**Ways to improve the quality of healthcare services at community pharmacy for patients**

The NHS is currently under great pressure to meet increasing patient demand and is looking at ways of managing this by getting different parts of the health and care service to work together better and for care to be provided in the most appropriate setting. Community pharmacies (high street chemists) are accessible and convenient places where patients can not only be supplied medicines but also receive increasing numbers of public health, medicines and clinical services. However, we do not know yet whether pharmacies always provide a high-quality service.

Closer working between community pharmacy and primary care organisations such as general practice is one way to improve the quality and safety of healthcare patients receive. However, past and current ways of working have encouraged silo working rather than collaboration between community pharmacy and general practice. More recently, community pharmacy and general practice have started to work together but more research is needed explore opportunities for patients to make the most of community pharmacy services.

The **fellowship** will find new effective ways to help community pharmacies and primary care organisations to work together to improve the quality care by:

1.) Review of what is known already: I will summarise existing research describing the quality and safety of community pharmacy services. This will help us understand and define what quality in community pharmacy means to different groups of people by identifying aspects of quality in community pharmacy that can serve as a framework for improving care and services.

2.) Brainstorming sessions: will then be held with the patients, healthcare professionals, and decision and policy-makers in community pharmacy, general practice and the wider NHS, to ask them for their views , make sure it would meet their needs and to explore other aspects of quality not already covered by the existing research literature.

3.) Further funding application: I will write my NIHR Advanced fellowship application with my collaborators from NHS England and patients, healthcare professionals and, policymakers from the focus groups. The follow-up research will look to develop and test new ways to improve closer working between community pharmacy and other primary care organisations.

**Areas where comments would be appreciated:**

* The importance of the research & what you think the impact of the research would be
* Lay summary (above)
* Which aspects of quality you would like to see addressed in the quality framework.
* Ways to recruit patients for the study from a wide range of backgrounds to ensure quality, diversion and inclusion.