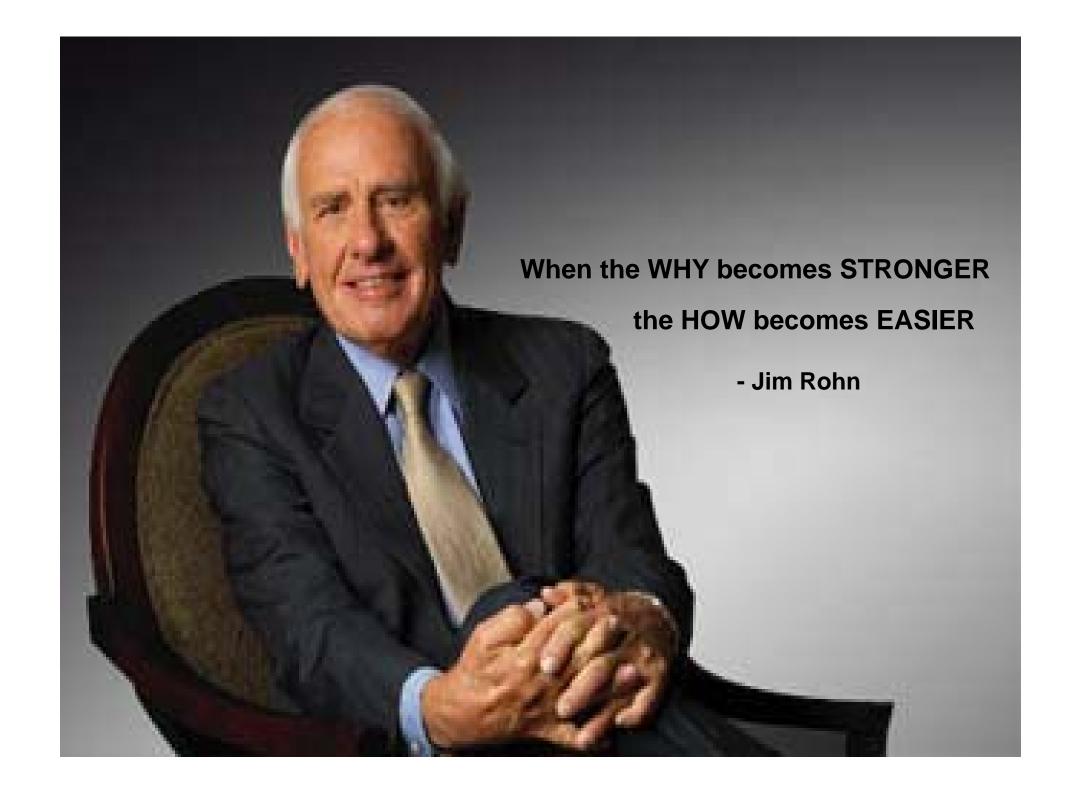
Community Pharmacy and Health Promotion

Changing Patient's Lives with Healthy Living Pharmacies – Mike Maguire

Community Pharmacy

- There are more than 11,500 Community Pharmacies in England
- Estimated 1.6 million visits a day in England of which 1.2 million are for health related reasons
- The Positive Pharmacy Care Law
- 89.2% of the population can access a pharmacy within a 20 minute walk from their home
- 99.8% of people who live in the most deprived areas can access a pharmacy within a 20 minute walk from their home
- Average 16 visits per year per adult in England
- Around 1 billion items are dispensed annually by Community Pharmacies



The Six Compasses

- Vision What does a successful future look like, act like, think like and feel like?
- Values What do we really believe in?
- Promise What will we deliver on, every single day?
- Philosophy What attitude do we have that acts as a guiding principle?
- Position Where do we want to see ourselves and where do we want others to see us, in our sector?
- Engagement Framework How do we go about engaging with our patients and customers?

• **Vision** – To be the Best *Healthy Living Pharmacy* in the Country

• Values – We love making a difference to the lives of the people in our community. We are community focussed, and their Health and Wellbeing is our priority

• **Promise** – The Marton Pharmacy *Healthy Living Pharmacy Experience* will be better than in any other pharmacy

 Philosophy – We use the Kaizen principle, constantly looking at ways to improve and evolve, while keeping it fun and inspiring I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Maya Angelou

• **Positioning** – We believe in the quality of both our services and premises. We constantly strive to be the pharmacy that is recognised for delivering outcomes to patients, and our HLP Campaigns are becoming legendary.

• Engagement Framework – We make every contact count, keeping open to the opportunities that our patients and customers present us with, every single day. Every interaction we have is designed to create word of mouth recommendation







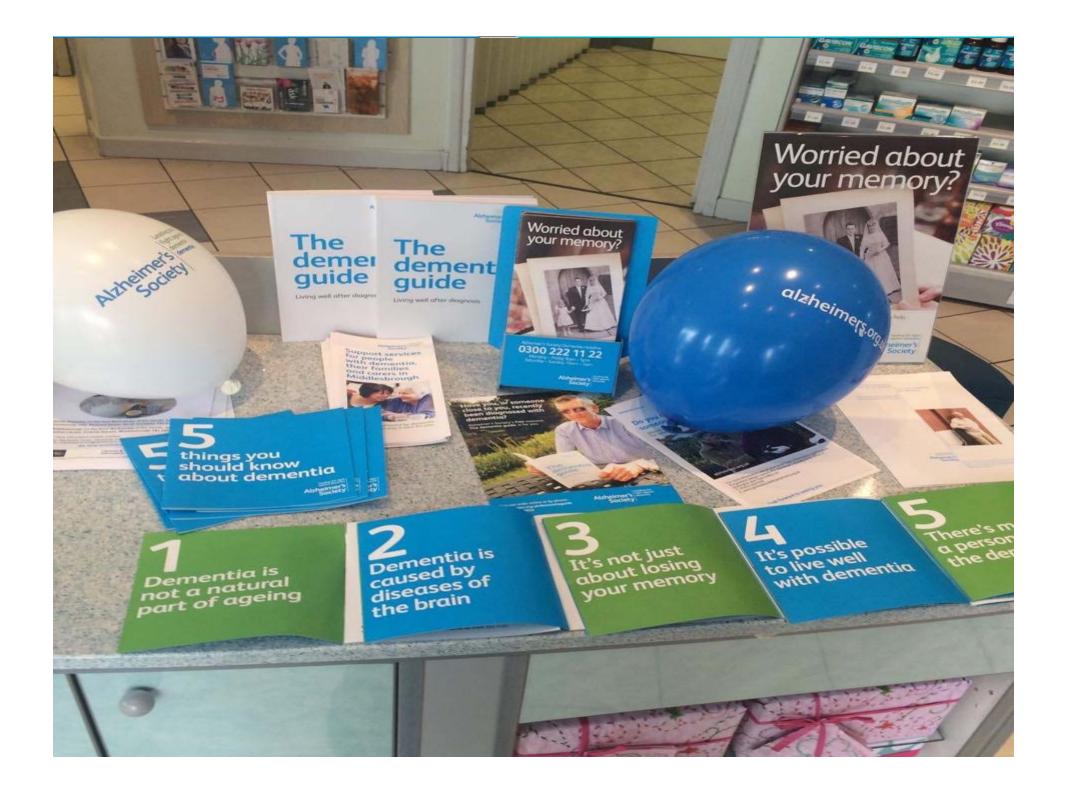






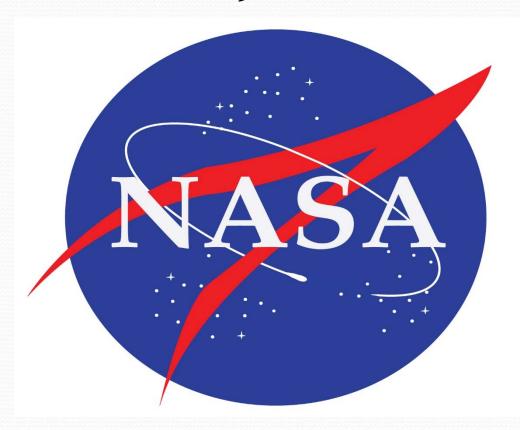






The NASA Vision

• "My role here is to help put a Man on the Moon" – A cleaner at NASA (mid 1960s)





What if, somehow, we learned who we really are, and then lived that decision – Eleanor Roosevelt

