

Moving healthcare closer to the patient

Speciality care in the community

At LloydsPharmacy, we are challenging established ways of delivering healthcare and pharmacy services. Patients have very different needs, so we believe in meeting them in a more individual and focused way. Supported by our national network of specialist trained nurses and pharmacists we can now dispense and administer patient medicines in a community setting.



An end-to-end healthcare service focusing on the individual:

Healthcare centres

Nurses provide infusions and sub-cutaneous injections in a dedicated facility within a community setting

This creates a convenient treatment location for patients and transforms capacity for hospitals

100% of patients think that our location is better

85% of patients think that our facilities are better than the hospital

100% of patients are seen within 10 minutes upon arrival

“I’m so relieved I don’t have to visit the hospital for my treatment now. The healthcare centre is great: I feel less anxious, it’s more convenient for me, and overall it’s just a friendly atmosphere!”

Sue Sugden,
Healthcare centre patient



Speciality pharmacy

We provide sub-cutaneous injection treatments

by specialist-trained pharmacists in a local community LloydsPharmacy

Actively supporting busy hospitals, this helps to manage patients effectively and alleviate pressure

Provides patients with a further option of when and where they receive treatment

Patients with rheumatoid arthritis rated this service

9.5/10 for convenience:

“I prefer it as I don’t like to have to wait in the house and they are very helpful at the pharmacy”

Patient quote

Pharmacists are keen to provide ‘injection in pharmacy programmes’, in the community and utilise their full scope of practice

Patient support programmes

Patients receive telephone support regarding their new medication

and receive personalised support and scripting based on their level of risk of non-adherence

61% improvement in adherence amongst the high risk group of patients starting a new diabetes medication

Support includes text reminders to take medication, and reminders of upcoming deliveries and nursing visits

– improving overall system efficiency

Inbound nurse and pharmacist support frees up time and capacity for healthcare providers in providing this real-time day-to-day support



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