

Community Pharmacy: A Unified Partner in Frailty Care

Community Pharmacy
West Yorkshire



Background

The role of community pharmacy in proactive, joined up frailty care

- Frailty is common, often hidden and changes over time
- Community pharmacy has frequent, trusted contact with people at risk
- We support earlier identification, prevention of deterioration, and coordinated care
- Working alongside the Integrated Neighbourhood Team to keep people well at home





**Offer 1 –
Community pharmacy as
the lighthouse for frailty**

Community pharmacy as the lighthouse for frailty

Accessible front door and early identification and escalation of concern

Regular contact with older people and those with long-term conditions

- Able to spot early warning signs of frailty, such as:
 - Changes in mobility or confidence
 - Increased confusion or forgetfulness
 - Weight loss, poor appetite or fatigue
 - Increasing reliance on carers or family
- Acting early to raise concerns and connect people to the right support
- Helping prevent crisis presentations and unplanned admissions





**Offer 2 -
Local intelligence from
everyday conversations**

Local intelligence from everyday conversations

Understanding the person, not just the prescription

- Pharmacy teams build long-term relationships with patients and carers
- Non-clinical conversations reveal important frailty indicators:
 - Difficulty managing medicines
 - Falls or near misses
 - Social isolation or loneliness
 - Carer strain
- Insights can support holistic assessments and shared care planning
- Amplifying patient and carer voices within the neighbourhood system






Offer 3 – Advice, education and navigation

Advice, education and navigation

Helping people with frailty access the right help

- Practical advice on:
 - Medicines use and side effects
 - Staying safe and independent at home
 - When and how to seek further support
- Supporting carers with education and reassurance
- Connecting people to:
 - GP and wider primary care
 - Social prescribing and voluntary sector services
 - Falls prevention, strength and balance, and wellbeing services
- Reducing confusion and fragmentation for people with frailty





**Offer 4 –
Prevention and slower
frailty progression**

Prevention and slower frailty progression

Keeping people resilient and independent

- Delivering prevention services that support people living with or at risk of frailty:
 - Vaccinations to reduce avoidable illness
 - Hypertension case-finding and cardiovascular risk management
 - Health promotion and lifestyle advice
- Supporting early intervention to maintain function
- Targeting people who may not engage with other services
- Contributing to neighbourhood prevention and ageing-well strategies





**Offer 5 –
Clinical expertise for
safer medicines use**

Clinical expertise for safer medicines use

Reducing harm and improving quality of life

- Medicines optimisation for people with frailty and polypharmacy
- Services including:
 - New Medicine Service (NMS)
 - Discharge Medicines Service (DMS) – 13% readmission (35%), 50% less bed days
 - Blood pressure testing
 - Pharmacy First
- Identifying medicines-related risks:
 - Falls risk
 - Sedation or confusion
 - Poor adherence or administration challenges
- Improving outcomes and supporting shared clinical decision-making



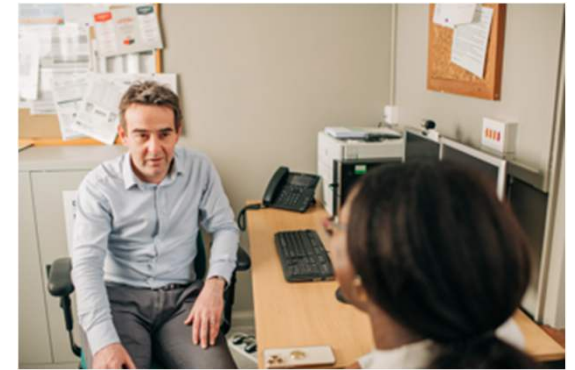


**Offer 6 –
A committed partner in
frailty pathways**

A committed partner in frailty pathways

Working as part of the Integrated Neighbourhood Team

- Community pharmacy is willing and ready to do more:
 - Contribute to frailty identification and escalation pathways
 - Share intelligence and learning with partners
 - Co-design services with patients, carers, and professionals
- Supporting consistent, person-centred approaches across providers
- One neighbourhood system, working together to support people living with frailty



The value for the INT

Why community pharmacy matters for frailty

- Earlier identification of deterioration
- Trusted, long-standing relationship with patients
- Reduced pressure on urgent and acute services
- Better medicines safety and adherence
- Improved patient and carer experience
- Stronger prevention and neighbourhood resilience





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If you would like to speak to your local CPWY Advanced Services Facilitator about the community pharmacy Hypertension Case-Finding Service, please contact phil@cpwy.org.