



PHARMACIST  
SUPPORT


# A holistic approach to pharmacy wellbeing.


How you can strengthen connections, take control of your finances, and embrace change for personal growth.


#ACTNOW  
2025


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## Who is Pharmacist Support?

Pharmacist Support is an independent charity providing a wide variety of free and confidential support services to those working and studying in pharmacy. Our vision is for no one in our pharmacy family to face challenging times without us by their side and every year, we provide thousands of acts of support. Our mission is to champion the wellbeing of our pharmacy family.

## What is #ACTNow?

We know it can be difficult to find time to prioritise wellbeing, especially with the commitment and pressures that come with working in pharmacy. In our dedication to support you, Pharmacist Support is proud to run our annual ACTNow wellbeing campaigns. ACTNow encourages pharmacy employers, managers and individuals to:

**Allow time for wellbeing**   **Consider the needs of others**   **Take action**

## Why the focus on wellbeing?

87% of pharmacists are at risk of burnout\*. Top factors attributed to burnout include inadequate staffing, lack of work-life balance, insufficient protected learning time, absence of colleague or senior support and long working hours. As the profession's charity, we believe it's our duty to be at the forefront of encouraging workplaces, pharmacy teams and individuals to prioritise wellbeing to help counter the negative effects of burnout, stress and pressure that our pharmacy family experiences.

In this year's Pharmacist ACTNow campaign, we're looking at three key issues which pharmacists told us they'd like support with: connection, personal budgeting and financial support, and navigating change and growth. Within this ACTNow taster pack, you will find guidance, support and information on how to positively impact you and your pharmacy team's wellbeing. To access all our free, pharmacy-focused resources, please visit our website.

\*Figure from our 2024 Workforce Wellbeing Survey ran jointly with the RPS.

# Supporting colleagues through difficulties.

**We have a collective responsibility (as colleagues, managers and employers) to support each other through challenging times.**

## **Why is it important?**

Knowing we are, or will be, supported at work if we're going through difficulty can help us to thrive in our roles. This is because it increases our levels of trust, reduces stress and boosts our sense of belonging within the team.

With good working conditions, there is more chance the pharmacy team will have the capacity to respond to unforeseen challenges and the resilience to bounce back from difficult events.

## **What are challenging times?**

Everyone faces adversities throughout their lives. Some challenges may be easier for some people to manage, however there are common challenges which are more likely to impact us, including:

- Addiction
- Bereavement
- Financial difficulties
- Mental health difficulties
- Physical health problems
- Relationship breakdowns
- Workplace issues.

## **How to spot if someone is struggling.**

People who work closely with one another are often the first to spot changes in someone's mood or behaviour. As everyone

is different, it's important to understand what their signs are that something could be wrong. What may be normal personality traits or habits for one person, might be an indication of going through adversity for someone else. Certain behaviours could indicate that a colleague may be struggling, and these often happen gradually. These include a drop in their productivity, focus, and motivation, changes in how they interact with their colleagues and patients, appearing down, withdrawn, detached, tired, anxious, and displaying other unusual or unpredictable behaviours.

## **How to give support.**

Even when you can see someone's struggling, it can be difficult to know what to do. You might be concerned about causing upset or offense, or simply having misread the situation. However, it's usually better to offer help to someone, than do nothing at all. Here are some tips on how to offer support:

1. Recognise who the most appropriate person to help your colleague is. This may be you, or it may be their line manager, HR or a close friend/colleague.
2. If it isn't you, you could then approach the best person who is and, in a way which is respectful to the colleague you're worried about, let them know about your concerns.
3. If you are the most appropriate person to support a colleague and you're in a position to open up a dialogue, remain positive, empathetic and supportive.

4. If your colleague decides to open up to you, it's important to listen with intent and let them explain their struggles in their own words. Often, allowing someone to offload is the biggest act of support you can give.

5. If needed, direct your colleague to support available to them. This could be through your own employer, or through our charitable services, some of which are outlined below.

6. Consider long-term support from you and your organisation if appropriate. This could be through regular informal check ins, through creating an action plan together, or through more formal support.

This is an extract from our webpage *Supporting colleagues through challenging times*.

# How Pharmacist Support can help.

**If you or a colleague is struggling, there are many ways we can support.**

## **A Listening Friend**

If you are having an issue at work and would like some peer support, Pharmacist Support's Listening Friends are here to help. You can speak anonymously to a trained volunteer pharmacist who understands the pressures of the profession and can help you to find clarity with the issue you're facing.

## **Counselling**

Pharmacist Support offers counselling to pharmacists who are experiencing mental health issues such as anxiety and depression, a change in family circumstances, bereavement, and other psychological difficulties.

## **Addiction Support**

At Pharmacist Support, we offer an Addiction Support service for pharmacists experiencing problems with alcohol, drugs, gambling, eating disorders or other types of dependency.

## **Financial Assistance**

We offer Financial Assistance to pharmacists and former pharmacists and their families, students and trainees who are experiencing unforeseen financial difficulty.

## **Specialist Advice**

We can offer debt and benefits advice to help manage debt and understand your benefits entitlement. We also offer advice on employment law, including discrimination and changes to terms and conditions.

Please visit our website for more information and to access our free and confidential support services.



# Connection in Motion: Walking for Wellbeing

**We all know that walking is beneficial for our bodies and minds. Amongst the many benefits, walking gets us exercising, gets our blood pumping, and gives us a chance to disconnect from our regular routine and connect with nature and with others.**

As pharmacists you give so much to others, and it can be easy to sometimes forget to nourish your own wellbeing. But taking care of your own wellbeing doesn't always require expensive equipment or gym memberships. Sometimes, the most powerful medicine is as simple as putting one foot in front of the other— outside, in nature. Walking in nature is more than just movement. It's a way to reconnect with the world around us and the world within us. And the science backs this up.



## **Walking in nature: A natural antidote to stress and burnout?**

Nature has a profound effect on our mental wellbeing. Walking in green spaces has been linked to:

- **Reduced symptoms of anxiety and depression**
- **Improved mood and emotion regulation**
- **Increased attention span**
- **Increased cooperation and social behaviours**

One Stanford study found that walking in nature decreased rumination—a pattern of negative, repetitive thoughts associated with depression. For pharmacists, who spend much of their day indoors and can sometimes carry the emotional burdens of their patients and the work they do, this kind of mental reset is invaluable.

## **The power of companionship: Walking with others**

Walking with a friend, loved one, or support group adds another layer of wellbeing. According to Harvard Health, walking with others:

- **Boosts motivation and accountability**
- **Reduces feelings of loneliness and isolation**
- **Enhances cognitive function through social interaction**
- **Provides emotional support and shared joy**

When we walk together, we not only move our bodies—we move closer to each other. We share stories, laughter, and sometimes silence. And in that shared space, we enhance our bonds with others and nurture ourselves.

## **Walk for Wellbeing!**

Many in our profession experience loneliness and isolation, which can take a serious toll on their mental health. That's why we have launched the '*Walk for Wellbeing campaign - tackling loneliness one step at a time*' - a nationwide initiative to bring our pharmacy family together, encourage connection and raise vital funds for our free support services.



## **How you can get involved**

From short local strolls to bigger challenges, Walk for Wellbeing invites pharmacy professionals, students, friends, and families to organise walks in their communities. Participants can sign up via the charity's website to access a downloadable fundraising pack, interactive wellbeing tools, and tips for setting up a JustGiving page.

[VISIT OUR WALK FOR WELLBEING PAGE →](#)



# Money and Mental Health: Ten Tips to Ease the Stress

As a charity we understand how overwhelming and stressful money worries can be on someone's mental health and wellbeing. We have worked with our Specialist Advice partner organisation Citizens Advice Manchester to bring you our top ten tips to help you to organise your money and balance your books.

## 1 Prioritise essential bills

Essential bills include things like your utility bills, mortgage or rent, and council tax payments. Expenditure on travel costs for work, registration renewal, and your insurance should be included in your priorities as these are essential for you to work. If you have outstanding balances on credit cards and loans you might want to think about paying more than the minimum monthly amount due if possible, but never at the expense of the essentials. Looking for good deals on interest for credit cards can be useful but be careful as interest rates on these cards is often high once the interest free period expires. If things get out of hand [seek advice](#).

## 2 List incomings and outgoings

Now you can begin to plan your budget. Make a list of all the money you have coming in and all the essential bills and expenditure. This will include items such as food, clothing, and other household essentials. If there is a shortfall rather than an excess, you will need to think about other ways of maximising your income. You could also consider using a [budget planning tool](#).

## 3 Track where your money is going

Have a look at your bank and credit card statements over the last twelve months. Are you spending any money unnecessarily? Take a look at your direct debits. Keep an eye on any monthly subscriptions; if you know when they are going to end, you might be able to negotiate a better deal.

## 4 Avoid wasting money

Do you enjoy buying a coffee every morning on your way in to work? If you spend £2 a day on a hot drink this would amount to £520 every year. Why not invest in a flask and you can still enjoy your hot drink every day whilst saving yourself over £500 every year. These savings could be increased further by making your own lunch to take to work. Before you make a purchase, be it large or small, ask yourself whether you really need it. If you don't need it, don't buy it. Keep a money diary for a period of time to track those little payments we don't think about in our daily lives. It can give you detailed insight into your spending habits.

## 5 Shop around

If you have an essential purchase to make, it is always worth shopping around first to make sure you have the best deal before you lay out any money. If you don't have time to look locally, you can take a look online and sort out the best deal from there. You could also use price comparison sites to be sure you are getting value for money.

## 6 Open a savings account

You should always try to plan for the unexpected. Your washing machine may need replacing or your car made need repairs. You never know when this might happen. Open a savings account and try to save a regular amount every month to help you to plan for such eventualities.

## 7 Maximise your money

Have a look at whether you can increase your monthly income. Can you take on a couple of extra shifts at work? Are you claiming all [benefits that you might be entitled to](#)? If there are any benefits due to you, you should make a claim as soon as possible. If you are not sure whether there are any benefits that you can claim, we can help. [Contact us via our Specialist Advice service](#) and we can refer you to our specialist benefits adviser for a full benefits check.

## 8 Deal with your debts

Don't avoid your debts. If you are struggling to pay you can try contacting your creditors to see if you can negotiate a reduced payment rate. Telling them that you are having financial difficulty allows them to look at options to help you. You might also find it helpful to seek some debt advice. For Citizens Advice information and guidance see our webpage on [help with debt](#).

## 9 Set a savings goal

Saving money every month can be hard, so it helps to set yourself a goal. This could be saving the deposit for your first home, home improvements, or a holiday. Having a goal will encourage you to set some money aside every month for something that you really want. For further information about saving see the [Money Helper website](#).

## 10 Stick to your budget

Once you have organised your money and know what you must spend each month, make sure you stick to it. Don't be tempted by impulse buys and don't go food shopping without making a list of items you need first. If you stick to your list, you are less likely to waste your money on non-essential food buying.

This information is taken from our webpage [Top ten tips for money management](#). More guidance and support on managing your finances can be found on our website:

FIND OUT MORE →



# Change, Growth, and the Power of Mindset

A mindset is the way a person views themselves, their abilities, and the world around them. It plays a crucial role in our wellbeing because it shapes how we respond to challenges, learning experiences, and opportunities. The concepts of fixed and growth mindsets were introduced by American psychologist Dr. Carol Dweck. A fixed mindset is the belief that intelligence, talents, and skills are set in stone — you either have them or you don't. People with this mindset often avoid challenges for fear of failure. In contrast, a growth mindset is the belief that abilities can be developed through hard work, learning, input from others and perseverance. Those with a growth mindset see mistakes as opportunities to grow and view challenges as a path to improvement. Understanding the difference between these two mindsets can shape how we learn, overcome obstacles, and achieve success.

## Growth mindset

I believe that my skills, intelligence, and talents can be developed.

I'm open to receiving feedback.

I understand that it is through effort that I will gain mastery.

I'm open to taking on a challenging situation and task, even if it could go wrong.

I am inspired by others' successes.

## Fixed mindset

I believe that my skills, intelligence, and talents are unchangeable.

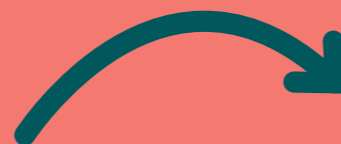
I avoid challenging situations.

I give up easily.

I'm not open to receiving constructive criticism and I'm not open to growing from feedback.

I don't like seeing others succeeding.

This is a supplementary resource from the *Embracing a Workplace Wellbeing Culture: A course for Pharmacy Managers and Leaders training by Pharmacist Support.*



FIND OUT MORE →



## A Dose of Wellbeing: the Pharmacist Support podcast

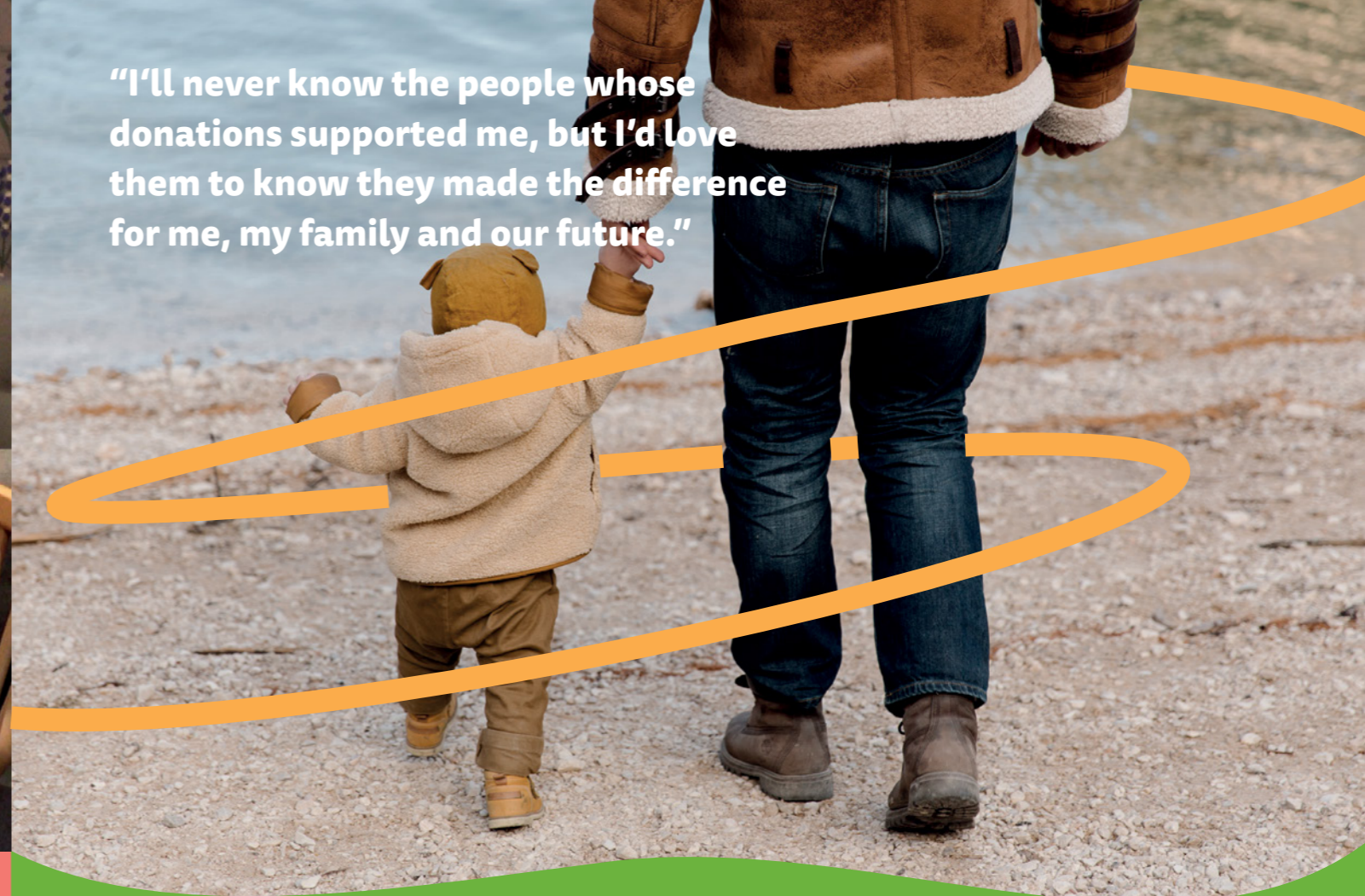
Introducing our brand-new podcast ... A Dose of Wellbeing.

Join us for inspiring stories and practical insights as we chat to experts and key figures across the pharmacy and wellbeing sectors who are paving the way for best mental health and wellbeing practices. With discussion on addressing loneliness and isolation in Pharmacy, financial wellbeing and using your values to live the life you want to lead, you won't want to miss out!

Catch us on all good podcast platforms or YouTube by searching for 'Pharmacist Support'.

Inspiring stories and practical insights for you and your pharmacy team!

"I'll never know the people whose donations supported me, but I'd love them to know they made the difference for me, my family and our future."



## Help us to make good things happen!

As the profession's charity, we provide vital assistance to people in our pharmacy family facing challenges like burnout, depression, financial struggles, and more. With your help, we can ensure that no one faces tough times alone.

Thanks to your generosity, you are helping to make sure support is available for your colleagues, peers and future pharmacists whenever they need us. Take a look at our case studies to see how your donations have already helped people across our pharmacy family.

Please make a donation today



The impact of your donation



Pharmacist Support is a charitable company limited by guarantee, registered in England and Wales with company number 9237609 and charity number 1158974.



### Our partnership with the Pharmacists' Defence Association (PDA)

The PDA and their members donate a minimum of £1 per membership each year to the charity. Since 2017, the PDA has committed to making this contribution on an ongoing basis; these donations now exceed £300,000. As well as this financial support, the PDA helps us raise charity awareness through their vast network and develop charitable activities. Without their continued partnership vital support and activities like our ACTNow campaign, wouldn't be possible.

### About the PDA

The PDA is a not-for-profit membership organisation and independent trade union which aims to act upon and support the needs of individual pharmacists.

For further information, please visit [the-pda.org](http://the-pda.org)

A word from Kim Innes,  
General Manager UK  
at Teva UK



*"Teva UK is proud to continue our partnering 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."*

### Our partnership with Teva UK

We've been working with Teva UK for a number of years to raise awareness of the charity and our support services amongst their vast networks. This includes delivering live online wellbeing workshops to their members and headline sponsorship of our Pharmacist ACTNow wellbeing campaign. Through this type of corporate sponsorship, we are able to raise much needed funds to support our vital support services.

### About Teva UK

About Teva UK Teva UK is a leader in UK healthcare, supplying a wide range of medicines to the UK's National Health Service, as well as working alongside NHS organisations to improve the management of long-term health conditions.

For further information, please visit [teva.uk.com](http://teva.uk.com)

**We're proud to be able to support people from such a caring profession.**

**We'll never give up on what we call our **pharmacy family.****



**Sign up to our newsletter to get all our latest updates, news and support straight to your inbox!**



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