

Healthy Living Pharmacy (HLP) – Essential Guidance for Community Pharmacy Contractors

What is a Healthy Living Pharmacy (HLP)?

A HLP is a pharmacy that meets NHS requirements to provide health promotions and self-care services as part of its essential services contract. The HLP framework is aimed at achieving consistent provision of a broad range of health promotions and interventions through community pharmacy, meeting local needs, reducing health inequalities and improving the health and wellbeing of the local population.

Workforce and Training Requirements

At least one team member must complete the RSPH Level 2 Health Champion course. You must appoint a pharmacist or senior team member as HLP lead for your pharmacy to oversee health promotion activities. You must ensure all team members are trained to deliver brief health interventions and are knowledgeable in signposting patients to required/relevant NHS services. Your appointed team member must also be trained in MECC (Make Every Contact Count) to promote healthy conversations.

Free Training You Can Access

[CPPE Leadership for HLP Course](#)

[CPPE Achieving Level 1 HLP](#)

[NPA Leadership Training for HLP](#)

[NPA HLP Champion Course](#)

You can also access an extensive range of providers who offer paid training courses, via the [Community Pharmacy England HLP page](#).

Health Promotions and Community Engagement

It is essential you participate in 6 national health campaigns per year (e.g. smoking cessation, mental health awareness, weight management and much more). You can find further health

promotion materials on our website. Engage with and signpost patients to your local NHS teams such as GPs, ICS and public health authorities to support wider health goals.

Premises Requirements

It is a requirement that you create and maintain a 'health promotion zone' in your pharmacy that is accessible to the public which displays materials on key NHS approved health topics. You must also provide a confidential consultation space, which allows private discussions.

Evidence and Compliance

All pharmacy owners will need to retain at the pharmacy a portfolio of evidence together with a completed assessment of compliance signed by a pharmacist to demonstrate that they meet the HLP requirements. The portfolio should continue to be updated with evidence of activities, such as health promotion events undertaken. Pharmacy owners may need to use this evidence during NHS England contract monitoring activities or during discussions with other organisations, such as the General Pharmaceutical Council or the local authority. To ensure pharmacy owners continue to meet their Terms of Service requirements, it is recommended they review their compliance against the requirements **at least every 3 years**.

*If your site has not currently reached HLP status, please use our [flow chart](#) for reference and [workbook](#) to support you in doing so.

Useful Signposting Links

Below are useful links to national and local services you can use when signposting and advising as part of your health and wellbeing consultations:

- [Age UK](#)
- [Asthma UK](#)
- [British Heart Foundation](#)
- [Asthma and lung UK](#)
- [Cancer Research UK](#)
- [Diabetes UK](#)
- [Diabetes UK information prescriptions](#)
- [Macmillan Cancer Support](#)
- [NHS 111](#)
- [Smokefree Sefton](#)
- [NSPCC](#)
- [Patient UK](#)
- [Stroke Association](#)
- [Royal Voluntary Service](#)
- [Sefton Sexual Health](#)
- [Change Grow Live Sefton](#)