









PGEU ANNUAL REPORT 2024

Community Pharmacists: serving patients through pharmacy services



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About PGEU

Mission and Vision

The Pharmaceutical Group of the European Union (PGEU) is the organization representing European community pharmacists. PGEU members are the national associations and professional bodies of community pharmacists in 33 European countries, including EU Member States, EFTA countries, the UK and EU candidate countries.

PGEU represents about 500.000 pharmacists and 200.000 pharmacies in the European Region.

PGEU's vision is to see community pharmacists recognised as key health professionals delivering a dynamic contribution to the health of people while strengthening European health systems. Community pharmacists work at the heart of communities, providing high-quality, professional advice on the safe, effective, and rational use of medicines. Often, community pharmacists are the first and the last point of contact between patients and the health system and they make an invaluable contribution to public health.



FOREWORD BY PGEU PRESIDENT 2024

As we look back and reflect on the past year, 2024 has been a pivotal year for community pharmacists in Europe. Our profession has been at the forefront of addressing critical healthcare challenges, reinforcing its essential role in ensuring patient access to medicines and safeguarding public health.

One of the defining issues of the year has been medicine shortages. Across Europe, pharmacists have worked tirelessly to mitigate the impact of supply disruptions, ensuring that patients continue to receive the treatments they need. Last year we saw the launch of the Critical Medicines Alliance, and PGEU has actively contributed to the work of the Alliance, as member of the Steering Board and provides the perspective of pharmacy practice in the technical working groups discussions. Furthermore, we have actively engaged with policymakers calling for effective and sustainable solutions for a stronger and more resilient supply chain

Pharmacy services have continued to evolve, demonstrating their added value to healthcare systems under strain. From vaccination campaigns to medication management and patient counselling, pharmacists have stepped up as accessible healthcare providers, easing the burden on other parts of the healthcare system. Our work in tackling antimicrobial resistance has been particularly noteworthy, with pharmacists playing a key role in promoting responsible use of antibiotics and supporting EU-wide strategies to preserve the efficacy of these vital medicines.

- ARIS
PRINS



Workforce shortages remain a pressing challenge, not only in pharmacy but across all healthcare professions. This has further highlighted the need for interprofessional collaboration, ensuring that healthcare professionals can work together effectively to meet patient needs. Strengthening partnerships across the sector has been a priority, reinforcing the shared responsibility we have in maintaining high-quality patient care. This was visible during our Annual Conference in Amsterdam, organised jointly with European doctors (CPME), showcasing the doctors and pharmacists' contribution to tackling shortages of medicines, medical devices and health workforce.

2024 was also marked by the start of a new political cycle, as the results of the European elections confirmed a new configuration of the EU institutions. At the European level, we have engaged actively in policy discussions, advocating for the expansion of the pharmacists' role in shaping a healthier, more resilient Europe. In line with the EU's principle of being united in diversity, we have emphasized the importance of a harmonized yet flexible approach that respects national healthcare systems while fostering innovation and cooperation.

Looking ahead, we remain committed to ensuring that pharmacists continue to be recognized as indispensable healthcare professionals. Our contribution goes beyond dispensing medicines—pharmacists are trusted advisors, public health advocates, and key stakeholders in ensuring the safe and effective use of medicines. Together, we will continue to strengthen our profession and enhance the care we provide to millions of people across Europe.

It has been a great honour to serve as President during this time of both challenges and progress. The dedication of our members, the strength of our collective voice, and the impact of our advocacy efforts have reinforced my belief in the crucial role that pharmacists play in society. I am deeply grateful for the opportunity to represent this profession and look forward to seeing it continue to thrive in the years to come.

- ARIS PRINS



2024

at a glance

January

Medicine shortages, PGEU in the press

On 30 January, PGEU published the results of its annual medicine shortages survey. The survey outlined the negative impact that shortages have on patients and on pharmacists daily practice and also highlighted the main recommendations from community pharmacists.

The results of the survey attracted great media attention and it was quoted by several media across Europe.



Roundtable on self-care

On 30 January PGEU was invited to speak at a Roundtable on “Building a sustainable healthcare system in the EU: The value of self-care” organized by Kenvue and the Parliament Magazine and hosted by MEP Solis Perez (Renew Europe, Spain) and MEP Sean Kelly (EPP, Ireland). We presented the role of pharmacists in promoting and facilitating self-care stressing the need to invest more in primary care.

February

Congress of the General Pharmaceutical Council of Spain

On 8 February PGEU Secretary General, spoke at the Congress of the General Pharmaceutical Council of Spain in Valencia and outlined the impact on community pharmacy of the European Health Data Space Regulation.

The EHDS presents a groundbreaking opportunity to reshape the landscape of patient care, data sharing, and healthcare delivery across the EU. The proposal for the EHDS underscores a pivotal objective: to facilitate the access of health data across the EU for primary and secondary uses, while ensuring citizens retain control over their own health data.



“Strengthening vaccination policies towards the European elections: from recommendations to concrete experiences”

On 14 February, PGEU participated in an event in the European Parliament on “Strengthening vaccination policies towards the European elections: from recommendations to concrete experiences”. The event was organized in the framework of the VaccinAction 2023 project, and discussed the topic of vaccine hesitancy, lifelong vaccination, harmonisation at EU level and patient empowerment.

Committee of the Regions meeting on medicines shortages

On 16 February PGEU was invited to share its view on medicines shortages by the European Committee of the Region in the context of a stakeholder consultation on a report they are drafting on medicines shortages. We presented the results of our annual medicines shortages survey and outlined PGEU recommendations to mitigate shortages both at national level and in the context of the ongoing reform of the EU pharmaceutical legislation.

March

Farmacia Latina

On March 1, PGEU President Aris Pris was a guest-speaker at Farmacia Latina, that took place in Porto, Portugal. The PGEU President highlighted the developments of the current reform of the EU General Pharmaceutical Legislation and PGEU priorities.

EPSA Students Visit to PGEU

On 18 March, a group of pharmacy students of the European Pharmaceutical Students' Association (EPSA) visited PGEU premises to discuss key priorities for community pharmacy. PGEU presented and discussed with this young and enthusiast audience medicine shortages, pharmacy services and workforce shortages, followed by a meet-and-greet session to the PGEU Secretariat. The following day, PGEU participated in the 14th EPSA Annual Reception in the European Parliament, on the topic "Mental Health for All: Innovative Initiatives for a Better Future". PGEU has a vibrant and dynamic collaboration with EPSA, ensuring that the future workforce is prepared for the challenges of pharmacy practice and advocacy initiatives are aligned.



High-Level Conference on the Future EU Health Union

On 26 March PGEU President Aris Prins spoke at High-Level Conference on the Future EU Health Union, organized by the Belgian Presidency of the Council of the EU, calling for developing fair redistribution mechanisms for medicines available in Europe to those patients who need them the most, regardless the Member State where they live in, especially in times of health crises. He stressed that there should be a common strategic approach that guarantees that national stockpiles do not jeopardize the general supply of medicines and don't generate unnecessary waste. He proposed that this can be achieved by ensuring progressive requirements for rolling buffer stocks, allowing for these to be built over time rather than all at once and through proper stock management. In addition, Aris mentioned that there should be clarity and transparency regarding how these stocks are managed, held, used and paid for.

April

Launch of the Critical Medicines Alliance

On 25 April, the Health Emergency Preparedness and Response Authority (HERA) launched the Critical Medicines Alliance with the first meeting of the Alliance Forum. Ilaria Passarani, PGEU Secretary General spoke about PGEU's expectations for the Alliance and community pharmacists' views on the shortages of critical medicines. PGEU's Secretary General also had the chance to share the community pharmacists' positions on medicine shortages on 24 April, with EU health ministers, during the inaugural ceremony of the Alliance which was organized in the sidelines of the informal health ministers Council (EPSCO).



May



AESGP webinar “From paper to digital leaflets: making patient information more inclusive”

On 14 May, the PGEU Secretary General spoke at the AESGP webinar “From paper to digital leaflets: making patient information more inclusive”. Ilaria Passarani presented PGEU position on digital leaflets and explained that printing leaflets on demand would disrupt pharmacy daily practice and have a significant impact on pharmacies workload. She also stressed that providing the paper leaflet is currently a responsibility of the pharmaceutical industry and the burden should not be shifted to pharmacists and patients.



GIRP 65th Annual Meeting and Conference

PGEU had the pleasure of participating in the GIRP Annual Meeting and Conference in Prague, where our Secretary General Ilaria Passarani shared PGEU perspectives on the evolving healthcare landscape and the pivotal role of community pharmacists in digital transformation. By staying ahead of emerging trends and embracing innovative solutions, community pharmacists remain integral to the delivery of high-quality, patient-focused care across Europe.



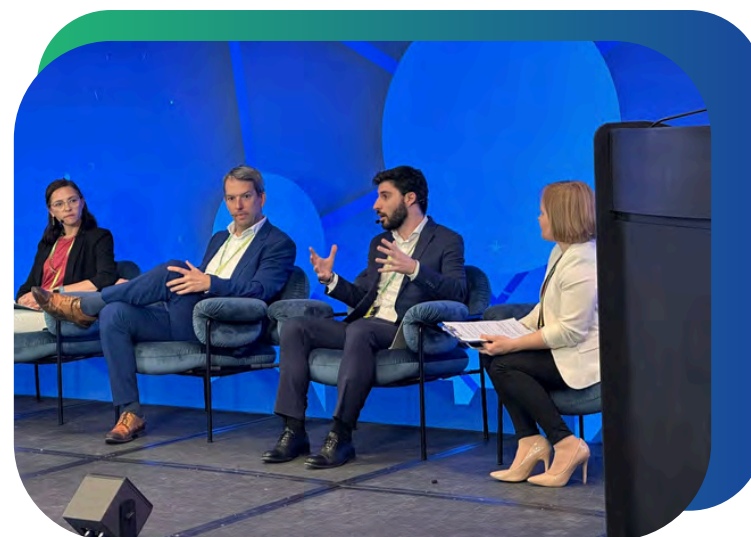
June

60th AESGP Annual Meeting

On 5-6 June PGEU participated to the 60th AESGP Annual Meeting. PGEU Secretary General presented the community pharmacists' perspectives on workforce shortages and strategies for retention and recruitment, showcasing initiatives by PGEU members. She also discussed the current health policy landscape, emphasizing the role of community pharmacists in supporting patient health and literacy. Additionally, she highlighted the importance of pharmacists in generating Real-World Data and Evidence from pharmacies across Europe. On 6 June Jorge Batista from PGEU and Koen Straetmans, President of APB (Belgian Association of Pharmacists), discussed the future of switching medicines from prescription-only to non-prescription. They highlighted the opportunities this shift offers over the next 20 years. Jorge focused on the challenges and opportunities at the European level, emphasizing the role of Real-World Evidence from pharmacies. Koen addressed the benefits of digital transformation for community pharmacists. The discussion covered expanding pharmacists' roles, addressing healthcare worker shortages, and fostering collaboration for sustainable healthcare solutions.

Ukrainian Chamber of Pharmacists Congress

On 6 June PGEU presented an overview of pharmacy services in Europe at the Ukrainian Pharmacists Congress. Ukrainian colleagues discussed vaccination in community pharmacy, its practical implications and impact. PGEU reiterated its unwavering support to Ukrainian pharmacists and all Ukrainian people who suffer following the Russian aggression.





PGEU Annual Conference 2024 in Amsterdam (Netherlands)

PGEU members met in Amsterdam on 10-12 June for the PGEU General Assembly and a Joint CPME-PGEU Conference on shortages of medicines, medical devices and healthcare professionals, a joint event bringing together policymakers, academics and professionals. The panel of speakers included the Executive Director of the European Medicines Agency, Emer Cooke, representatives from the European Commission, National Medicines Agencies, consumers, patients and healthcare professionals' representatives. .

BeWell Project General Assembly Meeting

In 19 and 20, PGEU participated in the 3rd General Assembly Meeting of the BeWell Project (Blueprint alliance for a future health workforce strategy on digital and green skills) in Bergamo, Italy. PGEU is a partner in the EU funded project BeWell, together with EFN (nurses) and CPME (doctors), representing healthcare professionals. The meeting was useful to discuss the achievements of the project so far, including the development and open consultation of the Skills Strategy, and the initiatives of the Large Scale Partnership framed onto the Pact for Skills.

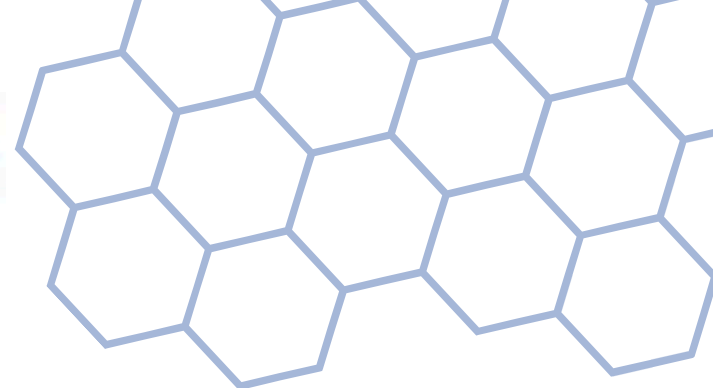




July



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH



EMA Multistakeholder workshop on shortages of GLP-1 RAs

On July 1, PGEU was spoke at the Multistakeholder workshop on shortages of Glucagon-Like Peptide-1 (GLP-1) receptor agonists, organized by the European Medicines Agency. PGEU Senior Professional Affairs Advisor, Jorge Batista, addressed the audience with the perspective of community pharmacists in relation to the chronic shortages of these medicines. EMA presented the recommendations of the Medicines Shortages Steering Group in relation to shortages of GLP1-RAs, complemented by sharing best practices from EU/EEA countries and also Non-EU regulators.

EMA Healthcare Professionals Working Party (HCPWP) and Patient and Consumers Working Party (PCWP) Joint meeting

On 2 and 3 July, PGEU participated in the European Medicines Agency Healthcare Professionals Working Party (HCPWP) and Patient and Consumers Working Party (PCWP) Joint meeting. The meeting included updates on the revision of the template of the package leaflet (a project in which PGEU is highly involved), and on biosimilars, following the survey that EMA circulated amongst patients, consumers and healthcare professionals. Medicine shortages were part of the agenda, namely through updates on the CHESMEN Joint Action, and on the EU list of Critical Medicines. Finally, attendees were updated in relation to the latest projects and initiatives on Vaccination, Pharmacovigilance, and the revision of the Package Leaflet. PGEU contributed to the discussions showcasing the position of community pharmacists in relation to shortages, patient information, pharmacovigilance, and other topics.

September

FIP Congress

On 1-4 September, PGEU President Aris Prins and FIP President Paul Sinclair met during the International Pharmaceutical Federation (FIP) Congress in Cape Town. The discussion underscored the shared commitment to advancing pharmacy practice globally. By reaffirming the longstanding and fruitful cooperation between our organizations, we are better equipped to address common priorities, enhance the role of pharmacists, and ultimately improve patient care.

Kick-Off Meeting of the EDQM Medicine Shortage Methodological Guide Working Group

On 17-18 September, PGEU took part in the European Directorate for the Quality of Medicines & HealthCare (EDQM) Kick-Off Meeting of the Medicine Shortage Methodological Guide Working Group. The objective of this Working Group is to support national competent authorities and healthcare professionals in the identification and selection of medicines that can be in short supply during public health emergencies and that can be prepared in hospital and/or community pharmacies. PGEU presented its latest information and position in the topic of medicine shortages, highlighting best practices from PGEU members in compounding medicines in public health emergency situations.



Steering Board of the Critical Medicines Alliance

On 19 September, PGEU took part in the 4th Steering Board meeting of the Critical Medicines Alliance (CMA), where all the stakeholders present their opinions on the works of the Alliance. DG HERA presented the draft concept note on the vulnerability assessment methodology. The chairs and co-chairs gave an update on the works at the level of the specific working groups. The entire group discussed the draft skeleton for the Strategic Action Plan. PGEU will continue to follow the works of the alliance and contribute to the policy documents under discussion.

FIP/WHO High-level meeting, UN City, Copenhagen

On September 24, PGEU was in attendance at the FIP/WHO high-level policy meeting which brought together health ministers and policymakers to explore the contributions pharmacists can make to healthcare delivery and how these roles integrate into a multidisciplinary approach in both hospital and community settings.

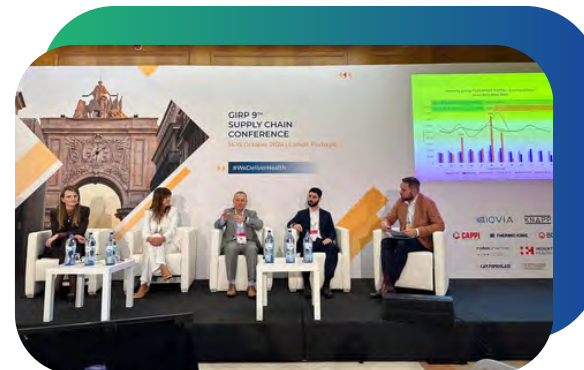
After an introduction by the WHO Regional Director for Europe, keynote addresses were given by Portugal's Health Minister, Spain's Secretary of State for Health, and the FIP's Professional Secretary. Two WHO Europe officials presented on the strengths and challenges of the health workforce in the European region and the concept of patient-centered pharmacy. The CEO, Catherine Duggan, then moderated a panel discussion featuring the two ministers and the FIP Professional Secretary, along with participation from FIP Vice President Rob Moss and Daragh Connolly, Chair of the Board of Pharmaceutical Practice, a discussion which addressed barriers to utilizing pharmacists within patient-centered interdisciplinary care models, strategies for achieving sustainable primary healthcare services, pharmacy-based vaccination initiatives, and schemes for managing common ailments.

October

9th GIRP Supply Chain Conference

On 14 October, PGEU Senior Professional Affairs Advisor participated to the GIRP (the European Healthcare Distribution Association) 9th Supply Chain Conference in Lisbon, Portugal.

On the panel "Working Together for Continued Medicines Availability", Jorge Batista presented the impact of medicine shortages on community pharmacists, highlighting best practices from PGEU members. On his speech, Jorge voiced community pharmacists' concerns in relation to medicine shortages, advocating for early and transparent reporting and communication, enhancing authorities' oversight of the upstream supply chain, whilst promoting the PGEU position paper on medicine shortages and outlining the results of the PGEU Medicine Shortages Report.



Meeting with ECDC on AMR Campaign

On 25 October, PGEU had a meeting with ECDC (European Centre for Disease Prevention and Control) to exchange information and strategies in advocating for more AMR awareness, this year under the motto "AMR is invisible, but I am not". ECDC shared an overview of some new figures and materials to be used in this year's awareness campaign and PGEU shared some past and current efforts to raise awareness on the issue, highlighting the contents of the PGEU Position Paper on AMR, mentioning the recommendations and best practices of community pharmacists. Once available, the Promotion toolkit will be shared with PGEU members (more information in the coming future).

November

GIRP Conference

On 13 November PGEU participated in the GIRP (EU wholesalers association) autumn conference. Our Secretary General presented PGEU Vision Pharmacy 2030 and spoke about the evolving role of pharmacists in primary care and about the integration of digital tools in pharmacy practice.

European Antibiotic Awareness Day 2024

On 18 November, PGEU participated in the European Antibiotic Awareness Day (EAAD) digital event, with the topic "Antimicrobial resistance is invisible, I am not". The event, chaired by the European Centre for Disease Prevention and Control (ECDC), showcased the latest figures in relation to antimicrobial resistance (AMR) in Europe, and shared stories of patients that were directly impacted by AMR. The event marked the beginning of the European Antibiotic Awareness Week, aimed at raising awareness of the impact of AMR on people's lives, keeping the patients at the centre of the discussion.





AESGP webinar on antimicrobial resistance

On 21 November PGEU participated in a webinar on antimicrobial resistance organised by AESGP, the EU self-care industry organization. AESGP presented a study outlining the negative economic impact of switching antimicrobials to prescription medicines, as proposed by the European Commission in the context of the ongoing reform of the EU pharmaceutical legislation. Such change would reduce patients access to antimicrobials and add a significant burden on the already struggling healthcare systems.

PGEU outlined the vital role of community pharmacists in tackling AMR, including through rapid diagnostic tests to distinguish viral and bacterial infections and in providing patients with high-quality information on the safe and appropriate use and then disposal of antimicrobials.



CHESSMEN Initiative Multi-Stakeholder Workshop

The Joint Action on Coordination and Harmonisation of the Existing Systems against Shortages of Medicines - European Network (CHESSMEN) hosted the CHESSMEN Multi-stakeholder Workshop on 27 November 2024. The meeting focused on the current state, key findings, and preliminary conclusions of the four technical Work Packages, that are aimed at establishing a harmonized response to medicine shortages. The first session focused on the best practices in reporting and managing medicine shortages. Ilaria Passarani, representing PGEU, gave a presentation on the national tools currently operating and on the role that pharmacies and pharmacists have and might have in tackling shortages. The second session covered the analyses of root causes of medicine shortages, the digital information concept for the monitoring and reporting of medicine shortages, and prevention and mitigation measures. According to the survey presented, half of the shortages are due to manufacturing issues, the rest lies in commercial decisions, unexpected increase in the demand and distribution problems.

December

European Health Summit

On 3 and 4 December, PGEU participated in the European Health Summit, a high-level platform for discussing critical healthcare challenges and opportunities in Europe, particularly focusing on innovation, collaboration, and sustainable healthcare solutions. PGEU President Aris Prins participated in the panel reimagining healthcare systems: the role of self-care in prevention and wellbeing. The discussion highlighted self-care's critical importance for patients' access. Community pharmacists have a crucial role in ensuring safe medication use through health awareness and literacy.



Health Action International event on Shortages

On 11 December, PGEU Economic Affairs Manager Riccardo Rubini spoke at the Health Action International event "Shortages, Time to Act". Panellists discussed the pressing issue of shortages, analysing root causes and what is currently lacking. Patients and healthcare providers are particularly affected by the problem, raising the importance of finding a horizontal solution among all stakeholders. Communication and collaboration are key, especially when it comes to early notifications coming from pharmaceutical companies. The group discussed some of the solutions at both European and National level, notably those coming from National Associations' platforms or reporting systems.

Pharmacists' contribution to Pharmacovigilance

PGEU is involved in the EMA PRISMA initiative (Pharmacovigilance Risk Assessment Committee Risk Minimisation Alliance of the European Medicines Agency), a PRAC pilot on stakeholder engagement for the implementation of risk minimisation measures (RMM) in healthcare. PGEU often presents the practical implications on the implementation of RMM during medicines use. In 2024, the group discussed sub-categories of legal status not subject to medical prescription, the implementation of RMM, the revision of the Good pharmacovigilance practices (GVP) Module XVI on RMM, and regulatory communication on RMM.

Pharmacists' contribution to Patient information

The collaboration between PGEU and EMA on Patient Information is based on the involvement in the European Medicines Agency Quality Review of Documents (EMA QRD) working subgroup. PGEU represents Healthcare Professionals in the QRD working group, to discuss key improvements on the package leaflets. During 2024 the group discussed and proposed changes to the package leaflet, in relation to the inclusion of a key information section and information on benefits of medicines. PGEU actively advocated for the changes in the package leaflet to be patient-friendly, mirroring the use of the package leaflet as an information tool for patients with the support from community pharmacists, detailing examples of practice and impact on the use of these tools.

Pharmacists' contribution to shortages mitigation at European level

PGEU works together with EMA in the mitigation of medicine shortages in Europe. During 2024, community pharmacists actively contributed to the revision of the EU List of Critical Medicines, providing input and national expertise. Furthermore, PGEU is involved in the co-creation of a medicine shortages campaign, sharing its main messages on the topic and highlighting its Position Paper and the annual PGEU Medicine Shortages Report. PGEU is also part of a technical subgroup on the implementation of the [Good practice guidance for patients and healthcare professional organisations on the prevention of shortages](#). This document, which was co-led by PGEU, focuses on proactive mechanisms to prevent shortages of medicines for human use.

PUBLICATIONS



PGEU Medicine Shortages Report 2024

In 2024, medicine shortages continued to affect all European countries. Shortages of medical devices available in pharmacy continue to exist across all categories in various European countries, with significant differences across countries. Pharmacists across the EU spend nearly three times as much time addressing shortages as they did a decade ago, amounting to almost 11 hours per week on average.



The new term of the European Parliament will offer a valuable unprecedented opportunity to determine the course of the European Union (EU) action on health issues. Ahead of the parliamentary elections that will take place in June 2024, European community pharmacists call on candidates to commit to:

- 1 - Keep health as a top priority on the EU agenda**
The new European Parliament will shape the EU pharmaceutical legislation that will determine the safety, quality and availability of medicines across Europe. We call for the adoption of policies that will ensure that all citizens have timely access to medicines, in particular, when they face, and to strengthen the security of medicines supply. Medicines shortages must urgently be addressed by improving reporting, monitoring, and communication of medicines shortages, ensuring patient safety, and ensuring adequate resources to the European Medicines Agency to develop activities on the prevention and management of shortages in coordination with Member States. The EU should encourage Member States to enable community pharmacists to better respond to shortages by introducing more flexibility on conditions for substitution, among other measures.
- 2 - Guarantee all patients have access to medicines**
The new European Parliament will shape the EU pharmaceutical legislation that will determine the safety, quality and availability of medicines across Europe. We call for the adoption of policies that will ensure that all citizens have timely access to medicines, in particular, when they face, and to strengthen the security of medicines supply. Medicines shortages must urgently be addressed by improving reporting, monitoring, and communication of medicines shortages, ensuring patient safety, and ensuring adequate resources to the European Medicines Agency to develop activities on the prevention and management of shortages in coordination with Member States. The EU should encourage Member States to enable community pharmacists to better respond to shortages by introducing more flexibility on conditions for substitution, among other measures.
- 3 - Shape digital transformation to promote patients' safety and medical progress**
The rapidly evolving medical world requires the European Parliament to also shape the digital transformation of healthcare systems with the facilitation of the European Health Data Space. The new European Parliament must ensure that medicines legislation strikes a good balance between facilitating access to health data for research and development and respecting data protection and healthcare professionals' ethical duties. It is also critical that the legislation gives Member States some flexibility for an adequate adaptation of existing electronic health records and other national infrastructures. It is essential to ensure interoperability and the digital sustainability and resilience of European health systems.
- 4 - Increase quality and access to primary care**
The European Parliament will also have the opportunity to address the prevention of disease by strengthening primary care and the role of community pharmacists in supporting patients with long-term pharmaceutical treatment. It is essential to ensure that primary care is accessible and sustainable to allow early detection of disease. This will help reduce the burden on other healthcare services, improving the sustainability and resilience of European health systems.

EU Elections 2024 – European Pharmacists' Recommendations

PGEU urged candidates in the 2024 EU elections to prioritize health by ensuring continued investment in health promotion and cooperation on public health threats. Community pharmacists called for stronger measures to guarantee timely access to medicines, including better monitoring of shortages and more flexibility for pharmacists in managing supply issues. Digital transformation should enhance patient safety while balancing data access and protection. Strengthening primary care and expanding pharmacists' roles in disease prevention, such as vaccination and screening can improve healthcare system sustainability.



Pharmacy Services At the service of patients

Community pharmacy practice has evolved significantly over the past decades, progressively meeting societies' health needs and accompanying the development of healthcare systems. In addition to their well-established role in dispensing medications, **community pharmacists** are increasingly recognized as **vital contributors to primary care thanks to their privileged position at the center of communities to provide care and counselling**.

The demand for innovative services in community pharmacy is intensified by an aging population, emerging health threats, shifting patient expectations, and constrained budgets. These factors create an urgent need for **more patient-centered care and emphasise the pharmacist's capacity to deliver high-quality, cost-effective services** at the heart of local communities reducing pressure on emergency rooms and hospitals. Legislative frameworks in various countries are gradually adapting to allow pharmacists to offer a wider range of patient-centered services, leveraging their expertise for improved health outcomes.

Aggravating factors



- Aging population
- Emerging health threats
- Shifting patient expectations
- Constrained budgets



Pharmacy Services At the service of patients

Pharmacy-based public health interventions – **encompassing health promotion, disease prevention, and disease/medication management** – demonstrate the sector’s commitment to achieving the “triple aim” of **better quality of care, better health outcomes, and lower costs**. Traditionally, core pharmacy services included dispensing, compounding, and emergency care (such as emergency supply of medicines), along with medication management. However, in recent years, an increasing number of advanced services, such as vaccination, smoking cessation programs, chronic disease management, and early screening/testing, have become integral components of community pharmacy practice.

By offering these advanced services, pharmacists enhance patients’ experiences and outcomes in multiple ways. First, patients benefit from more convenient, walk-in access to high-quality care—often with extended opening hours. These services reduce barriers to healthcare and provide timely interventions, facilitating early detection of illnesses and proactive disease management. They also improve medication adherence and foster stronger relationships between pharmacists and patients, leading to more personalized recommendations and improved health literacy. The result is better long-term health, reduced complications, and an overall decrease in healthcare costs for patients and systems alike.

“**Better quality of care, better health outcomes and lower costs!**”

Pharmacy Services At the service of patients

Recognizing the growing importance of pharmacists in healthcare systems worldwide, the WHO – Europe's 2019 report acknowledged community pharmacists as the most accessible health professionals and a cornerstone of primary health care. This report emphasized the opportunity for communities to benefit from the full range of services pharmacists can provide, highlighting the need for adequate remuneration to ensure sustainability. Similarly, the OECD and the European Commission have observed that pharmacists' roles have broadened to include more direct patient care, both within community pharmacy settings and as part of interdisciplinary healthcare teams.

More recently, the 2020 OECD report on primary health care reiterated the challenges OECD countries faced, even prior to the COVID-19 pandemic, and reinforced the importance of robust primary healthcare to deliver accessible and effective services. In this context of limited resources, community pharmacy stands out as a key setting for public health interventions, owing to its convenient walk-in access, widespread geographical distribution, high frequency of patient interactions, strong patient trust, extended operating hours, and highly skilled pharmacist workforce.

By embracing advanced clinical services and placing a strong emphasis on patient care, community pharmacists continue to demonstrate their pivotal role in strengthening health systems and improving population health. Through proactive engagement, they empower individuals to manage their well-being, bridge gaps in care, and ultimately promote healthier communities.



A look forward

As we enter 2025, PGEU is focused on advocating for the future and resilience of the European healthcare ecosystem and the community pharmacist's profession, with a strong emphasis on addressing critical issues such as medicine shortages, antimicrobial resistance (AMR), workforce shortages, ensuring patient safety and quality of care.

A key area of focus for PGEU will be the ongoing reform of EU pharmaceutical legislation, which aims to address long-standing challenges like medicine shortages while improving access to essential medicines and ensuring patient safety. At the same time, PGEU will follow the legislative process on the Critical Medicines Act, which we hope will play a key role in securing the supply of life-saving medications, particularly in times of crisis.

Assisting in tackling and raising awareness on antimicrobial resistance will continue to be a priority in 2025, with community pharmacists all across Europe intensifying their efforts to promote responsible antibiotic use and reduce resistance. Community pharmacists play a central role in informing patients and supporting national and EU strategies to curb the misuse of antibiotics.



The European Health Data Space (EHDS) will also come into full effect in 2025, and PGEU is committed to ensuring that community pharmacies are well-positioned to leverage this new regulation for better data sharing and more personalized patient care, all while maintaining strong protections for patient privacy and data security. Artificial Intelligence (AI) also presents both great promise and significant challenges for healthcare in the coming years. As AI technologies continue to evolve, PGEU will advocate for a regulatory framework that ensures transparency, accountability, and patient safety. AI has the potential to enhance healthcare delivery and improve patient outcomes, but its implementation must be guided by strong ethical principles to maintain the integrity and trust of healthcare systems.

Finally, addressing workforce shortages remains a critical issue. PGEU will advocate for policies that support the recruitment, retention, and development of skilled pharmacy professionals, ensuring that the pharmacy workforce is equipped to meet the growing demands of patient care.

As always, PGEU will work closely with EU institutions, healthcare professionals, and other stakeholders to build resilient, sustainable healthcare systems capable of delivering high-quality care for all EU citizens in the face of evolving challenges.



- ILARIA PASSARANI

PGEU SECRETARIAT



● **Ilaria Passarani**
Secretary General

● **Jorge Batista**
Professional Affairs Advisor

● **Audrey van Coillie**
Senior Office Manager

● **Silvia González Vidal**
Legal Advisor

● **Riccardo Rubini**
Past - Diogo Dominguez-Piedade
Economic Affairs Manager

● **Leonor Araújo**
EPSA Officer

PGEU EXECUTIVE COMMITTEE 2024



Belgium

A.P.B - Association Pharmaceutique Belge/Algemene Pharmaceutische Bond (Association of Pharmacists Belgium)
Orde der Apothekers – Ordre des Pharmaciens (Belgian Order of Pharmacists)

Bulgaria

Български фармацевтичен съюз (Bulgarian Pharmaceutical Union)

Finland

Suomen Apteekkariliitto / Finlands Apotekareförbund (Association of Finnish Pharmacies)

Hungary

Magyar Gyógyszerész Kamara (Hungarian Chamber of Pharmacists)

Italy

Federazione Ordini Farmacisti Italiani (FOFI) (Federation of the Order of Italian Pharmacists)
Federfarma (Italian Pharmacy Owners Federation)

Latvia

Latvijas farmaceutiskās aprūpes asociācija (Pharmaceutical Care Association of Latvia)

Luxembourg

Syndicat des Pharmaciens Luxembourgeois a.s.b.l. (Union of Luxembourg Pharmacists)

Netherlands

KNMP - Koninklijke Nederlandse Maatschappij ter bevordering der Pharmacie (Royal Dutch Pharmaceutical Association)

Romania

Colegiul Farmacistilor din Romania (The Romanian College of Pharmacists)

PGEU Members 2024

Ordinary Members

Austria

Österreichische Apothekerkammer (Austrian Chamber of Pharmacists)
Österreichische Apothekerkammer (Austrian Chamber of Pharmacists)

Belgium

A.P.B - Association Pharmaceutique Belge/Algemene Pharmaceutische Bond (Association of Pharmacists Belgium)
Orde der Apothekers – Ordre des Pharmaciens (Belgian Order of Pharmacists)

Bulgaria

Български фармацевтичен съюз (Bulgarian Pharmaceutical Union)

Croatia

Hrvatska Ljekarnička Komora (Croatian Chamber of Pharmacists)

Cyprus

Παγκύπριος Φαρμακευτικός Σύλλογος (ΠΦΣ) (Pancyprian Pharmaceutical Association)

Czech Republic

Česká lékárnická komora (Czech Chamber of Pharmacists)

Denmark

Danmarks Apotekerforening (The Association of Danish Pharmacies)

Estonia

Eesti Proviisorapteekide Liit (Estonian Pharmacies Association)

Finland

Suomen Apteekkariliitto / Finlands Apotekareförbund (Association of Finnish Pharmacies)

France

Fédération des Syndicats Pharmaceutiques de France (Federation of Pharmaceutical Unions of France)
Ordre National des Pharmaciens - Conseil Central A (The National Chamber of Pharmacists - Pharmacy Owners Section)
USPO - Union des Syndicats de pharmaciens d'officine (Trade Union of Community Pharmacists)

Germany

ABDA - Bundesvereinigung Deutscher Apothekerverbände (Federal Union of German Pharmacists Associations)

Greece

Πανελλήνιος Φαρμακευτικός Σύλλογος (Panhellenic Pharmaceutical Association)

PGEU Members 2024

Ordinary Members

Hungary

Magyar Gyógyszerész Kamara (Hungarian Chamber of Pharmacists)

Ireland

Irish Pharmacy Union

Italy

Federazione Ordini Farmacisti Italiani (FOFI)
(Federation of the Order of Italian Pharmacists)
Federfarma (Italian Pharmacy Owners Federation)

Latvia

Latvijas farmaceitiskās aprūpes asociācija
(Pharmaceutical Care Association of Latvia)

Luxembourg

Syndicat des Pharmaciens Luxembourgeois
a.s.b.l. (Union of Luxembourg Pharmacists)

Malta

Kamra ta' l-Ispijjara ta' Malta (Malta Chamber of Pharmacists)

Netherlands

KNMP - Koninklijke Nederlandse Maatschappij
ter bevordering der Pharmacie (Royal Dutch
Pharmaceutical Association)

Poland

Naczelna Izba Aptekarska (Polish Pharmaceutical Chamber)

Portugal

Associação Nacional das Farmácias (National Association of Pharmacies)
Ordem dos Farmacêuticos (Pharmaceutical Society)

Romania

Colegiul Farmacistilor din Romania (The Romanian College of Pharmacists)

Slovak Republic

Slovenská Lekárnická Komora (Slovak Chamber of Pharmacists)

Slovenia

Lekarniška Zbornica Slovenije (Slovenian Chamber of Pharmacy)

Spain

Consejo General de Colegios Farmacéuticos de España
(General Pharmaceutical Council of Spain)

Sweden

Sveriges Apoteksförening (Swedish Pharmacy Association)

PGEU Members 2024

Observer Members

Kosovo

Oda e Farmacistëve të Kosovës
(Chamber of Pharmacists of Kosovo)

North Macedonia

Фармацевтска комора на Македонија
(Pharmaceutical Chamber of Macedonia)

Norway

NAF – Apotekforeningen (Norwegian Pharmacy Association)

Serbia

Farmaceutska komora Srbije
(Pharmaceutical Chamber of Serbia)
-Savez farmaceutskih udruženja Srbije
(Pharmaceutical Association of Serbia)

Turkey

Türk Eczacıları Birliği (Turkish Pharmacists' Association)

United Kingdom

National Pharmacy Association
Pharmaceutical Society of Northern Ireland





PGEU

*European Community
Pharmacists*

**Rue du Luxembourg 19, 1000 Brussels,
Belgium**

T: +32 (0)2 238 08 18

Email: pharmacy@pgeu.eu

www.pgeu.eu