go, cloudy urine.
Infected insect bite 1 year and over Swollen, painful, hot, fever, swollen glands, increasing pain, red area around bite, feeling unwell.	Impetigo 1 year and over Red sores, blisters, patches look like cornflakes stuck on skin, itchy and painful.	Sore throat 5 years and over Painful throat, especially when swallowing, a dry, scratchy throat, swollen neck glands.
Earsache 1 to 17 years Earsache, fever, being sick, a lack of energy, slight hearing loss, middle ear filled with fluid.		

Some pharmacies also offer additional services
To find a local pharmacy use the QR code for the service you need or find out more at www.trustdevcom.org.uk/pharmacy-first

Help to stop smoking 	Emergency contraception 
Free condoms and advice with the C-Card app 	Contraceptive pills without prescription 
Free blood pressure checks for people over 40 with no hypertension diagnosis 	Or ask in your local pharmacy about accessing these services. 

Things to expect

- You will be asked questions, including your age for some conditions and you may be referred on to another service if you have signs or symptoms of other conditions.
- Medication can be supplied to you where it is needed.
- Pharmacists can supply certain prescription only medicines where appropriate, without the need to visit a GP.
- The service is free of charge, but the normal prescription charge rules will apply to medicines supplied. You will need to complete the back of the form to claim any exemption from the prescription charge.
- The contraceptive pill is free and emergency hormonal contraception (EHC) is free to under 25 year olds.

  

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Article on website <https://surreysussex.communitypharmacy.org.uk/our-news/community-pharmacy-leaflet-and-poster-to-promote-services-to-the-public-in-brighton/>