



PHARMACIST
SUPPORT

Trustees Report and Accounts 2025

Pharmacist Support is a charitable company limited
by guarantee registered in England & Wales, company
no 9237609 & charity no 1158974

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**.

Positivity

We believe in **better**.

We champion our pharmacy **family**.

We **never** give up.

An orange line graphic that starts on the left, curves down and right, then loops back up and right, ending near the bottom right of the page.

Empowerment

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

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.

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."

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

**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

GROWTH IN FINANCIAL ASSISTANCE

24%

increase in grant applications compared to 2024

177

grants awarded

STRONG WELLBEING OUTCOMES

90%

OF RESPONDENTS

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



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

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



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



STRONG SERVICE
SATISFACTION

87%

OF RESPONDENTS

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

SUPPORT THAT MEETS
ONGOING NEED

95%

OF RESPONDENTS

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



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 RCPPharm 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."

A large, thick orange line forms an abstract, looping shape in the top right corner of the page.

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.”

The logo for pharmacy shows.co.uk, featuring the word 'pharmacy' in a black sans-serif font, followed by 'shows.co.uk' in a white sans-serif font inside a black rounded rectangle.

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."



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**



British
Pharmaceutical
Students' Association



Kyron
Media



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.





PHARMACIST
SUPPORT

OUR YEAR IN FIGURES

Financial Report

Pharmacist Support is a charitable company limited
by guarantee registered in England & Wales, company
no 9237609 & charity no 1158974

Pharmacist Support Trustees Report For the Year Ended 31st December 2025

The Trustees who are also the directors of the Charity for the purposes of the Companies Act 2006, present their report with the financial statements of the Charity for the year ended 31 December 2025. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective January 2019).

Public Benefit

Charities have a duty under section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit. As Trustees, we aim and work to fulfil our Objects in line with the requirements for demonstrating public benefit. The beneficiaries we aim to assist are clearly identifiable and related to these Objects.

We make every effort to ensure that all potential beneficiaries in need have access to our services. We maintain close links with organisations across the profession including the regulator, the professional body and the union. We support the health and wellbeing of our pharmacy family through the provision of grants to individuals and the provision of a broad range of services with our partner organisations. We aim to direct our financial assistance and services towards those people who are in the greatest need and unable to help themselves. We have a clear grants policy that is used to form decisions on grant eligibility. We have evolved from our beginnings as a traditional "benevolent" charity and now provide a range of wellbeing services and support to our beneficiaries.

Finance Review

The Charity's financial statements for the year ended 31 December 2025 are set out on pages 66 to 93. They have been prepared in accordance with the accounting policies set out on pages 70 to 74.

The Charity is reporting a deficit for the year of £41,820 (2024 : £327,963 surplus). The result for the year was impacted by volatility in investment returns and lower net gains than anticipated. This led to a reduction in the year end reserves to £15,109,413, however these reserves remain within the range set by the Trustees within the reserves policy, being a range of £12.5 million - £18.75 million. The Trustees are satisfied that this does not have any short- or longer-term implications for the Charity and the Charity continues to be able to meet its short-term financial obligations.

The Charity operates on the basis of setting a surplus budget, and has forecast an increase in reserves for the 2026 year.

Total income for the year was £515,035 compared with £666,304 for 2024. This decrease represents the receipt of fewer legacies within the year and also a reduction in investment income received.

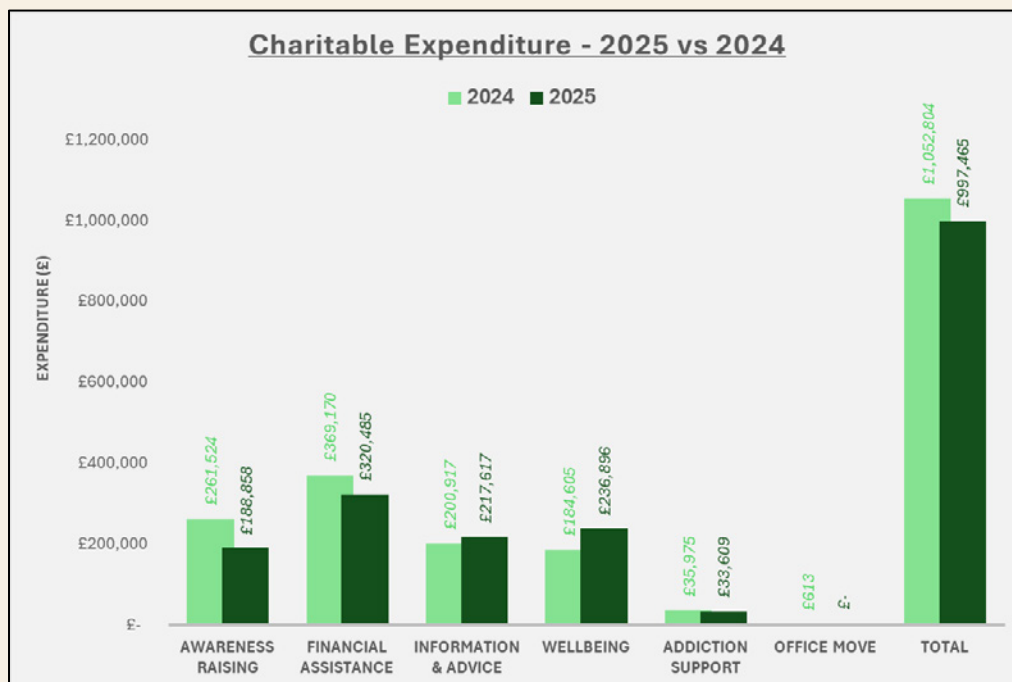
Our total expenditure decreased from £1,176,054 in 2024 to £1,169,026 in 2025. Expenditure was consistent with 2024 on the whole, however the split across areas of activity differed as demand and activities refocussed in the year.



Pharmacist Support Trustees Report For the Year Ended 31st December 2025



Charitable expenditure across our activities was as follows:



KEY POLICIES

Risk management

The Charity vision is to foster a risk-aware culture where staff, Trustees and volunteers proactively identify, assess, and manage risks in line with our values and mission. The Charity aims to balance risk and opportunity, protecting the Charity's assets while enabling innovation in service delivery and fundraising.

Risk Appetite is defined as the amount of risk the Charity is willing to take in order to meet its Strategic Objectives. The Charity has a low to moderate risk appetite overall.

- **Low appetite** for risks affecting safety, compliance, or reputation.
- **Moderate appetite** for mitigated risks in fundraising innovation and pharmacy service development, provided they are well-controlled.

The objectives of our risk management approach are:

- **Protect beneficiaries:** Ensure the physical, emotional, and legal safety of beneficiaries.
- **Protect and retain staff, trustees and volunteers:** Safeguard the wellbeing, morale, and engagement of all individuals involved in delivering the Charity's work
- **Ensure regulatory compliance:** Comply with all relevant laws and regulations including those set by the Charity Commission
- **Safeguard Charity assets:** Protect financial resources, data, reputation, and physical assets.
- **Support strategic objectives:** Ensure risks are considered in strategic planning, particularly regarding fundraising strategies and awareness within the pharmacy sector.
- **Maintain public trust:** Uphold transparency, accountability, and ethical operations.
- **Enable opportunity management:** Identify and manage potential risks in new projects or partnerships without stifling innovation.

Pharmacist Support Trustees Report For the Year Ended 31st December 2025

The policy applies to all staff, Trustees and volunteers and anyone working on behalf of the Charity.

Risks are split into categories:

- a) External risks
- b) Operational risks (including human and operational resources)
- c) Financial risks
- d) Governance and compliance risks
- e) Reputational damage

The Trustees hold overall responsibility for risk governance by overseeing the risk management strategy, setting the organisation's risk appetite and conducting an annual review of the risk policy. The Board ensures that risk is considered when making strategic decisions and considers any new risks identified by the sub-committees or Senior Management Team (SMT).

All risks are assigned to one of the Charity's sub-committees or the trustee board, the sub-committee and the trustee board carries out quarterly reviews of risks relevant to their areas of oversight, in line with the risk review frequency. The Chief Executive and SMT are responsible for implementing the risk management policy, maintaining the risk register, coordinating risk-related training, and escalating significant risks to the Board. All staff and volunteers play a vital frontline role by identifying and reporting potential risks and adhering to established policies and procedures to support a risk-aware culture across the Charity.

Role	Responsibility
Board of Trustees	Oversight of risk strategy, approve risk appetite, annual review of risk policy, review of new risks, ensure risk is considered when making strategic decisions. Quarterly review of risks assigned to them.
Sub-committees	Quarterly review of risks assigned to them
CEO /SMT	Implement policy, report major risks to Board. Maintain risk register, coordinate risk training
All Staff and Volunteers	Identify and report risks, follow policies

If a potential risk is identified the following reporting process should be followed:

- 1) **Identification** - All risks are assigned to one of the Charity's sub-committees or the trustee board, the sub-committee and the trustee board carries out quarterly reviews of risks relevant to their areas of oversight, in line with the risk review frequency. The Chief Executive and SMT are responsible for implementing the risk management policy, maintaining the risk register, coordinating risk-related training, and escalating significant risks to the Board. All staff and volunteers play a vital frontline role by identifying and reporting potential risks and adhering to established policies and procedures to support a risk-aware culture across the Charity.
- 2) **Recording** - SMT will record reported risks via a short description in an email to the Chief Executive
- 3) **Initial Assessment** – A standing agenda item will be added to the SMT meetings whereby the Chief Executive will table any risks that have reported for discussion at SMT level with a view to identify the risk is escalated
- 4) **Escalation** - If a risk is deemed high or is strategic it will be brought to a Trustee Board meeting for review and added to the formal risk register.
- 5) **Documentation** - All strategic risks will be logged in the risk register, alongside controls and mitigation. If it is felt that the risk may be an emerging/future risk, it will be documented and monitored by SMT and brought back to the Board if it is felt this has escalated to a strategic risk for the Charity.

Pharmacist Support Trustees Report For the Year Ended 31st December 2025

Principal risks faced by the Charity, which score as a **high risk** in the risk register, are noted below, with the mitigation in place.

Principal Risk	Mitigation / Assurance
Failure to comply with the Articles of Association	• Legal advisors used for advice and changes • Regular governance reviews undertaken • Regular training provided by legal advisors • Governance Code followed
Poor investment decisions made that fail to maximise the value of the investment portfolio to ensure continuation of the Charity in perpetuity	• Investment policy in place and regularly reviewed by Trustees • Investment policy in place and regularly reviewed by Trustees • Monthly reporting of investment activity by investment managers
Failure of investment returns to assure ongoing viability/Charity and ability to operate in perpetuity	• Use of long-term strategy in reviewing performance and returns to mitigate short term instability • Reserves policy used to set minimum reserves level and alert level for Trustees • Diversification of income to include other sources • Use of Finance Sub Committee (FSC), including Trustees with appropriate financial expertise • Use of ARC reviews to assess investment manager performance
Fraud or Error	• Detailed and rigorous internal controls and procedures • Annual external audit • Limitation of access to bank accounts and banking system • Dual approval required for all payments • Regular reporting of financial data to Senior Managers, FSC and Board • Use of external IT professionals to ensure data security • Insurance to cover the Charity against financial loss from fraud
Unable to meet demand	• Regular reporting and use of KPI's to monitor demand and react to increases • Control over service referral and promotion • Use of automation and technology to bolster capacity and reduce over reliance on staff • Use of external contractors to support the staff team and help manage increases in demand • Focus on staff wellbeing, with flexible working, to help with flexibility and responsiveness
Risk of cyber attack	• External IT contractors used to ensure appropriate security measures are in place and updated regularly • Regular cyber security training for the staff team and Trustees • Cyber insurance in place to assist in managing costs of cyber incidents

Pharmacist Support

Trustees Report

For the Year Ended 31st December 2025

Investment performance and policy

The main objective of the portfolio is to provide funds for the ongoing operational costs of the Charity to enable the delivery of its activities, which include service delivery and grant making activity. Over the long term, this means providing the Charity with a steady stream of funding to enable it to continue to deliver its activities annually, whilst at least maintaining the portfolio's real term value after management expenses. To achieve this, the overall objective for investment performance is to achieve an average annual total return of at least CPI+3.0%, measured over five to ten years.

The Charity recognises this is a long-term target that can only be fully assessed over the long term. However, the annual returns are considered as part of the continual monitoring of investment performance. Comparisons are made against set benchmarks, which include the Asset Risk Consultants peer group comparator.

Pharmacist Support reviews its investment policy annually to ensure that it continues to dovetail with the Charity's objectives. Pharmacist Support's investment strategy can be summarised as follows:

	Standard Criteria
Objective	Balanced return between income and capital
Risk	Medium
Mandate	Discretionary
Time horizon	Five to ten years
Fund type	Segregated fund (as opposed to a pooled fund where money is combined with other investors and flexibility of choice thereby restricted)

Investments reduced in value during the year closing at £14,775,700 (2024 - £14,803,162). This was impacted by a fall in book value during the year and stagnant growth. Additional balances of £135,056 (2024 : £116,856), were held in short terms cash investments.

Trustees consider our ethical responsibility to make investments that meet environmental, social and governance standards. Currently we exclude companies that generate 25% or more in turnover from fossil fuel producers, tobacco, armaments, alcohol, high risk (high-rate charging) debt and gambling from our portfolio. 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. The reports we receive from our investment managers include regular updates on our ethical criteria and this is also discussed at an annual review with the investment managers.

Reserves

The Charity holds reserves to ensure that it can meet the needs of future beneficiaries as well as to fund operational expenditure by using the reserves to generate income.

The Trustees' reserves policy aims to preserve free reserves, which are monies not tied up in operating activities, at a minimum level of £12.5m, in order to be able to use the returns generated from investments for the Charity's annual expenditure. This reserves level is set to ensure that the investment provides the level of income and growth required to sustain operational activities now and into the future.

Pharmacist Support Trustees Report For the Year Ended 31st December 2025

At 31 December 2025 the Charity had total reserves of £15,109,413 (2024: £15,151,233) the 'free' reserves, excluding fixed assets are:

	£
Reserves at 31/12/25	15,109,413
Less : Held as Fixed Assets	(45,800)
'Free' Reserves	15,063,613
Less : Held as Fixed Asset Investments	(14,775,700)
'Free' Reserves less Investments	287,913

This level of total reserves is in excess of the minimum reserve level of £12.5m and does not exceed the maximum level of reserves of £18.75m. The level of 'free' reserves, excluding fixed assets also exceeds the minimum required reserves figure.

The Trustees are therefore satisfied that no immediate action is required to manage the reserves held.

The Trustees take a long-term view of their obligations to the pharmacy community. A large proportion of the reserves, £14,775,700 (2024 : £14.803,162) represent investments held to generate income and secure the long-term funding of the Charity. The Trustees recognise that the value of these reserves may vary significantly from year to year because of investment market price movements and that such variations do not in themselves necessarily affect the portfolio's potential to generate income. These reserves historically have represented the Charity's principal source of funds for annual expenditure. Investing them in this way, rather than liquidating the reserves for short-term spending, ensures an income stream for the long-term to enable us to support our beneficiaries and achieve our charitable objectives.

STRUCTURE, MANAGEMENT, AND GOVERNANCE

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 27 September 2014, and registered as a Charity on 27 October 2014. The company was established under a Memorandum of Association that established the Objects and powers of the charitable company and is governed under its Articles of Association.

The company is sole corporate trustee of Pharmacist Support, the dormant Charitable Trust from which the company was created in 2014. The Charity number for the dormant Trust is 221438. The Trust remains in existence to ensure legacies left to the former charitable trust do not fail. A resolution has been passed giving the Charity automatic entitlement to any income due to the Trust.

Trustees

Our Trustees are responsible for setting the Charity's strategy and are responsible in law for the governance of Pharmacist Support. All Trustees give their time voluntarily and receive no benefits from the Charity. Expenses reclaimed from the Charity are set out in note 11 to the accounts. The names of the Trustees who served during the year and beyond are set out on page 92.

Charity Governance Code

The Trustees take charity governance seriously and aim to apply the Charity Governance Code in all of the Charity's activities. Further details on how the Board ensures it is effective and how it delegates authority can be found under "Organisational Structure" below.

Pharmacist Support Trustees Report For the Year Ended 31st December 2025

The Board reviews the purpose of the Charity and its longer-term strategy at least every five years. By monitoring activities and performance, the Trustees review the progress towards strategic objectives on a regular basis and make decisions at least annually to update operational plans to achieve those goals.

The Trustees recognise the importance of public trust and confidence and have established systems for all Trustees, staff, and volunteers for reporting potential interests in transactions, conflicts of interest and inappropriate behaviours. Systems are in place for the proper investigation and resolution of complaints from any source, including members of the public.

Further information on how the Board manages risk can be found in the section “Risk Management” above. All decisions are taken after receiving reports from senior management and/or taking advice from persons with appropriate expertise, be this suitably qualified members of the Board, senior managers, or advisers. All decisions are set out in minutes of meetings and action plans are drawn up, delegated, and monitored to ensure implementation.

Pharmacy is a diverse profession, with pharmacists coming from many walks of life and nationalities. In line with the breadth of its beneficiaries, the Board has implemented policies that encourage diversity in recruitment practices for Trustees, staff, and volunteers alike. The Charity also has operational policies that work to actively prevent discrimination of any kind and encourage non-judgemental support for all our service users. In line with our equality, diversity, and inclusion plan, Trustees and staff members attend an array of training on equality, diversity, and inclusion.

Organisational structure

When a vacancy occurs on the Board of Trustees, the Board will take the opportunity to review the skills matrix of Trustees to identify specific skill sets that would strengthen the Board’s overall effectiveness. In addition, consideration is given to whether there is a need for any specific community or stakeholder group that needs to be represented by a new Trustee. The Board operates an equal opportunities recruitment policy and new Trustees are required to have demonstrable experience in the areas identified by the skills review.

On appointment new Trustees are given a formal induction to the work of the Charity, introduced to the staff, and provided with the information they need to fulfil their roles. This includes information about the role of the Trustees within Pharmacist Support, the Charity’s policies, and their role within the context of Charity law generally. Trustees are provided with a copy of the Charity Trustee’s Handbook, given information relating to the legal framework within which the Charity operates and provided with governance training underlining their responsibilities within the company law context.

Regular training opportunities are offered to Trustees and group training sessions on relevant topics to support the Trustees’ role are provided within Board meetings during the year. New Trustees are provided with a ‘buddy,’ an experienced Trustee, as an additional support mechanism.

The Staff and Remuneration Sub-committee oversee the Trustee appraisal process. At the end of a Trustee’s first year, they undergo a review of the contribution they have made to determine any further support that may be beneficial. The review, which is conducted by the new Trustee’s buddy on behalf of the Board, seeks input from the new Trustee, the Chair (or deputy) and the Chief Executive. At the end of a Trustee’s three-year term, they will be asked by the Chair to confirm whether they wish to be considered for reappointment, provided that they have not reached the maximum of three terms. Trustees who wish to be considered for reappointment will take part in a formal appraisal review. The appraiser will be the Chair or Vice Chair, and the review will seek general input from all Trustees and detailed input from a select group of Trustees and the Chief Executive.

Pharmacist Support Trustees Report For the Year Ended 31st December 2025

Board effectiveness is reviewed after each Board meeting. In addition, an annual, comprehensive survey is circulated to all Trustees to assess performance against the Charity Governance Code.

There are four Board meetings a year. Trustees work together to set the strategic direction and monitor the operational activity of the Charity against the strategic objectives and operational plan. Trustees are also involved with developing and or monitoring the Charity's activities in specific areas, by engaging in sub-committee and working group activities.

Day-to-day operations and management are delegated to the Chief Executive and Senior Management Team, who provide regular reports to the Trustees on performance and operations.

The Charity has three sub-committees, established to advise on key areas of activity and with terms of reference that are reviewed regularly. The three sub-committees are as follows:

- The Finance sub-committee (FSC)
- The Staff and Remuneration sub-committee (SRSC)
- The Bursary sub-committee

Other ad hoc groups focussing on specific projects or service areas are set up as required.

Related parties

Details of related party transactions are given in Note 12 on page 82. The Charity operates independently of other bodies, although we have developed close working relationships across the sector to ensure that we can raise concerns where necessary to benefit our beneficiaries and other members of the pharmacy family. None of the Trustees receive any remuneration for their roles.

Liability of members

Members of the Charity guarantee to contribute an amount not exceeding £1 to the assets of the Charity in the event of winding up. The total number of such guarantees at 31 December 2025 was ten. The Trustees are members of the Charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the Charity but hold overall responsibility for it.

Events since the end of the year

Information relating to events since the end of the year is given in the notes to the financial statements. There were not material post balance sheet events that required disclosure.

STATEMENT OF RESPONSIBILITIES OF THE TRUSTEES

The Trustees (who are also directors of Pharmacist Support for the purposes of company law) are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgments and estimates that are reasonable and prudent



Pharmacist Support Trustees Report For the Year Ended 31st December 2025

- state whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information
- the Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Auditors

Crowe U.K. LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

Disclosure of information to auditor

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

The Trustees' annual report has been approved by the Trustees on **5th June 2026** and signed on their behalf by:



Esther Sadler-Williams (Chair)



David Downham (Trustee)

Pharmacist Support

Independent Auditors' report to the Members of Pharmacist Support For the Year Ended 31st December 2025

Opinion

We have audited the financial statements of Pharmacist Support ('the charitable company') for the year ended 31 December 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2025 and of its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.



Pharmacist Support

Independent Auditors' report to the Members of Pharmacist Support For the Year Ended 31st December 2025

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the Trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the Trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the Trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' directors' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on pages 60 - 61, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Pharmacist Support

Independent Auditors' report to the Members of Pharmacist Support For the Year Ended 31st December 2025

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 and the Charities Act 2011 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management about their own identification and assessment of the risks of irregularities, designing audit procedures over income, sample testing on the posting of journals, reviewing accounting estimates for biases and reading minutes of meetings of those charged with governance.

Pharmacist Support

Independent Auditors' report to the Members of Pharmacist Support For the Year Ended 31st December 2025

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Kathryn Paul FCA (Senior Statutory Auditor)

For and on behalf of Crowe U.K. LLP

Statutory Auditor

St Georges House

56 Peter Street

Manchester

M2 3NQ

Date: 18 June 2026

Pharmacist Support

Statement of Financial Activities (Incorporating Income and Expenditure Account)

For the year ended 31 December 2025

Company Registration Number : 09237609 (England and Wales)

		Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds
		2025	2025	2025	2024
	Note	£	£	£	£
Income from:					
Voluntary income:					
Donations and legacies	3	153,298	-	153,298	245,773
Charitable activities	4	2,407	-	2,407	4,662
Investments	5	359,330	-	359,330	415,869
Total Income		515,035	-	515,035	666,304
Expenditure on:					
Raising funds	7	171,561	-	171,561	123,250
Charitable Activities:					
Awareness Raising	7	188,858	-	188,858	261,524
Financial Assistance	7	320,485	-	320,485	369,170
Information and Advice	7	217,617	-	217,617	200,917
Wellbeing	7	236,896	-	236,896	184,605
Addiction Support	7	33,609	-	33,609	35,975
Office move	7	-	-	-	613
<i>Total Charitable Activities Expenditure</i>		<i>997,465</i>	<i>-</i>	<i>997,465</i>	<i>1,052,804</i>
Total Expenditure		1,169,026	-	1,169,026	1,176,054
Net expenditure before gains on investments		(653,991)	-	(653,991)	(509,750)
Net gains on investments		612,171	-	612,171	837,713
Net expenditure / income for the year		(41,820)	-	(41,820)	327,963
Reconciliation of funds:					
Funds balances at 1 January 2025	23	15,151,233	-	15,151,233	14,823,270
Fund balances at 31 December 2025	23	15,109,413	-	15,109,413	15,151,233

The statement of financial activities includes all gains and losses recognised in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 70 to 91 form part of these financial statements.

Pharmacist Support

Balance Sheet as at 31 December 2025

Company Registration Number : 09237609 (England and Wales)

		2025	2024
	Note	£	£
Fixed Assets:			
Intangible assets	15	34,493	46,743
Tangible assets	16	11,307	8,461
Investments	18	14,775,700	14,803,162
		<u>14,821,500</u>	<u>14,858,366</u>
Current Assets:			
Debtors	19	152,719	131,214
Short term cash investments	20	135,056	116,856
Cash at bank and in hand	20	107,440	138,645
		<u>395,215</u>	<u>386,715</u>
Creditors : amounts falling due within one year	21	(107,302)	(93,848)
Net Current Assets		<u>287,913</u>	<u>292,867</u>
Total assets less current liabilities		<u>15,109,413</u>	<u>15,151,233</u>
Funds:			
Unrestricted funds	23	15,109,413	15,151,233
Restricted funds	23	-	-
Total funds of the charity		<u>15,109,413</u>	<u>15,151,233</u>

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 70 to 91 form part of these financial statements.

The accounts were approved and authorised for issue by the Trustees on **5th June 2026** and signed on their behalf by:



Esther Sadler-Williams (Chair)



David Downham (Trustee)



Pharmacist Support

Statement of Cash Flows

For the year ended 31 December 2025

Company Registration Number : 09237609 (England and Wales)

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash used in operations		(985,457)	(968,663)
Cash flows from investing activities		972,452	959,726
Change in cash and cash equivalents	26	(13,005)	(8,937)
Cash and cash equivalents at the beginning of the year		255,501	264,438
Cash and cash equivalents at the end of the year		242,496	255,501

RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES

Net movement in funds for the year as per the statement of financial activities	(41,820)	327,963
Amortisation & depreciation charges	35,917	33,233
Loss on disposal of fixed assets	-	-
(Gains) on investments	(612,171)	(837,713)
Dividends and interest from investments	(359,330)	(415,869)
(Increase) in debtors	(21,505)	(54,329)
Increase/(decrease) in creditors	13,452	(22,548)
Movement in social or programme related investments	-	600
Net cash used in operating activities	(985,457)	(968,663)

RECONCILIATION OF CASH FLOWS FROM INVESTING ACTIVITIES

Dividends and interest from investments	359,330	415,869
Purchase of tangible fixed assets	(8,213)	(9,158)
Purchase of intangible fixed assets	(18,300)	(4,440)
Proceeds from sale of investments	4,062,095	4,641,581
Purchase of investments	(3,422,460)	(4,084,126)
Net cash from investing activities	972,452	959,726

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

1. Accounting policies

Charity information

Pharmacist Support is a private company, limited by guarantee, incorporated in England and Wales. The registered office is **Suite 3B Blackfriars House, Parsonage, Manchester, M3 2JA**

1.1. Accounting convention

The financial statements have been prepared in accordance with the Charity's Memorandum and Articles of Association, the Companies Act 2006, FRS102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice application to charities preparing their accounts in accordance with the Financial Reporting Standard application in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019). The Charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below:

1.2. Going concern

The Trustees have assessed the use of going concern and have considered possible events or conditions that might cast significant doubt on the ability of the Charity to continue as a going concern. The Trustees have made this assessment for a period of at least one year from the date of the approval of these financial statements. The Trustees have concluded that there is a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. The Charity therefore continues to adopt the going concern basis in preparing these financial statements.

Trustees believe that the Charity's financial resources and contingency planning are sufficient to ensure its ability to continue as a going concern for the foreseeable future, being at least twelve months from the date of approval of these financial statements and have therefore prepared the accounts on a going concern basis.

There are no key judgments that the Trustees have made that have a significant effect on the accounts.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

1.3. Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of Charity.

Designated funds are unrestricted funds of the Charity which the Trustees have decided to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.



Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

1. Accounting policies (continued)

1.4. Income

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed where material.

1.5. Donated services and facilities

Donated professional services and donated facilities are recognised as income when the Charity has control over the item; where any conditions associated with the donated item have been met; the receipt of economic benefit from the use by the Charity of the item is probable; and the economic benefit can be measured reliably. In accordance with the Charities' SORP (FRS 102), general volunteer time is not recognised. Information about the contribution of volunteers is given in the Trustees' annual report and in the notes to the accounts.

1.6. Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the bank or financial institution.

1.7. Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that the transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure is classified by activity under the following headings:

- Costs of raising funds represent professional fees incurred in relation to the administration and management of the Charity's investment portfolio and other fundraising costs and their associated support costs.
- Expenditure on charitable activities includes the direct costs and staff costs undertaken to further the purposes of the Charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Applications for grant assistance are considered on their merits and assessed to ensure that they comply with the Charity's objectives and adhere to the policies and guidance issued by the Trustees. There is no outright, automatic entitlement to financial assistance and applications are subject to assessment. A liability is recognised when the payment is made.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

1. Accounting policies (continued)

1.8. Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. These costs, which include office costs, finance, personnel and payroll, support the Charity's programs and activities and have been allocated between the cost of raising funds and expenditure on charitable activities on the basis of the total staff time (FTE) spent in each area.

Governance costs are those costs which relate to the strategic management of the Charity and legal obligations for accountability. They include support costs, audit fees, legal expenses, trustee expenses and meeting costs. These costs have been allocated between the cost of raising funds and expenditure on charitable activities on the basis of the total staff time (FTE) spent in each area.

1.9. Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

1.10. Intangible and Tangible fixed assets

Intangible and Tangible fixed assets costing in excess of £200 are capitalised and included at cost, including any incidental expenses of acquisition.

Amortisation and depreciation are calculated to write off the costs of the assets, less their estimated residual values, in equal annual instalments over their expected useful economic lives. The principal annual rates and nominal value in use are as follows:

Amortisation of intangible fixed assets:

- Software amortisation - Straight line over 3-5 years

Depreciation of tangible fixed assets:

- Leasehold Improvements - Straight line over the remaining period of the lease
- Fixtures and fittings - Straight line over 5 years
- IT equipment - Straight line over 2-5 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sales proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.11. Impairment of fixed assets

At each reporting end date, the Charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.12. Fixed asset investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year.

The Charity does not acquire put options, derivatives or other complex financial instruments.

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

1. Accounting policies (continued)

The main form of financial risk faced by the Charity is that of volatility in equity markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

1.13. Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.14. Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.15. Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.16. Foreign exchange

Assets and liabilities denominated in foreign currencies are translated into sterling at the rate ruling at the Balance Sheet date. Foreign exchange differences are taken to the Statement of Financial Activities in the year in which they arise.

1.17. Financial instruments

The Charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the Charity's balance sheet when the Charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

1. Accounting policies (continued)

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods and services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the Charity's contractual obligations expire or are discharged or cancelled.

1.18. Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expenses when the Charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.19. Retirement benefits

Employees of the Charity are entitled to join a defined contribution 'money purchase' scheme. Payments to defined contribution retirement benefit schemes are charged as an expenses as they fall due.

1.20. Critical accounting estimates and judgements

In the application of the Charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revisions affects both current and future periods.

2. Legal status of the Charity

The Charity is a company limited by guarantee incorporated in England and Wales and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member (trustee) of the Charity.

The registered office address is disclosed on page 70.

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

3 Income from donations and legacies

	2025	2024
	£	£
Donations	121,564	137,309
Legacies	10,069	72,706
Donated services	21,665	35,758
	153,298	245,773

Income from donated services relates to meeting room space, exhibition stands and services gifted to the Charity during the year.

4 Incoming resources from charitable activities

	2025	2024
	£	£
Delivery of courses	2,407	4,662
	2,407	4,662

5 Investment Income

	2025	2024
	£	£
From listed investments	357,961	415,406
From short term cash investments	1,369	463
	359,330	415,869

Pharmacist Support
Notes to the Financial Statements (continued)
For the Year Ended 31st December 2025

6 Net expenditure

This is stated after charging:

	2025	2024
	£	£
Fees payable for the audit of the Charity's financial statements		
- Audit services	13,080	12,960
- Non audit services	628	16,799
Operating lease rentals - property	19,182	19,182
Operating lease rentals - other	1,562	12,725
Depreciation of owned tangible fixed assets	5,367	3,512
Amortisation of intangible assets	30,550	29,720
	70,369	94,898

During the financial year the auditors have provided management accounts support services to the Charity, these services totalled £628 (2024 : £16,799).

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

7 Analysis of expenditure

	Staff costs	Direct costs	Support costs	Governance costs	Total
	2025	2025	2025	2025	2025
	£	£	£	£	£
Raising Funds	85,149	61,875	21,870	2,667	171,561
Charitable Activities:					
Awareness Raising	112,356	52,125	21,728	2,650	188,858
Financial Assistance	95,762	196,490	25,165	3,069	320,485
Information and Advice	131,639	44,361	37,094	4,524	217,617
Wellbeing	133,609	65,047	34,083	4,157	236,896
Addiction Support	15,607	13,254	4,232	516	33,609
Office move	-	-	-	-	-
	574,122	433,152	144,172	17,583	1,169,026
	Staff costs	Direct costs	Support costs	Governance costs	Total
	2024	2024	2024	2024	2024
	£	£	£	£	£
Raising Funds	48,273	58,832	14,249	1,896	123,250
Charitable Activities:					
Awareness Raising	147,005	64,021	44,568	5,930	261,524
Financial Assistance	81,710	259,817	24,397	3,246	369,170
Information and Advice	115,573	43,819	36,649	4,876	200,917
Wellbeing	105,044	43,649	31,695	4,217	184,605
Addiction Support	13,235	18,243	3,969	528	35,975
Office move	-	613	-	-	613
	510,840	488,994	155,527	20,693	1,176,054

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

8 Analysis of direct expenditure

	Raising funds	Awareness raising	Financial assistance	Information & advice	Wellbeing	Addiction support	Office move	Total
	2025	2025	2025	2025	2025	2025	2025	2025
	£	£	£	£	£	£	£	£
Other staff costs	990	7,276	-	-	2,426	-	-	10,692
Volunteers	-	539	-	-	3,518	-	-	4,057
Service delivery	-	-	-	44,180	56,176	13,254	-	113,610
Grants	-	-	196,438	-	-	-	-	196,438
Marketing and publicity	5,100	42,549	-	173	2,838	-	-	50,660
Investment management	52,407	-	-	-	-	-	-	52,407
Legal & professional	3,095	600	-	-	-	-	-	3,695
Office costs	223	994	52	8	38	-	-	1,315
Other costs	60	167	-	-	51	-	-	278
	61,875	52,125	196,490	44,361	65,047	13,254	-	433,152

Pharmacist Support
Notes to the Financial Statements (continued)
For the Year Ended 31st December 2025

	Raising funds	Awareness raising	Financial assistance	Information & advice	Wellbeing	Addiction support	Office move	Total
	2024	2024	2024	2024	2024	2024	2024	2024
	£	£	£	£	£	£	£	£
Other staff costs	845	6,702	86	896	2,735	49	-	11,313
Volunteers	-	385	-	-	5,871	-	-	6,256
Service delivery	-	-	-	42,893	32,869	18,194	-	93,956
Grants	-	-	259,731	-	-	-	-	259,731
Marketing and publicity	1,447	55,349	-	-	1,202	-	-	57,998
Investment management	54,169	-	-	-	-	-	-	54,169
Legal & professional	2,028	64	-	-	-	-	-	2,092
Office costs	283	1,354	-	30	972	-	613	3,252
Other costs	60	167	-	-	-	-	-	227
	58,832	64,021	259,817	43,819	43,649	18,243	613	488,994

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

8 Analysis of direct expenditure (continued)

Grant expenditure is analysed as follows:

	2025	2024
	£	£
General grants	171,438	192,811
Addiction Support grants	-	31,920
Training Bursary grants	25,000	35,000
	196,438	259,731

General grants of £177,504 (2024 : £232,039) were awarded in the year. The difference between grants awarded and the grants expended above is due to the timing of the disbursements.

9 Analysis of support and governance expenditure

	Support	Governance	Support	Governance
	2025	2025	2024	2024
	£	£	£	£
Other staff costs	10,408	-	7,168	-
Trustees and volunteers	851	4,461	810	6,865
Legal and professional	-	13,080	-	13,828
Office costs	132,913	42	147,549	-
	144,172	17,583	155,527	20,693

Pharmacist Support
Notes to the Financial Statements (continued)
For the Year Ended 31st December 2025

10 Employees

	2025	2024
	£	£
Wages and salaries	457,394	407,111
Social security costs	41,057	37,810
Pension contributions	70,790	62,602
Other benefits	4,881	3,317
	<u>574,122</u>	<u>510,840</u>

Included in pension contributions above is an amount of £26,032 (2024 : £23,824) related to the Charity salary sacrifice pension scheme, and sacrificed by employees from their salaries to contribute to the pension scheme.

The Charity provides a defined contribution pension scheme for its employees; the scheme meets the requirements of Part 1 of the Pensions Act 2008 for auto-enrolment. Employer contributions are paid at rates between 6% - 13%. The charge to the statement of financial activities in the year was £70,790 (2024 : £62,602).

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

10 **Employees (continued)**

The average monthly number of employees during the year was:

	2025	2024
	Number	Number
Total staff numbers	12.3	12.0
Full time equivalents (FTE's)	11.6	10.9

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025	2024
	£	£
Aggregate compensation	318,362	259,239

The key management personnel comprise the senior management team, made up of the Chief Executive, Finance and Operations Director, Marketing and Communications Senior Manager, Service Support Senior Manager and the Wellbeing Development Senior Manager. Key management personnel represented 4.9 FTEs in 2025 (2024 : 4.3 FTE's).

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025	2024
	Number	Number
£80,001 - £90,000	1	1

11 **Trustee remuneration and expenses**

No Trustee, nor any persons connected with them, received any remuneration or benefits from the Charity during the year (2024 : Nil).

During the year seven Trustees were reimbursed for expenses, totalling £1,894 (2024 : £1,799, six Trustees). These expenses were for travel, hotel accommodation, subsistence and sundries. Further costs were incurred directly by the Charity in relation to travel and accommodation costs, totalling £1,352. Trustee expenses of £26 were incurred by one Trustee, but not claimed.

Management liability insurance that also covers the Trustees, costing £1,275 (2024 : £1,335) was purchased during the year.

12 **Related party transactions**

One of the Charity Trustees is an employee of the Pharmacists' Defence Association (PDA). During the year the PDA donated £43,691 (2024 : £38,150) to the Charity. At 31 December 2025 there was a balance owing to the Charity of £35,579 (2024 : £6,358) of donations made by the PDA but not yet transferred.

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

13 Volunteers

The Charity uses volunteers to provide its Listening Friends service, make home visits to annual beneficiaries and to provide support or marketing and fundraising activities. Total expenses and training costs for volunteers in 2025 were £4,053 (2024 : £6,256). The Charity had 45 volunteers in 2025 (2024 : 42).

	2025	2024
	hours	hours
<i>Volunteers gave their time as follows:</i>		
- Listening Friends	72	69
- Addiction Support	-	2
- Ambassadors	111	113
	183	184

14 Taxation

The Charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

15 Fixed assets : Intangible assets

	Software
	2025
	£
Cost or valuation	
At 1 January 2025	132,106
Additions	18,300
Disposals	-
At 31 December 2025	150,406

Pharmacist Support
Notes to the Financial Statements (continued)
For the Year Ended 31st December 2025

Amortisation	
At 1 January 2025	85,363
Charge for the year	30,550
Eliminated on disposals	-
At 31 December 2025	115,913
Net book value	
At 31 December 2025	34,493
At 31 December 2024	46,743

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

16 Fixed assets : Tangible assets

	Fixtures, fittings and equipment	IT Equipment	Total
	£	£	£
Cost or valuation			
At 1 January 2025	8,599	18,841	27,440
Additions	-	8,213	8,213
Disposals	-	-	-
At 31 December 2025	8,599	27,054	35,653
Depreciation and impairment			
At 1 January 2025	2,640	16,339	18,979
Charge for the year	1,419	3,948	5,367
Eliminated on disposals	-	-	-
At 31 December 2025	4,059	20,287	24,346
Net book value			
At 31 December 2025	4,540	6,767	11,307
At 31 December 2024	5,959	2,502	8,461

All fixed assets are used for charitable purposes.

Pharmacist Support Notes to the Financial Statements (continued) For the Year Ended 31st December 2025

17 Capital commitments

At 31 December 2025 the Charity had no capital commitments (2024 : None).

18 Fixed assets : Investments

	2025	2024
	£	£
Market value at 1 January 2025	14,803,162	14,522,910
Additions at cost - Purchases	3,422,460	4,084,126
Disposals at fair value	(4,062,095)	(4,641,581)
Net investment gains	612,173	837,707
Market value at 31 December 2025	14,775,700	14,803,162
Historic cost at 31 December 2025	12,964,387	13,455,325

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

18 Fixed assets : Investments (continued)

An analysis of the market value of the Charity's investments is as follows:

	2025	2024
	£	£
UK Equities	971,644	857,214
UK Fixed Interest Securities	2,733,804	2,785,130
Overseas Equities	9,187,136	9,236,220
Overseas Fixed Interest Securities	334,689	329,050
Property	362,805	358,380
Alternative Investments	1,185,622	1,237,168
	14,775,700	14,803,162

All investments are carried at fair value and traded in quoted public markets.

19 Debtors

	2025	2024
	£	£
Amounts falling due within one year:		
Trade debtors	30,200	15,542
Accrued income	95,191	92,185
Prepayments	27,328	23,180
Other debtors	-	307
	152,719	131,214

20 Cash and cash equivalents

	2025	2024
	£	£
Short term cash investments	135,056	116,856
Cash at bank and in hand	107,440	138,645
	242,496	255,501

Pharmacist Support
Notes to the Financial Statements (continued)
For the Year Ended 31st December 2025

21 Creditors : amounts falling due within one year

	2025	2024
	£	£
Trade creditors	14,902	15,428
Other taxation and social security	13,562	9,358
Accruals and deferred income	62,475	66,496
Other creditors	16,363	2,566
	107,302	93,848

22 Operating lease commitments

The Charity has the future minimum lease payments due under finance lease's:

	Land and Buildings	Other	Total
	2025	2025	2025
	£	£	£
Within one year	23,977	1,560	25,537
In two to five years	41,960	5,070	47,030
In more than five years	-	-	-

At 31 December 2025	65,937	6,630	72,567
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	Land and Buildings	Other	Total
	2024	2024	2024
	£	£	£
Within one year	23,977	-	23,977
In two to five years	65,937	-	65,937
In more than five years	-	-	-

At 31 December 2024	89,914	-	89,914
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Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

23 Funds

	Unrestricted funds	Restricted funds	Total Funds
	2025	2025	2025
	£	£	£
At 1 January 2025	15,151,233	-	15,151,233
Incoming resources	515,035	-	515,035
Resources expended	(1,169,026)	-	(1,169,026)
Gains and losses	612,171	-	612,171
At 31 December 2025	15,109,413	-	15,109,413

	General fund	Restricted funds	Total Funds
	2024	2024	2024
	£	£	£
At 1 January 2024	14,823,270	-	14,823,270
Incoming resources	666,304	-	666,304
Resources expended	(1,176,054)	-	(1,176,054)
Gains and losses	837,713	-	837,713
At 31 December 2024	15,151,233	-	15,151,233

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Tangible fixed assets	45,800	55,204
Investments	14,775,700	14,803,162
Net current assets	287,913	292,867
At 31 December 2025	15,109,413	15,151,233

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

25 Financial instruments

	2025	2024
	£	£
Financial assets:		
Financial assets measured at fair value through profit and loss	14,775,700	14,803,162
Financial assets measured at amortised cost	367,885	363,533
	15,143,585	15,166,695
Financial liabilities:		
Financial liabilities measured at fair value through profit and loss	-	-
Financial liabilities measured at amortised cost	107,302	93,848
	107,302	93,848

Financial assets measured at fair value through the statement of financial activities comprise investments.

Financial assets measured at amortised cost comprise trade debtors, accrued income and other debtors.

Financial liabilities at amortised cost comprise trade creditors, other creditors and accruals.

Pharmacist Support

Notes to the Financial Statements (continued)

For the Year Ended 31st December 2025

26 Analysis of change in net debt

	At 1/1/25	Cash flows	At 31/12/25
	£	£	£
Short term cash investments	116,856	18,200	135,056
Cash at bank and in hand	138,645	(31,204)	107,440
	255,501	(13,005)	242,496
	At 1/1/24	Cash flows	At 31/12/24
	£	£	£
Short term cash investments	219,111	(102,246)	116,856
Cash at bank and in hand	45,327	93,309	138,645
	264,438	8,937	255,501

27 Ultimate Controlling Party

The Charity is under the control of the Board of Trustees.

28 Reclassification of Comparative Figures

The prior year comparatives have been restated to amend the recognition of short-term cash investments. This includes the recognition of income and capital account cash balances, held with Rathbones Investments, to be shown as current asset investments, and the treatment of bank balances held.

In the prior year £116,856 was included within the '*Fixed Asset : Investment*' figure, related to cash balances held with Rathbones Investments. The amendment reduces fixed asset investments from £14,920,018 to £14,803,162, and increasing short term cash investments to £116,856 from £Nil.

In the prior year £88,596 was included within '*Short-Term Cash Investments*', related to deposit balances held with Lloyds Bank Plc. The amendment reduces short-terms cash investments by £88,596 and increases cash at bank and in hand by from £50,046 to £138,645.

Pharmacist Support

Legal and Administrative Information

For the Year Ended 31st December 2025

Company Registration Number 09237609 (England and Wales)

Charity Number 1158974

Registered office and principal address

3B Blackfriars House
Parsonage
Manchester
M3 2JA

Telephone Number 0808 168 2233

Web Address www.pharmacistsupport.org

Trustees

Esther Sadler-Williams	-	Chair
Mark Sweeney	-	Vice Chair
Leah Davies		
Paul Day		
David Downham		
Mohammed Hussain		
Mala Khiroya		
Raj Nutan		
Alison Scowcroft		
Sarah Willis		

Senior Management

Danielle Hunt	-	Chief Executive
Sarah Crawford	-	Finance and Operations Director & Deputy Chief Executive (<i>From February 2025</i>)
Kate Westbrook	-	Marketing and Communications Senior Manager
Joanne Gahan	-	Service Support Senior Manager
Melissa Cochrane	-	Wellbeing Development Senior Manager

Principal Bankers

Lloyds Bank Plc
42-46 Market Street
Manchester
M1 1PW

The Co-operative Bank
70-72 Cross Street
Manchester
M2 4JG

Pharmacist Support Legal and Administrative Information For the Year Ended 31st December 2025

Investment Managers

Rathbones Group Plc (Incorporating Investec Wealth & Investment (UK))
30 Gresham Street
London
EC2V 7QP

Solicitors

Shakespeare Martineau Solicitors
Waterfront House
Waterfront Plaza
35 Station Street
Nottingham
NG2 3DQ

Auditors

Crowe U.K. LLP
3rd Floor
St George's House
56 Peter Street
Manchester
M2 3NQ





Get in touch.

Visit: **pharmacistsupport.org**
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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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SUPPORT**

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