



PHARMACIST
SUPPORT



Impact Report 2025

Welcome

2025 has been a year of significant change in the NHS and across the wider pharmacy sector. The pharmacy profession is re-shaping itself to provide enhanced services in addition to filling gaps left by other overstretched clinical services. Therefore, it is not surprising that the latest Workforce Wellbeing survey is showing that burnout within the profession remains high at 87%. This serves as a clear reminder that it's more important than ever for Pharmacist Support to remain relevant, accessible and the wellbeing charity of choice for our pharmacy family.

This year marked the first year our new five-year strategy and the roll out of some initial new offerings that will support our beneficiaries who are struggling with increased pressures within the workplace. However, we can't forget that the early stages of training and careers can be difficult, and when re-framing our student offering, we found the input from a pharmacy student who attended a board meeting extremely valuable. The launch of the financial wellbeing offer in conjunction with Rebel Finance School has been particularly welcomed as individuals aim to strengthen their resilience in these increasingly trying times. Additionally, the Walk for Wellbeing initiative has been enjoyed by many who have come together as a community to support others within the profession who may be experiencing loneliness, and we look forward to continued engagement through extending these community events in 2026.



Ongoing development of our existing services remains a key focus for the charity. Our 'Dose of Wellbeing' podcast is proving very popular, and we have been excited by the interest from many outside speakers to feature their experiences. Also, we had a record number of bursary applications and continue to be grateful for the funding that directly supports this offering. Our goal of improving the beneficiary experience and streamlining our operations through enhanced digital tools has gained some traction this year with an increased number of individuals 'self-serving'. Development of our people has always been a priority, as it is through this great team that we succeed, and during the year we continued to support their training needs as well as identifying better ways to measure our overall impact.

Critically, awareness of the charity increased compared to 2024, and our very successful ACTNow campaign experienced an increase in website traffic as well as a 150% increase in campaign sign-ups. However, we are not complacent, and in addition to redeveloping our partnership offering, we have created a Fundraising Steering Group to ensure we are exploring every eventuality to access donations.

Case studies have always been a feature of our report, and this year is no different with moving examples of how the charity has literally saved lives. Nothing is more powerful than understanding what a difference the charity has made to individuals and their families, and this was taken to a new level this year as two beneficiaries attended one of our board meetings. They shared emotional stories and what the charity's support had meant to them and the real impact it had in their personal lives and careers amidst very trying circumstances. This visit left a lasting impression on all Trustees. It reinforced the key role the charity has for our beneficiaries and the importance of hearing directly from those we support – something the Trustees are keen to continue in future meetings.

Although 2026 will mark Esther's last year with Pharmacist Support, having served three terms of three years, she knows the Chair role will be in good hands as she hands over to Mark. During 2026, amongst other activities, we will focus on developing new partnerships and strengthening existing ones so that the charity can exist in perpetuity. As a key part of our ethos is ensuring that we can continue to meet current and future demand, the output from the Pharmacy Technician working group, alongside input from partners and stakeholders, exploring if, when and how we could extend our beneficiary pool to include pharmacy technicians, will be critical.

On behalf of the Board of Trustees, thank you for your interest in the charity and we hope we can count on your continued support in the future.



**Esther
Sadler-Williams**

Chair of Trustees
Pharmacist Support



**Mark
Sweeney**

Vice-Chair of Trustees
Pharmacist Support

Who we are

Pharmacist Support champions the wellbeing of our pharmacy family. Our vision is that none of them will face challenging times without us by their side!

As the profession's independent, established and trusted charity, we exist to support health and wellbeing by providing a wide variety of support services to beneficiaries across Great Britain. We pride ourselves on being an honest, trustworthy and transparent organisation with good governance at the core. We work hard to consult with our

beneficiaries and stakeholders to ensure that we meet the needs of the profession and provide regular updates on our website following our quarterly board meetings. The profession's connection to the charity is deep. We were initially established in 1841 by the Royal Pharmaceutical Society of Great Britain (RPSGB) and became an independent charity in 2006.



Who we help

The charity's legal objects define our potential beneficiaries, and we are restricted to the relief of financial need or other distress and the advancement of general health and wellbeing of:

- any individual whose name is or has ever been on the Register of Pharmacists maintained by the General Pharmaceutical Council (GPhC) (or formerly maintained by the Royal Pharmaceutical Society of Great Britain), and their dependants;
- any Pharmacy Trainees in Great Britain;
- any Pharmacy Students in Great Britain; or
- any other individual who is a current Registrant of the GPhC, as determined by the trustees from time to time.



Our values

People First

We are **compassionate**.
We **listen**. We are **empathetic**.
We bring people **together**.

Empowerment

We make **good things** happen.
We encourage and build **resilience**.
We create **positive** impact.

Positivity

We believe in **better**.
We champion our pharmacy **family**.
We **never** give up.

Fairness

We are **non-judgemental**.
We are **independent**.
We work **with integrity**.

What people are saying about us

"I truly believe I would never have been able to receive the help I did, as quickly as I did, without the help from Pharmacist Support. I am so grateful my colleague referred me to the service, and it is absolutely invaluable to pharmacists."

"Pharmacist Support has saved me and my career."

"Pharmacist Support was there when I needed a place to turn to that understood my profession and the struggles it can bring."

"The charity allowed me to return to work when I was considering leaving the profession."

"Be restful and assured that you are in the right hands for the best available help for all the people in our pharmacy profession."

"Pharmacist Support turned my life around during the worst point of my life. With their help, I regained a positive outlook, improved my mental wellbeing, and was reminded why I cherish both the pharmacy profession and the incredible support this charity provides."

"I owe so much gratitude to Pharmacist Support standing with me through the difficult times."

Why it matters

Our last Workforce Wellbeing Survey, carried out in 2024 with the Royal College of Pharmacy (formerly the Royal Pharmaceutical Society), indicated a high risk of burnout within pharmacy and highlighted the vital role and continued necessity of Pharmacist Support’s work. The survey received a total of 6,598 responses with 67% of respondents being pharmacists, 30% pharmacy technicians and 3% trainee pharmacists or MPharm students. Results across the two main groups (pharmacists and pharmacy technicians) were broadly the same – showing that both these groups face similar challenges when it comes to mental health and wellbeing.

What our research tells us:



87%

OF ALL
RESPONDENTS
are at high risk of
burnout



91%

OF RESPONDENTS
working in community
pharmacy are at high
risk of burnout



35%

OF RESPONDENTS
say their mental health
is poor or very poor



61%

OF RESPONDENTS
had considered leaving
their current role or the
pharmacy profession in
the last year



56%

OF RESPONDENTS
said their mental health
had been impacted due
to medicine shortages



41%

OF RESPONDENTS
said their mental health
was rarely or never given
priority in their workplace
environment

Our goals

By 2030
we want:

- More people to be aware of who we are, what we do and the key issues impacting wellbeing within the pharmacy profession.
- More organisations and individuals from across the pharmacy sector to be actively working with the charity to improve the wellbeing of our pharmacy family.
- More of our pharmacy family to be able to access wellbeing support which meets their diverse needs and improves their wellbeing.
- To be more financially sustainable to enable us to meet the current and future needs and demands of our pharmacy family.

How we help



Personal wellbeing: Protecting and supporting mental and physical health

- **Mental health and wellbeing guidance** – a wide range of trusted information, tools and self-help resources to support everyday wellbeing, from managing stress to improving sleep.
- **Counselling** – confidential counselling service that provides professional psychological support, available in English, Hindi, Punjabi and Urdu.
- **Listening Friends Peer Support** – a safe and confidential space to talk things through with a trained pharmacist volunteer who understands the pressures of being in the profession.
- **Addiction support** – specialist support for individuals experiencing problems with alcohol, drugs, gambling or other mood-altering and potentially addictive behaviours. Entirely confidential and non-judgemental.
- **Wellbeing workshops** – pharmacy-focused workshops providing practical tools and techniques to help recognise the signs of stress, manage everyday pressures and support wellbeing.
- **Podcast** – *A Dose of Wellbeing* – honest conversations with experts, peers and wellbeing advocates, sharing practical advice and insights and real experiences to support wellbeing.
- **ACTNow campaign** – our annual wellbeing campaign encouraging individuals to take simple, meaningful steps for their wellbeing, support others and reduce the stigma around mental health.



Financial health: Building confidence as well as providing advice and help

- **Financial health guidance and resources** – practical information and tools to help individuals better understand and manage their finances, covering topics such as budgeting, managing financial pressures and planning ahead to improve resilience.
- **Financial assistance** – confidential grants to support pharmacists and their families, former pharmacists, trainees and students who are in financial difficulty - providing a safety net to help with essential living costs, supporting and empowering individuals to get back on track.
- **Debt and benefits advice** – priority access to specialist, confidential advice through our partnership with Citizens Advice. Individuals can access guidance and up to date advice on managing debt and understanding their entitlement to benefits.
- **Financial wellbeing workshops** – designed to build confidence in managing money, exploring common financial challenges and supporting long-term financial wellbeing.

For many, a career in pharmacy is a rewarding and exciting journey, but there may be times of challenge and moments when support, guidance, or simply a listening ear is needed. We provide free online information, personalised support and access to specialist services. Our staff are not pharmacists, so individuals can feel confident that our help is impartial and completely confidential. We know that life's challenges aren't always clear-cut, which is why our services support people in four main areas:



Workplace wellbeing: Empowering individuals and organisations to build healthier working environments

- **Guidance and resources** – information and practical tools to help individuals and organisations understand workplace wellbeing and develop healthier working practices within pharmacy teams.
- **Workshops** – interactive sessions delivered within organisations, helping teams better understand wellbeing, recognise workplace pressures, as well as how to support each other and build resilience together.
- **Workplace wellbeing course** – a structured online course designed to build knowledge, skills and confidence to support wellbeing across teams and organisations.
- **Support for organisations** – collaborative support to help organisations across the pharmacy sector better understand the challenges affecting their workforce and to embed wellbeing into their workplace culture through shared learning and insight.



Studying and training: Helping individuals thrive throughout their studies, training and early career

- **Guidance and resources** – tailored information and tools to support wellbeing, manage the pressures of study and training, and build healthy habits for future careers and the transition into professional practice.
- **Financial assistance** – students and trainees experiencing financial difficulty may be able to access financial support to help with essential costs during their studies or training. Each year, we also offer a Student Bursary to eligible MPharm students approaching their final year of study who have experienced unexpected challenges during their undergraduate course. Successful applicants receive a bursary to help them complete their final year.
- **Workshops for trainees and students** – practical sessions designed to support wellbeing, manage pressure and prepare for the transition into professional life.
- **Student and trainee ACTNow campaigns** – targeted wellbeing campaigns encouraging positive habits, peer support and proactive steps to maintain good mental health during study and training.

Our impact - Highlights during 2025

Supporting our pharmacy family

£171,438

distributed with **438 applications processed** for financial assistance



1,032

enquiries handled by our expert team



133

specialist referrals connecting individuals to expert advice including employment, benefits, and debt advice

£25,000

in bursaries awarded to support students facing unexpected challenges, **with a record 88 applications received**

Expanding access to support

#ACTNOW

8,035

ACTNow campaign sign-ups



68

individuals supported by a Listening Friend volunteer

59%

increase in funded counselling sessions delivered



149%

increase from 2024

Making a meaningful difference



90%

of respondents said our support had a positive impact on their sense of wellbeing



95%

of respondents said they would return to us for support in the future

Raising awareness across the sector



21 EVENTS ATTENDED

REACHING

18,227

INDIVIDUALS

enhancing visibility and direct engagement with key audiences



110

mentions of wellbeing in the pharmacy press

“The charity’s bursary scheme became a turning point.”

Sofia* was studying towards her MPharm degree when her life changed dramatically. Following the breakdown of her marriage and a difficult divorce, she suddenly found herself homeless, raising two young children alone and trying to continue her studies while facing overwhelming emotional and financial pressures.

Unsure how she would continue, Sofia turned to Pharmacist Support for help.



Finding strength to move forward

“I was facing a set of circumstances that would have been impossible to overcome without financial assistance. I am a single mother of two, and I lived on one side of this country and my university was on the other side.

I had just gotten divorced and following that, I became homeless and was really struggling financially and even emotionally. I had no idea how I was going to make it work financially.”

Through the charity’s bursary scheme, Sofia received financial support at a critical point in her studies, helping relieve some of the pressure she had been carrying alone.

“This bursary has relieved so much of the burden that I was carrying alone on my shoulders. I don’t know how I would have been able to finish my degree without the bursary. I was facing the very real and heartbreaking possibility of being left without the qualifications I needed to become a pharmacist.”

The support not only helped Sofia continue her studies but also gave her renewed hope for the future.

** This case study uses a stock image to protect the beneficiary's identity.

Looking ahead with hope

“It wouldn’t be an exaggeration to say that this bursary has altered the trajectory of my future and of course the futures of my two toddlers. They will get to see their mother graduate this summer thanks to this bursary. Isn’t that amazing?

My hope is to gain my financial freedom and independence. From there, the possibilities are limitless. My daughters will never see a ceiling in their whole lives.”

Despite the doubts of others, Sofia remained determined to keep going and create a better future for herself and her children.

“A lot of people thought I wouldn’t be able to do this – return to complete my education as a single mother of two.

I realised that essentially, what they were doing was projecting their own limitations and fears on me. Maybe YOU wouldn’t be able to do it if you were in my position, but guess what? You’re not in my position – I am! And I am handling it.”

*We have used a pseudonym to protect Sofia's identity.

“They didn’t just give me a grant; they gave me the foundation to build a new life.”

After a series of major health crises, Charlie’s* life changed dramatically. Once a respected pharmacist who had spent years caring for others, Charlie suddenly found herself homeless and living in emergency accommodation with her son, unsure where they would sleep from one week to the next.

The greatest challenge she faced was not only financial hardship, but the loss of identity, stability and security.

When the helper needs help

“When you have spent your entire life devoted to looking after others, it is unbelievably hard to acknowledge that you are the one in need.

For years I was a respected professional, generous with my time and resources, but after a series of major health crises my life turned upside down. I went from being this in-demand pharmacist to being homeless, living in emergency accommodation and never knowing where my son and I would sleep from one week to the next. It was soul destroying.”

Eventually, Charlie and her son secured a house — but after everything they had experienced, it still did not feel like home.

Trying to rebuild

“When we finally secured a house, it was a shell. We lived on bare 100-year-old floorboards for 16 months, it did not feel like home.

It was a constant cold reminder of how far we had fallen. My son stopped believing we would ever have a ‘normal’ home, and I was too ashamed to let him ever have friends over. I felt like I had failed to provide the basics.”

Wanting to create a safer and more stable environment for her family, Charlie reached out to Pharmacist Support for help.



Finding stability and hope again

“I reached out to the charity because I simply couldn’t bridge the gap between ‘surviving’ and ‘living’. When the grant came through for the carpets and laminate, it changed everything.

The moment the floors were finished in January 2026, the weight of the last few years finally lifted. The ‘new carpet smell’ isn’t just a scent to me; it’s the smell of security and a fresh start. Walking barefoot on soft fibres instead of cold wood is a luxury I will never take for granted again.”

For Charlie, the support went far beyond financial assistance.

“While the financial grant for the flooring was the tangible help, the real ‘support’ was the way I was treated. The team treated me with a level of professional respect and empathy that I hadn’t felt in years.

They didn’t see a ‘homeless person’; they saw a colleague who had hit an incredibly rough patch. This assistance has meant more than just comfort; it has provided stability.

For the first time in years, the ‘chaos’ has stopped. I no longer have the heavy weight of bare floorboards reminding me of our struggle every time I wake up. I have the headspace to focus on my health and my eventual return to the register.”

** This case study uses a stock image to protect the beneficiary’s identity.

*We have used a pseudonym to protect Charlie’s identity.

Progress against our strategy

Strategic objective 1

Raise awareness of Pharmacist Support and the wellbeing agenda within the profession

What we achieved during 2025

-  **Reframed how we present our support** – we reshaped how our support is communicated as part of a shift to a more person-centred and issue led approach. This lays the groundwork for clearer, easier access to our support, with rollout across our website and materials planned for 2026.
-  **Refreshed and expanded our wellbeing campaign for 2025** – we introduced new themes, updated resources and improved design, with tailored versions for students, trainees and pharmacists. Student and trainee campaigns moved to year-round support, with trainee activity brought forward to the start of the training year.
-  **Led national conversations on wellbeing** – we supported the launch and promotion of the latest Workforce Wellbeing survey and results and chaired a sector roundtable helping drive discussion on mental health, workplace culture and wellbeing in education and training.
-  **Increased visibility across the profession** – we delivered wellbeing presentations and attended key sector events, including the Clinical Pharmacy Congress, the Pharmacy Show, the Royal College of Pharmacy (formerly the Royal Pharmaceutical Society) conferences and employer led events, engaging directly with thousands of pharmacists, trainees and students.
-  **Grew our A Dose of Wellbeing podcast** – during 2025 we committed to releasing two podcasts a month, significantly expanding our wellbeing content offer and reach. The podcast now alternates between external expert interviews and insights from our own team, creating a consistent, accessible platform for sharing practical advice, real experiences and sector-relevant wellbeing support.

Why?
More people to be aware of who we are, what we do and the key issues impacting wellbeing within the pharmacy profession.



The impact this had:

 **SURGE IN ACTNOW ENGAGEMENT**

149%

INCREASE  **#ACTNOW**
in sign-ups across our three ACTNow wellbeing campaigns compared to 2024

MORE TRAINEES AND STUDENTS REACHED

38% INCREASE in trainee sign-ups for the ACTNow campaign compared to 2024

33% INCREASE in student sign-ups for the ACTNow campaign from 2024

INCREASED AWARENESS OF THE CHARITY

58% OF RESPONDENTS in our annual workforce wellbeing survey reported awareness of the charity

 **GROWING AUDIENCE AND REACH**

7,728 subscribers to our general newsletter

20% increase from 2024

POSITIVE IMPACT ON WELLBEING HELPED THEM PRIORITISE THEIR WELLBEING

67% of survey respondents reported that the ACTNow campaign helped them prioritise their wellbeing

Strategic objective 2

Build relationships with organisations and individuals to increase the charity's reach and impact

What we achieved during 2025

- 🌀 **Strengthened and refocused our partnership approach** – we redeveloped our partnership offer and working with our newly formed fundraising steering group, adopted a more proactive and strategic approach to engaging organisations across the pharmacy sector.
- 🌀 **Formalised our collaboration with the GPhC** – we signed a Memorandum of Understanding with the regulator, strengthening joint working through shared insight, coordinated communications and improved signposting, while maintaining our independence and confidentiality. We also engaged regularly on trainee wellbeing and wider sector priorities.
- 🌀 **Modernised our approach to fundraising at events** – we enhanced our event fundraising by improving contactless giving, combining our existing donation device with the mobile app Toucan Collect to enable staff and volunteers to collect donations more easily and efficiently.
- 🌀 **Launched our new community fundraising initiative: Walk for Wellbeing** – we developed and delivered a new nationwide fundraising campaign which helped raise awareness of loneliness within the profession, while encouraging community connection
- 🌀 **Maintained and embedded legacy giving communications** – we continued to promote legacy giving through birthday promotions, partnerships and ongoing inclusion of legacy asks in our communications.
- 🌀 **Deepened collaboration to deliver wellbeing activity** – we collaborated with partners including the PDA to deliver wellbeing workshops, ACTNow campaigns and cross sector initiatives – extending our reach and strengthening collective impact.

Why?

More organisations and individuals from across the pharmacy sector to be actively working with the charity to improve the wellbeing of our pharmacy family.



The impact this had:

EXPANDED OUR PARTNERSHIPS ACTIVITY



We established and strengthened a growing network of partners across the pharmacy sector, increasing opportunities to collaborate and extend our reach

INCREASED EVENT-BASED FUNDRAISING

£1,066

Donations collected via handheld devices grew to £1,066, reflecting improved accessibility and ease of giving at events

STRENGTHENED STRATEGIC PARTNERSHIP WITH THE PDA

£326,907

The PDA committed to £1 per member for another year, equating to a total of £326,907 in donations since the start of the partnership to the end of 2025

Strategic objective 3

Develop and deliver support to meet the diverse and changing needs of our pharmacy family enabling them to improve their wellbeing

What we achieved during 2025

- Developed and launched a proactive financial wellbeing offer – in partnership with Rebel Finance School, we introduced a comprehensive financial wellbeing offer, including an online programme, the “From Better Wealth to Better Health” workshop, and improved digital content and signposting to strengthen financial resilience.
- Enhanced and expanded our wellbeing support – we updated and recorded workshops, created bitesize trainee videos, and produced new ACTNow resources focused on connection, budgeting, financial support and navigating change.
- Reviewed and strengthened student and trainee support – working with the Pharmacy Schools Council and the BPSA, we reviewed our support and communications for students to reflect their current needs. In parallel, we updated trainee guidance and wellbeing resources in response to major changes to the foundation training year, engaging with sector bodies to raise emerging issues around placements, signoffs and trainee wellbeing.
- Developed specific support for locums – we produced targeted resources addressing the unique needs and pressures faced by locum pharmacists.
- Implemented bursary review recommendations – following a review, we adopted changes to streamline the process, making application easier whilst ensuring a fair assessment.
- Supported the Addiction Recovery Group to independence – we successfully transitioned the addiction peer support group into a fully independent, self-governing ‘Pharmacy Professionals Recovery group’ to enable the group to grow and move forward.
- Responded effectively to rising demand for direct support – we met significantly increased demand by funding record numbers of counselling sessions and providing high volumes of financial assistance grants to pharmacists, trainees and students facing complex challenges.

Why?
More of our pharmacy family to be able to access wellbeing support which meets their diverse needs and improves their wellbeing.



The impact this had:



RISE IN COUNSELLING SUPPORT

31%

more referrals for counselling compared to 2024

700

funded counselling sessions delivered

STRONG WELLBEING OUTCOMES



SECURED FINANCIAL GAINS

£45,168

IN ACHIEVED GAINS

AND A FURTHER

£147,655

IN PROJECTED GAINS

Our specialist advice service helped individuals access new benefits, increase existing entitlements, and successfully appeal decisions made by the Department of Work and Pensions

GROWTH IN FINANCIAL ASSISTANCE

24%

increase in grant applications compared to 2024

177

grants awarded

90%
OF RESPONDENTS

to our services survey said the support they received had a very positive or positive impact on their sense of wellbeing

IMPROVED WELLBEING SELF-MANAGEMENT

100%

of respondents to our services survey reported feeling more able to manage their wellbeing after attending our workshops or using the Wellbeing Learning Platform

Strategic objective 4

Build and manage the charity effectively and sustainably, raising vital funds and utilising technology to ensure that we meet current and future demand

What we achieved during 2025

-  **Advanced our digital solutions** – progressed CRM and website developments and enhanced our use of digital tools to streamline operations and improve beneficiary experience. This included implementing an online enquiry form and changing our online donation platform.
-  **Continued to develop our volunteer schemes** – strengthened the structure and support provided to our charity and student ambassadors – increasing our total number of ambassadors and increasing our reach.
-  **Established a pharmacy technician working group** – started work to scope the possibility of expanding the charity's beneficiary pool to potentially support pharmacy technicians in the future.
-  **Continued to develop our team** – invested in training focused on high functioning teams and completed recruitment of new roles to ensure adequate capacity for growing demand.
-  **Carried out a full internal data review** – conducted a comprehensive review of how we collect, analyse and report data across all services, identifying new approaches to measuring impact and identifying gaps.
-  **Continued delivery of our internal environmental plan** – implemented improvements to our recycling processes, office waste management and procurement practices.

Why?

To be more financially sustainable to enable us to meet the current and future needs and demands of our pharmacy family.



The impact this had:



INCREASE

IN VOLUNTEER CONTRIBUTION

SUPPORT THAT MEETS ONGOING NEED

95%

OF RESPONDENTS

to our service users survey said they would return for support in the future



STRONG SERVICE SATISFACTION

87%

OF RESPONDENTS

to our service users survey were very satisfied or satisfied with the support received



EFFICIENT DIGITAL ENGAGEMENT

91

ENQUIRIES

were submitted through the new online form since its launch in April 2025, helping improve efficiency and accessibility



What's next?

To help achieve our 2030 goals, we have set out the following priorities for 2026.

1

We will continue to be a strong voice for our pharmacy family by further developing and expanding our ACTNow wellbeing campaign, and by actively highlighting the charity's vital contribution to the profession's wellbeing. We will also keep strengthening and growing our A Dose of Wellbeing podcast, sharing practical advice, insights, and real lived experiences to support and inspire our audiences.

2

As demand for our services continues to rise, developing new partnerships and nurturing existing ones will remain a priority. During 2026, we will seek to secure new relationships to increase our reach and income. In addition, we will review our approach to encouraging individual giving and will deliver the community fundraising initiative Walk for Wellbeing for a second consecutive year.

3

Our marketing and communications strategy will focus on building stronger connections with our target audiences, including expanding our use of platforms such as TikTok and LinkedIn. We will also continue to develop tailored support for, and communication with, MPharm students to ensure it meets the needs of today's undergraduates and complements the support provided by universities. Additionally, we will roll out a major reframing of our support across the website and within our marketing materials. This forms part of our shift towards a more person-centred, issue-led approach designed to empower our beneficiaries to access the support they need.

4

We will continue to ensure that our support is fit for purpose and meets the evolving needs of our beneficiaries. In 2026, we will carry out a full review of our wellbeing resources and workshops, addressing any gaps and updating content where needed. We will also develop dedicated resources focusing on neurodiversity, as well as violence and racism in pharmacy, and will review the support we offer to retired pharmacists.

5

Our digital strategy will continue to be developed, which will include enhancement of our CRM system and website, and exploration of how AI could help the charity meet rising demand. Critically, we will keep investing in the skills and growth of our staff and volunteers, and we will launch large-scale volunteer recruitment for both trustee and ambassador roles.

6

During 2026, work will take place to understand if, how and when it could be possible to provide support to pharmacy technicians. As part of this initiative, there will be a specific focus on ensuring any expansion is sustainable and manageable for our staff team, as well as working with stakeholders, including current and potential donors, to identify if there are opportunities to expand support.



“For the first time, I felt confident that I could move past this and that I wasn’t alone.”

Christine* is a senior pharmacist. Here she kindly shares her experience with alcohol dependency to highlight how Pharmacist Support can provide support with overcoming addiction and to encourage other people in similar situations to reach out to the charity.

“When starting my career, I always enjoyed a glass of wine with a meal or a night out with my friends. But over time as my friends settled down, I started to drink on my own. At first, it was just a few glasses on a Friday night to mark the weekend, it wasn’t something I thought I needed to worry about. Then I gradually started to drink more and increasingly rely on alcohol as a crutch or to unwind.

I knew I was drinking too much but found myself making excuses, rationalising it, and kidding myself it was normal, after all everyone has a glass of wine with dinner. I’d cut my drinking right back, only to find that a few months later my drinking had not only crept back up again but gotten worse. In the middle of this I found out I was pregnant. I stopped drinking immediately but unfortunately miscarried. I had a drink to drown my sorrows but quickly found I had lost any ability to control my alcohol intake.

My life was unravelling in front of my eyes. On one hand, I couldn’t imagine a life without alcohol, and on the other, I couldn’t bear the thought that I might be an alcoholic.

I didn’t want to talk to anybody about it and was so ashamed, particularly as a healthcare professional, who “should know better”. I started to think that this was my lot, and just the way things were going to be for me. I wondered how long I could keep up the pretence as I became more and more isolated from friends and family.

I was empty and knew in my heart I couldn’t continue like this – I needed to do something.

I got in touch with my GP and the local drug and alcohol service. I managed to reduce my alcohol intake but found support from local services to be disjointed. A formal investigation at work was also leaving me stressed and I was having difficulty navigating it all. This, coupled with feelings of embarrassment, shame and fear of people finding out meant that my mind was always catastrophising and I couldn’t focus on abstinence. I was trying to fight for survival and control everything but was completely out of my depth. I needed more support to unpack and deal with my alcohol use. I knew what I’d done so far was only a sticking plaster and wasn’t working.

When I rang the Pharmacist Support Addiction Support number, I was fully aware that I was in a mess. I’d become dependent on alcohol and that I needed help to do something about it urgently. After an initial conversation with the Pharmacist Support team, they put me in touch with their addiction’s specialist Paul. Paul asked me some questions about what was going on for me. I was able to speak openly and felt an immediate sense of relief. For the first time, I felt confident that I could move past this, that I wasn’t a bad person, and that I wasn’t alone. Paul’s knowledge about addiction, and his empathy and confidence that there was a way forward for me, meant that I was able to put my trust in him and accept the care and support I needed. He suggested that a stay at a residential rehab could provide me with a safe space to stop drinking and focus on recovery.

The residential rehab was exactly what I needed and I’m so grateful to have had the opportunity to stay there. Addiction had distorted my thinking, and it took a lot of emotional and mental effort to face that, to unlearn bad habits and to see things with a fresh perspective. The experience has taught me how to be vulnerable and to treat myself with compassion whilst continuing to take responsibility for my recovery. My stay at the residential rehab, which was such a pivotal part of my recovery, was only possible through the financial support provided by Pharmacist Support. I now understand that alcoholism is a progressive fatal illness, only ever getting worse over time. Therefore, as cheesy as it may sound, I believe Pharmacist

Support has effectively saved my life. I don’t think I could have done this without the charity’s help, and I’ll be forever grateful for that. Since leaving residential rehab I’ve been attending AA meetings, found a sponsor and am now working through the steps. It’s a privilege to hear people share their stories and watch people as they recover.

Through Pharmacist Support I also joined the pharmacist recovery group. I’m finding it incredibly helpful to be part of a community of pharmacists in recovery - they understand me, and I can identify with them.

Peers in the group helped me to understand that healthcare professionals, including pharmacists, aren’t immune to addiction. I realised that suffering from addiction didn’t mean that I didn’t care about my job or the profession, I was simply very ill and needed help and support to recover and maintain my sobriety.

The group has provided some really practical advice and shared their experiences of going through GPhC investigations. They remind me to always put recovery first and focus on what I need to do now (one day at a time), with no more catastrophising. The pharmacists in the group have given me hope. I can see that if I continue to take responsibility for my recovery things will get better, I will be ok and I can move forward from this, just as they are. Their honesty and compassion has helped me to process the guilt and shame that I was feeling around my alcoholism, to stop ruminating and to focus on the here and now.”

** This case study uses a stock image to protect the beneficiary’s identity.

*We’ve used a pseudonym to protect Christine’s identity.

“Pharmacist Support helped me see the advantages of my dyslexia, which I now consider my superpower.”

Ketan is an independent prescribing pharmacist, entrepreneur and visiting lecturer. Being diagnosed with dyslexia meant he was struggling with balancing studying and his training placement, so he reached out to Pharmacist Support for help. He has shared his story below on how the support from Pharmacist Support not only helped him through his training placement but inspired him to start his own business.

“I was diagnosed with dyslexia from a young age. During university, I struggled with completing exams within the allotted time, and it was not until my third year that I sought help after nearly failing an exam due to time constraints. The University of Hertfordshire stepped up and provided incredible support. I worked with the student wellbeing team, told them about my dyslexia and they helped in granting me additional time for exams, with my tutors going above and beyond to help me succeed.

During my foundation training year, the challenges intensified as I struggled to maintain a work-life balance. My slow reading speed made digesting content difficult, and I found myself staying up late to catch up on reading my BNF. The lack of free training and support only exacerbated the situation. A colleague advised me to contact Pharmacist Support.

I used their Listening Friends support service and the support I received was phenomenal.

My Listening Friend guided me towards free resources and encouraged me to embrace my learning style, recommending techniques like taking periodic breaks after 20 minutes of studying and using mind maps to visualize content. The team at Pharmacist Support provided step-by-step guidance on managing my time and workload during the foundation training year while also helping me see the advantages of my dyslexia, which I now consider my superpower.

The support I received from Pharmacist Support was invaluable.

They listened and provided guidance when I needed it most. Inspired by their assistance, I collaborated with like-minded individuals to establish The Training Pharmacist Platform where we, through our partnerships with universities, offer free training services to trainee pharmacists in their foundation training year as well as qualified pharmacists. My main goal was to help trainee pharmacists in their foundation year who faced financial constraints access high-quality questions and provide clear answer explanations. Today, I find immense joy in inspiring the next generation of pharmacists and providing them with equal access to high-quality training content.

When I think of Pharmacist Support, I am struck by the profound impact they have had in helping trainees and pharmacists overcome some of their most challenging times. I am proud to say that their inspiration has allowed me to support thousands of trainee pharmacists in their undergraduate and postgraduate training. The knowledge that we are making a difference and supporting the next generation of pharmacists one question at a time fuels our passion for ensuring they deliver confident and safe healthcare to their patients.”





Equality, Diversity and Inclusion

Pharmacist Support is committed to promoting equality, valuing diversity and creating an inclusive environment for all who work with or access our services. We want to ensure that people are treated fairly, equitably and are offered equal access and opportunities. This applies to our beneficiaries and supporters as well as our staff, volunteers and trustees.

In line with our Equality, Diversity and Inclusion (EDI) strategy and action plan, we are committed to continually improving our practices and listening to those we are here to help.

Our EDI strategy has three objectives:

Objective one:

To develop and deliver services that are inclusive, accessible and free from discrimination and bias.

Objective two:

To develop organisational policies and practices that encourage diversity, equality and inclusion and which proactively help tackle discrimination.

Objective three:

To attract and retain a diverse group of staff, trustees and volunteers who reflect the beneficiaries we serve and put them at the centre of our decision-making processes.

During 2025 we:

-  **Progressed our Disability Confident Level One commitments** – we continued to make recruitment processes accessible and inclusive, resulting in increased applications from candidates with disabilities and appropriate interview adjustments for those who disclosed a disability.
-  **Strengthened use of EDI data** – we continued collecting EDI data from beneficiaries and mapping this against GPhC registrant data to identify trends and ensure our support and communications meet the needs of our diverse community.
-  **Identified priorities for future development** – we used our data to identify areas for further support which we would develop during 2026, this includes neurodiversity and women's health.
-  **Amplified beneficiary voices in governance** – two beneficiaries attended a trustee board meeting to share their experiences of overcoming addiction, helping identify barriers and inform decision making. A pharmacy student also attended to advise on enhancing student support.
-  **Supported sector-wide EDI initiatives** – supported the PDA through their EDI member networks, including participation in Manchester Pride with the LGBT+ network. We joined a working group, led by the Royal Pharmaceutical Society, focused on eliminating the differential attainment and degree awarding gaps for Black pharmacy students and foundation trainees.

Our commitment to environmental sustainability



Pharmacist Support exists to support our pharmacy family now and into the future. We recognise that the climate crisis is a global threat, impacting the health of our pharmacy family and the whole of humanity. Tackling this threat will require significant change and we believe we have a duty to do all we can to support the global effort that is required. As a charity, we believe we have a responsibility to act on climate change and are committed to considering environmental sustainability across our work. To deliver on our commitment, we continue to focus on three key areas where we can strengthen and improve our work each year.

Strategy

We formally acknowledge there is a climate crisis and have committed to considering the impact of the decisions we make on the climate in line with Pharmacist Support's charitable objectives.

Investments

We are conscious of the impact our investment portfolio can have, and we have put in place measures to achieve a more socially and environmentally responsible investment portfolio. We continue to work with our investment managers to measure the impact of our investments to ensure that their environmental, social and governance investment policies align with our values and commitment. We do not invest in fossil fuel producers.

Working practices

We recognise that as well as our investments, other aspects of how we operate (such as our office, IT, meetings and events) affect the environment. We have produced an environmental policy and seek to reduce our environmental impact.



What we achieved during 2025

- Received an overall AA MSCI ESG rating against our investment portfolio – this is a measure of how well companies in our portfolio manage Environmental, Social and Governance (ESG) risks and opportunities relative to their peers.
- Established an internal environment group to coordinate activity around improving our working practices.
- Increased recycling within the office by providing a wider range of recycling facilities.
- Reviewed our approach to events and the materials we provide with a view to reduce waste.
- Continued to assess the environmental impact of any strategy decision made at board level.



Thank you, because we can't do it alone...

As the demands on the profession grow, so does the need for our support. As an independent, non-membership charity, we rely on the generosity of organisations and individuals to help us continue our vital work.

Individual Supporters

We are grateful to those individuals who donated to us during 2025. Many opted to provide a donation to the charity when they took out or renewed their PDA membership, others provided donations online or via one of our contactless devices at our events. If you are an individual there are several ways you can help us support more people in need:

- **Make a one-off or regular donation**
- **Give through your work, using Payroll Giving**
- **Hold a fundraising event**
- **Get sponsored for an activity**
- **Leave a gift in your will (legacy)**
- **Use the option to donate as you renew your PDA or RCPHarm memberships**
- **For students and trainees, you can sign up for free PDA membership, and by doing this the charity will receive a £1 donation**

Whichever route you choose and no matter how large or small your donation, it will make a real difference to the lives of our pharmacy family in their times of need.

Your legacy will be a lifeline for those following in your footsteps

By leaving a gift in your will, you will be helping to ensure that future generations of pharmacists continue to get all the support they need. Every gift in every will – regardless of size – will have a lasting impact on our future strength and ability to respond to the personal needs of our pharmacy family across Great Britain.

Did you know:

- **You can allocate as little as 1% of your estate to Pharmacist Support, ensuring your loved ones inherit the remainder.**
- **A charitable gift of £10,000 could potentially save £4,000 in inheritance tax. However, professional advice is recommended.**
- **Without a will, there is a possibility your surviving spouse may not inherit their entitlement.**

Thinking about writing your will?

Our free will writing service makes it easy to protect your loved ones and ensure your wishes are respected.

Start your free will today



Volunteers

Volunteers are essential to the work of Pharmacist Support, helping us extend our reach and amplify our impact. Our main volunteer groups include Trustees, Listening Friends and Ambassadors. Spread across the country, our volunteers receive ongoing support from our dedicated staff.



We provide regular updates, along with learning and development opportunities, to ensure that volunteers are informed about developments within the charity, can engage in peer support activities, and continue to build the knowledge and skills necessary to perform their roles effectively.



Trustees are accountable for ensuring that the charity continues to thrive and is governed in accordance with the requirements of Charity law. Pharmacist Support currently has ten trustees. Trustees are appointed for terms lasting three years, and they may only serve a maximum of nine years consecutively, which provides an opportunity for fresh perspectives, skills and experience to be included on a regular basis. The board is currently made up of seven pharmacy trustees and three lay trustees. Our lay trustees bring a viewpoint from outside the profession.



Listening Friends are current or retired pharmacists, and because of this shared professional background, they are uniquely able to understand the specific pressures affecting pharmacists and their families, as well as pharmacy students and trainees.



Charity Ambassadors champion our work within their local pharmacy communities, such as at their place of work/ study, local networks and organisations. This role is vital to Pharmacist Support's work and helps ensure that people who are eligible for support are aware of the charity and how to access our services. Another key part of the role is to help raise valuable funds so that the charity's support continues long into the future.

Volunteer impact

Expanding our reach in Scotland through ambassador insight

As we continue to grow our presence across Scotland, our ambassador network is playing a vital role in helping us build meaningful relationships and raise awareness of the support available to our pharmacy family. Norman, one of our newest ambassadors, has brought a wealth of experience, deep understanding of the Scottish system and a strong network of connections. Through his work, we are opening up important conversations, strengthening partnerships and reaching more people who may benefit from our support.

Reflecting on his role, Norman shares:

"I was asked if I would consider being a Charity Ambassador as the charity felt that there was a low awareness of their services within Scotland. I readily agreed as I have always held Pharmacist Support in high regard as a quality organisation and that I could bring my contacts and network into play to assist with raising awareness in Scotland."

Through his proactive engagement across the sector, Norman has already made a meaningful impact:

"I have contacted the Scottish Government, Chief Pharmaceutical Officer and several Health Board's via their Directors of Pharmacy. I have attended Pharmacy Senior Management Team meetings and written articles for newsletters circulated to all community pharmacies in the area."

His work has also highlighted both the challenges and opportunities ahead. Encouragingly, his conversations with senior leaders have revealed a strong and genuine desire to create change and improve wellbeing for individuals and teams across the profession.

For Norman, volunteering is not only about raising awareness, but about giving back to a profession he cares deeply about:

"I personally derive great satisfaction through volunteering with Pharmacist Support. I find it uplifting when I think that I may have helped an individual to better cope with a difficult time. I am very proud to represent Pharmacist Support... I feel like I want to give something back to a profession which I have enjoyed being part of for most of my life."



Corporate Donors and Partnerships

As the profession's charity, we recognise that collaboration across the sector is key to supporting our pharmacy family to ensure it is well-equipped to face any challenges people may have. Our corporate partnerships enable us to deliver much-needed support to our pharmacy family. Our partners help us to raise awareness of the charity, champion the importance of wellbeing in pharmacy, meet our strategic objectives and raise valuable income.

Our partners during 2025



We have been working in partnership with the Pharmacists' Defence Association (PDA) since 2017. The PDA now has more than 40,000 members and donates £1 a year for each of those members to the charity. In addition, they encourage their members to donate when joining or renewing their membership. Since launching this partnership, the PDA has provided close to £330,000 in donations. This achievement highlights the strength and depth of the partnership between the two organisations. As well as this financial support, the PDA helps us raise charity awareness through their vast network. Without their continued partnership, we would not be able to provide as much vital support.

"The PDA has reached an important milestone, having donated nearly one third of a million pounds to Pharmacist Support through the £1 annual contribution made by each PDA member. There is nothing transactional about this relationship; it is one of the most powerful examples of a symbiotic win-win that you can find in pharmacy. The greatest beneficiaries are PDA members themselves, as well as those who rely on the wider support made possible through the long-standing partnership between the PDA and Pharmacist Support."



Our long-standing partnership with Teva UK helps us to raise awareness of our charity, develop mental health and wellbeing content (such as our podcast, A Dose of Wellbeing and awareness days resources) and support pharmacists with their wellbeing by sponsoring our annual Pharmacist ACTNow campaign. The ongoing corporate partnership has so far raised £92,000, which goes directly towards helping us deliver our core Support Services.

"Teva UK is proud to continue our partnership with Pharmacist Support. It's important for us to endorse the great work the charity does in supporting the pharmacy community. It's a pivotal time for the profession, and the evolution that is coming as part of the government's 10-year NHS plan means that now, more than ever, support from organisations like Pharmacist Support is needed."



In 2025, we entered year two of a valued partnership with Cencora Alliance Healthcare who provided funding for our student bursary scheme. Their continued support ensures that pharmacy students facing unexpected challenges during their MPharm that have impacted them financially can access vital financial help at a critical point in their studies.

"We are proud to continue our partnership with Pharmacist Support and to support the Student Bursary Scheme. Pharmacy students are facing increasing pressures, and we believe it's vital to help remove barriers that could prevent talented individuals from completing their training and entering the profession."



We have been working in partnership with Boots since 2016, when they first commissioned bespoke wellbeing videos and resources for their pharmacy teams. Since renewing this partnership in 2022, we have continued to work together through to 2025, with a growing focus on supporting students and trainees through our ACTNow campaigns. Together, we are helping future pharmacists prioritise their wellbeing, build resilience and feel more prepared for their assessments and transition into professional practice.

"Pharmacists are at the heart of delivering care to patients and customers in their communities and so it's important that we at Boots look after their wellbeing and the wellbeing of the team that support them. This is especially important for our trainee pharmacists as they take their final step and enter into the profession to play an important role as part of a wider healthcare team in community pharmacy. We are delighted to partner with Pharmacist Support to get involved in its ACTNow campaign and we encourage all Trainee Pharmacists to explore and utilise the resources now available."



We have been working in partnership with Day Lewis Pharmacy to raise awareness of the importance of wellbeing across the profession. In 2025, we were proud to continue this collaboration, delivering live webinars and wellbeing training to support their teams in building resilience and prioritising their wellbeing in practice.

"Day Lewis is proud to partner with the profession's charity Pharmacist Support. We've been working closely with the charity for a number of years now and share a core set of values based around a caring family culture and an empowered and resilient pharmacy workforce. Together we want to prioritise mental health and wellbeing in pharmacy, to open up conversations and give our pharmacy teams the tools they may need to manage their wellbeing and to enable them to support one another through any challenging times faced."



In 2025 we entered a valuable partnership with PharmacyShows.co.uk, helping us to create valuable wellbeing content by sponsoring our podcast, A Dose of Wellbeing, as well as helping us to raise awareness of our charity's free and confidential support at various Pharmacy Shows events throughout the year.

"At PharmacyShows.co.uk, we believe in giving back to the people who give so much. Supporting Pharmacist Support means standing behind the wellbeing of our pharmacy community – helping ensure no pharmacy professional ever faces life's challenges alone."

2025 media/events partnerships



We were delighted to continue our event partnership with the Clinical Pharmacy Congress in 2025. CPC has been a vital supporter for many years, providing free stand space to help us raise charity awareness and donating substantial funds which go towards the cost of delivering our support services.

"Partnering with Pharmacist Support means working with a charity that provides invaluable help and support to the sector and we are grateful for everything they do."



We were also pleased to continue our event partnership with The Pharmacy Show, which has also played a key role in supporting our work by helping us to raise awareness of the charity and our services by waiving exhibition stand fees.

"In a period marked by significant challenges – including increased workplace pressures and the ongoing need for mental health support – maintaining this partnership is more crucial than ever. We are committed in helping Pharmacist Support to further its mission in providing life-changing support, drive positive change and champion the wellbeing of the pharmacy community."



Join us to make life-changing impact in the pharmacy profession

There are many ways for businesses and organisations across the pharmacy sector to get involved with our charitable work. From fundraising and donations, to supporting campaign or strategic partnerships, we invite you to join the growing group of businesses and organisations demonstrating a genuine commitment to pharmacy wellbeing and to help create lasting, measurable impact.

Financial support from corporate organisations helps us to deliver our vital support services, ensuring independent, confidential and free support is available to people who need it, when they need it most.

If your organisation is ready to make an impact, scan the QR code to explore partnership opportunities, request our partnerships pack and find out how we can work together to support the wellbeing of our pharmacy family.

Alternatively, contact us at partnerships@pharmacistsupport.org to start the conversation.



Other corporate donations in 2025

- Clinilink
- Leeds and York Partnership NHS Foundation
- PSP Limited
- RevisePharma

We would also like to recognise and thank the following organisations for their support across the year:

ROYAL
PHARMACEUTICAL
SOCIETY





Get in touch.

Visit: **pharmacistsupport.org**
Email: **info@pharmacistsupport.org**
Call: **0808 168 2233**
Connect: **🎵 f @ 📺 in**



Keep up to date with our latest developments and resources to support you and your pharmacy team by signing up to our free charity e-newsletter.



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