



PHARMACIST  
SUPPORT

# Trustees Report and Accounts 2024

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

# Welcome

2024 marked the final year of our 5-year strategy, which overall has led to an increased recognition of the charity resulting in a significant rise in financial assistance requests, reflecting the impact of the cost-of-living crisis on the pharmacy profession. In response, during the year we implemented a new grants process and introduced an urgent support grant, which provides quick financial aid to help with small, unexpected expenses.

During the year, we were able to expand our service offering. We grew our volunteer network—including Listening Friends and ambassadors—and launched legacy giving and will-writing services. Additionally, we introduced the 'A Dose of Wellbeing' podcast, covering topics relevant to the profession, with plans to feature new guest speakers in the future. We were also delighted to secure three years of funding towards the student bursary scheme.

We were honoured to receive two awards for our leadership in wellbeing in 2024:




**Charity Learning Consortium Excellence  
in Workforce Wellbeing Award**



**Culture Pioneer Wellbeing Award**

Receiving the Culture Pioneer Wellbeing Award was a particularly gratifying achievement as this was outside of the charity sector and other nominees included some very big organisations in the UK and United States.





Despite these successes, 2024 was a difficult year. We were deeply saddened by the sudden passing of our Finance Manager, Gill Darling. This was an incredible shock to us all and Gill's loss was sorely felt by the small staff team and trustees alike. However, everyone pulled together and supported each other. Gill's significant impact on the charity will never be forgotten.

The profession also faced ongoing wellbeing challenges. The latest Workforce Wellbeing survey showed that compared to previous years the situation is not improving with 87% of pharmacists experiencing burnout—especially in community pharmacy, where 41% reported that their mental health was rarely or never prioritised. This was reflected in increased demand for our Listening Friends and counselling services.

At the end of the year, we said farewell to Trustee Karen Harrowing after three years of service and welcomed Leah Davies and Raj Nutan as new Trustees. Our Board continues to evaluate its effectiveness to ensure robust and relevant governance. Trustees remain positive about the performance of the Board; however, we are not complacent and will continue to assess our evaluations.

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

# Why we exist

**Pharmacist Support champions the wellbeing of our pharmacy family. Our vision is that no one in our pharmacy family 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 we meet the needs of the profession and provide regular updates on our website following our quarterly board meetings.

We help current and former pharmacists and their families, as well as pharmacy students and trainees who are working towards registration as a pharmacist. Our support aims to meet their wellbeing needs, whether those be financial, physical, psychological or social.





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 thus we have spent more than 180 years supporting individuals through difficult times. We have been an independent charity since 2006.

Pharmacy has transformed since our foundation and the average community pharmacist no longer owns and operates a single pharmacy within their local community. Most are now employed or self-employed and two thirds of the profession are female. Pharmacy is practiced as part of multidisciplinary teams across hospitals and other parts of the NHS, in prisons, GP practices, industry, academia; and the community sector now includes pharmacy within larger retail businesses in addition to the growth of online pharmacies'. The profession is growing alongside population growth with the current register listing over 65,000 pharmacists.

As pharmacy has changed, we have evolved from a small benevolent fund, mainly providing financial assistance to those in the profession who had fallen on hard times, into a modern-day independent charity. Today, as well as providing financial help, we are focused on championing the wellbeing of those we support through the provision of a wide range of confidential services. We continue to be responsive and proactive, adapting to the profession's needs, and we listen carefully to individuals across the profession to ensure we understand and can empathise with the issues affecting them today.



Our legal objects define the potential beneficiaries within 'our pharmacy family'. The Charity's objects are specifically 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.



*We're proud to be able to support people from such a caring profession, and we'll never give up on what we like to call our pharmacy 'family'.*



## ***“Being awarded the bursary made it possible for me to complete my MPharm degree and graduate.”***

**Lena\* was a pharmacy student at the University of Hertfordshire. She applied for the Pharmacist Support Student Bursary as a result of struggles in her final year of university.**

“I will always be grateful for being awarded the bursary to support the achievement of my goals. At the time of my application, I was uncomfortably close to dropping out of the MPharm course after 3rd year due to financial struggles coupled with health issues and the pandemic. A mentor of mine in university informed me of the Pharmacist Support bursary and I was encouraged to apply as she knew it would greatly help my situation.

I can tell you in full honesty, being awarded the bursary made it possible for me to complete my MPharm degree and graduate. A considerable amount of worry and stress was alleviated when I used the funds toward my tuition fees, allowing for further access to the course and support from university staff in regard to my physical and mental health conditions. The 4th year of study was fairly hectic and posed a number of challenges as I still had health and financial issues to deal with, but I made it. I was able to get through everything I had faced and continue

with my education thanks to the bursary and emotional support from my family members and friends.

The day after the graduation ceremony, I moved to Pembrokeshire, Wales, to begin my foundation year training as I had been accepted as an NHS pre-registration trainee pharmacist in a community pharmacy. During this period in time, different stressors in both my personal and professional lives catalysed exacerbations of my sickle cell symptoms. I would show up to work when I was well enough, resorting to using up sick days and studying at home when I was too unwell to practice safely, all while waiting on a new Designated Supervisor to be assigned. It was such an isolating time, having to deal with everything while being ill in a new place with no family or friends. A new site and Designated Supervisor were finally assigned to me. The pharmacy staff were experienced and professional, and day-to-day practice produced numerous learning opportunities for myself as a trainee pharmacist.



However, I found myself struggling despite the positive change in my circumstances. I was homesick and missing my family terribly. It was not easy; having trouble dealing with chronic sickle cell pain and the anaemia that comes with sickling, in addition to prolonged Polycystic Ovary Syndrome periods. The 52 week period of my foundation training was littered with different obstructions to my professional development and adversity in my personal life.

*\*We have used a pseudonym to protect the beneficiary's identity.*

Now, as I reflect on the past few years, I am glad I persevered and overcame everything that happened. I am grateful now for those many periods of ill health as I was further motivated to complete my training, to gain the necessary knowledge to help patients that attend a pharmacy I am working in. I am grateful to be one of many pharmacy students that Pharmacist Support has helped over the years."

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

# 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.



## 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**.



# Why our support is needed

The world of pharmacy continues to change and develop. Over the last five years, the profession has faced some significant challenges, including the Covid-19 pandemic, external political and economic factors and pressures on central government funding.

To ensure that our support meets the needs of those we are here to help, each year we carry out an annual Workforce Wellbeing Survey, in collaboration with the RPS. This joint survey has been carried out since 2020 and has led to the development of our counselling service and informed our wellbeing activity, including our ACTNow wellbeing campaigns.

For the first time, in 2024 the survey was distributed by the GPhC and therefore included all registrants. A total of 6,598 responses were received, which is a 5.5 times increase compared to last year, and the largest response rate of all previous years. 67% of respondents were pharmacists and 30% were pharmacy technicians. 3% of respondents were 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.





**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**

say they have considered leaving their current role or the pharmacy profession

**The top issues identified as having a negative impact on respondents' mental health and wellbeing in the last year were:**

**70%**

Inadequate staffing

**49%**

Lack of work-life balance

**47%**

Increased financial pressures

**47%**

Lack of protected learning time

**47%**

Lack of colleague or senior support

**34%**

Long working hours



**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

**The results above clearly highlight the vital role and continued necessity of Pharmacist Support's work.**

# How we help

We understand that events such as an illness, bereavement, or pressures and issues at work can have significant consequences. Our charitable support exists to help alleviate or manage any stresses or challenges individuals may be facing. Whatever the issue, as we don't have any pharmacists on our staff, beneficiaries can be reassured that they will have a confidential discussion with a team member. We offer a range of confidential services outlined below:



**Information & Enquiries**



**Financial Assistance**



**Counselling & Peer Support**



**Specialist Advice**



**Wardley Wellbeing Service**



**Addiction Support**



## Addiction Support

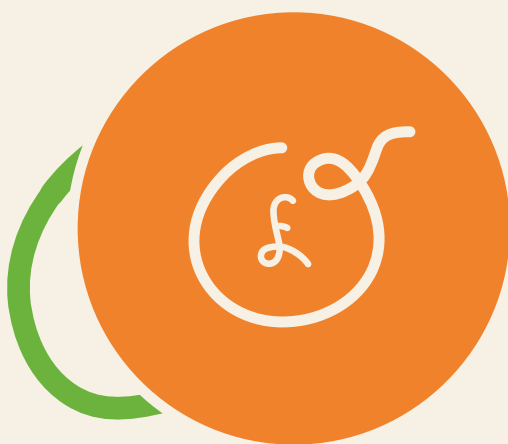
This service provides safe and easy access to support for individuals experiencing problems with alcohol and other drugs, gambling and mood-altering and potentially addictive behaviours (including pornography, sex, shopping, eating and exercise). We also support those affected by someone else's addictive behaviour. The service includes access to an addiction counsellor and support to receive access to a residential addiction facility.



## Counselling & Peer Support

Through our counselling service, we provide timely access to direct psychological support. Counselling sessions can be accessed via phone, online or face-to-face and are available in several different languages including Urdu, Punjabi, and Hindi. The counselling service sits alongside our well-established Listening Friends service, which provides the opportunity to speak confidentially over the phone with a trained volunteer pharmacist who understands the pressures of the profession and can provide a listening ear.





## Financial Assistance

We understand that life can be unpredictable and that financial difficulties can impact an individual's mental health and wellbeing. We offer financial support to those struggling to meet their essential daily living expenses due to unexpected financial changes or an unexpected one-off essential living cost. Additionally, each year we also open our annual bursary scheme, providing bursaries of between £3,000 and £5,000 to support students in their final year of study who have experienced an unexpected significant challenge(s)/ event(s) that has impacted them personally and affected them financially whilst studying.



## Information and Enquiries

Our highly trained Information and Enquiries team can be contacted by phone or email to support with a wide variety of questions and issues. We also provide a host of information on our website covering a range of topics, including mental health and wellbeing, physical health, family and personal life, finances, work life and student and trainee experience. Each section includes guidance, resources and tips on topics such as managing stress and anxiety, help with sleep, and coping with bereavement or bullying, right through to becoming a newly qualified pharmacist, career options, revalidation and building positive workplace relationships.



## Specialist Advice

The Charity partners with Citizens Advice Manchester to provide the specialist advice service to beneficiaries all over the country. This accelerates beneficiary access to advisors for tailored, high-quality advice and information on employment, welfare benefits, debt, housing issues and immigration.



## Wardley Wellbeing Service

The Wardley Wellbeing service provides evidence-based, practical information and guidance. Our website provides a range of free resources including videos, workshops and printable posters on topics such as managing stress, anxiety and sleep, connecting with others, understanding worries and having difficult conversations around mental health.

68% of respondents to our services survey stated that they could only access the support they needed at Pharmacist Support.

***“Without the charity’s financial help, things would have been much, much worse.”***

**Elizabeth is a retired pharmacist, having worked in community pharmacy for 36 years.**

“I became a pharmacist because I wanted to help people. Whilst studying for my degree at Aston University, I worked in the pharmacy department in a hospital and upon graduating, went to work in small community pharmacies. It was different back then because I feel we used our practical skills a lot more, which I enjoyed and overall, I found my work fulfilling. Even when I was pregnant and became a mother, I carried on working part time.

After some years, I moved on to work for a large supermarket chain, eventually becoming the pharmacy manager. In a way, it was similar to community pharmacy because we still had our regular customers. I soon started to notice that we were helping many patients with addiction issues, and I did my upmost to support them in any way I could – even just being a listening ear for them, making them feel seen. One such patient even described me to their friend as “treating

them like a human being.” That was my ethos for my entire professional life – the most important thing for me was being able to do what I believed to be right.

I first heard of the charity when it was the Benevolent Fund. At the time, I was off work for 18 months because I had osteomyelitis in my right heel from a steroid injection and I ended up having three major operations on my foot. I was struggling financially so came to the pharmacists’ Benevolent Fund for financial support, which I received. Eight years later, the Benevolent Fund helped me again with some serious family difficulties. It was such a relief to us that there was somebody who didn’t judge and was perfectly willing to help us.

The charity’s support has personally meant so much to me ... Knowing that I’d receive non-judgmental support, I approached what was now the charity, Pharmacist Support, again.



Unfortunately, someone went into the back of my car when I was stationary, leaving me with a fractured spine and ongoing health problems and needs which haven't always been covered by the NHS. This is on top of a cardiac arrest I had a few years ago ... it really has felt like it has been one thing after another. Because of all this, I had to cut back on so much to the point it became impossible for me to keep on top of things financially.

**One morning I reached desperation, thinking I just can't do this anymore. This is where, over the years, Pharmacist Support has stepped in to help me cover some of my care needs.** The charity's support has personally meant so much to me and impacted my financial stability; I've been able to pay my rent and bills knowing that nobody would come knocking at my door for

payments; I've been able to keep my dogs, who are my lifeline, my friends. I'll be honest, without the charity's help, things would have been much, much worse, and I am so grateful.

I understand that it's hard reaching out to ask for help as we all have an element of pride. However, it doesn't mean you're weak or a failure or anything like that, and the courage and strength it takes to ask for help is worth it, so I would urge anyone in a similar situation to reach out to the charity. They have always been lovely, so supportive and non-judgemental ... like a family in a way."



# Review of the 2020-2024 strategy





2024 marked the final year of the charity's most recent five-year strategy. This wellbeing-focused strategy provided a strong foundation, guiding the charity through the challenges of the pandemic, ensuring we met the evolving needs of those we support.







## **The 2020 strategy aimed to address the following key challenges:**

-  Limited awareness of the charity and its services
-  Rising demand and the need to increase income to meet it
-  Enhancing service delivery to better align with the profession's needs
-  Improving operational efficiency by modernising outdated technology and expanding our volunteer network

## **To tackle these challenges, we adopted a strategic approach focused on:**

-  Strengthening and leveraging our network to increase awareness and funding
-  Continuously reviewing and enhancing our services to align with strategic objectives
-  Raising our profile within the sector by amplifying our voice and adopting a more proactive role in the wellbeing space
-  Implementing a targeted fundraising strategy to increase donations and improve financial sustainability

**As we conclude this five-year strategy, we reflect on the progress made and the solid foundation built for the future.**

# Achievements and impact over the last five years'

## Key achievements over the past five years

### Award-Winning leadership in wellbeing and charity excellence



ACO Digital Transformation Award (2022)



ACO Small Charity of the Year (2023)



Charity Learning Consortium Excellence in Workforce Wellbeing Award (2024)



Culture Pioneer Wellbeing Award (2024)

### Significantly increased awareness, reach and income

**45%**

increase in overall awareness since implementing our strategy

**104%**

increase in fundraising income<sup>1</sup> (2024 vs 2020)



Expanded partnerships and collaborations to extend our impact



Strengthened volunteer programmes, recruiting

**17**  
**7**

**NEW STUDENT AMBASSADORS**

**NEW LISTENING FRIENDS VOLUNTEERS**  
(2020–2024)

### Expanded and enhanced support services

Launched a new counselling service in April 2021, funding

**2,516** SESSIONS to the end of 2024

**5,441**

enquiries handled by our expert team

**934**

specialist referrals made for employment, benefits, debt, and immigration advice

Improved referral processes with digital forms and additional volunteers, leading to a

**72%**

**INCREASE IN REFERRALS TO THE LISTENING FRIENDS SCHEME**  
(2024 vs. 2020)

## Increased financial assistance

Reviewed and improved the student bursary scheme, awarding

**£193,528**

to **40 students** from **2020** to **2024**

Expanded our financial assistance service, awarding

**592 GRANTS WORTH  
£696,410**

**82% increase** in grants awarded from **2020** to **2024**

## Improved digital infrastructure and service efficiency



Launched a new **CRM system**, streamlining service access and efficiency



## Significantly expanded wellbeing initiatives



Increased proactive wellbeing support through our **Wellbeing Learning Platform**, online resources and new podcast

**#ACTNOW**

Led national wellbeing conversations through research and surveys, a wellbeing roundtable and the launch of our **ACTNow campaign**

## Enhanced brand, impact and sustainability efforts



Brand refresh to strengthen visibility and engagement



Greater focus on impact measurement through reports and videos



Established an EDI (Equality, Diversity, and Inclusion) strategy



Strengthened environmental commitments and ESG initiatives

<sup>1</sup>Excluding legacy income

## ***“I have a change in my life thanks to the help of Pharmacist Support.”***

**Sara\*, now working in a hospital pharmacy, has shared her story on how our Counselling, Peer Support and Financial Assistance services supported her through an extremely difficult time in her life. This story contains mentions of abuse which readers may find triggering.**

“Pharmacist Support has been supporting me for over two years and with the charity’s help, I was able to flee an abusive relationship and a violent husband and move to a new city. Through the charity I accessed the Counselling Service where I was able to receive funded counselling sessions. These sessions were extremely helpful for me to cope with my situation.

**The counsellor was very helpful in giving me the courage and strength to fight everything that I had been dealing with.**

I was able to extend my sessions and receive more counselling. When these sessions eventually did come to an end, Pharmacist Support paired me with a Listening Friend through their Peer Support service. My Listening Friend phoned me every week and

would spend an hour speaking to me about everything I was dealing with. These sessions gave me the courage that I could handle everything I was going through, they gave me the strength to carry on and to believe in myself. She would advise me and help me to navigate all my options, she believed in me.

**My Listening Friend was unbiased, and I was heard and supported.**

Even though the talking therapy was helping, I was still living in an abusive household. Due to the stress of my personal living situation and the pressure I felt to make sure my son was safe, **I failed my first attempt at the registration assessment.** A few months later, with the help of the police, my son and I were able to move cities. We lived together safely in a refuge, away from my toxic relationship.



I am constantly fighting to give myself and my son a better life. He deserves the best education and a good upbringing. I knew I had to re-take the registration assessment. However, due to my circumstances, I didn't have the money to be able to pay for the fees to re-take so I applied for a **Pharmacist Support grant** through their Financial Assistance service and my application was successful. I sat the autumn exam and a month later, I found out I passed!

Following my registration, thankfully I was able to find a locum role in a hospital. Through the Financial Assistance service, Pharmacist Support provided a grant to buy a car so I could get to work. My life has changed so much since stepping into the profession. I used to be on Universal Credit

and getting £600 a month – now I earn over £500 a week. Without Pharmacist Support's help there is no way I would be in this position. **Pharmacist Support has always gone above and beyond in supporting me.**

**The charity has always looked at my overall situation and provided more assistance than I could ever have wished for.** Even when I have just phoned the Information and Enquiries team, they always listen and give me the support and guidance I need. There are so many hurdles that I have crossed so far, but I will never give up. **I have a change in my life thanks to the help of Pharmacist Support”.**

*\*We have used a pseudonym to protect the beneficiary's identity.*

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



# Achievements and impact during 2024

## Strategic objective



### Raise awareness of Pharmacist Support.

**Why?** So that more potential beneficiaries are aware of who we are and what we do - enabling more people within our pharmacy family to seek support.

#### What we achieved during 2024

Engagement from partners across the profession continued to grow in 2024, enabling us to expand our reach and increase donations. We forged several strategic partnerships, enhancing our presence at key conferences and industry awards. Through these collaborations, we attended a number of major events, including the Pharmacy Show and Clinical Pharmacy Congress—two of the largest gatherings in the pharmacy calendar. Notably, for the first time, we were the nominated charity at the Pharmacy Business Awards.

To further extend our reach, we strengthened our partnership with the Pharmacists' Defence Association (PDA), working closely to raise awareness among their extensive membership. We also formalised a collaboration with the Royal Pharmaceutical Society (RPS) to enhance joint efforts in promoting

the charity's mission. Additionally, our growing relationship with the GPhC provided greater visibility among all those registered with the regulator.

Our partnership with *Chemist and Druggist* led to a 'charity takeover' of their Wellness Community, featuring a podcast with our Chief Executive as part of their *Women in Leadership* coverage.

In 2024, we secured 158 pieces of press coverage, highlighting key initiatives such as the workforce Wellbeing survey, ACTNow campaigns, partnership announcements, and our Impact Report.

We continued to adopt a more targeted, strategic, and consistent approach to social media, leading to increased engagement, particularly on Facebook and LinkedIn. Our follower base grew significantly on Facebook, Instagram, and especially LinkedIn.

*"Always ready to listen and help pharmacists or their family in need."*

Throughout the year, we ran and participated in various high-impact social media campaigns, including *Time to Talk Day*, *University Mental Health Day*, *Stress Awareness Month*, *Mental Health Awareness Week*, *World Pharmacists' Day*, and *National Inclusion Week*. These initiatives not only helped raise awareness but also proved invaluable in directing potential service users and supporters to key information on our website. Social media has become an essential tool for inquiries, showcasing our charity's work to potential partners and sponsors, and driving donations to support our mission.

The impact this had:

## GROWING RECOGNITION

**58%** OF RESPONDENTS

in our annual workforce wellbeing survey reported awareness of the charity.

## EXPANDED MEDIA PRESENCE

Secured 158 pieces of press coverage across pharmacy and charity media—a

**25%** INCREASE FROM 2023

## STRONGER SOCIAL MEDIA ENGAGEMENT

**39%** **f** **10%** **in**  
increase in Facebook engagements since 2023  
increase in LinkedIn engagements since 2023

## GROWING SUBSCRIBER BASE

**6,419** **35%**  
total subscribers to our general newsletter—a **10%** increase from 2023  
increase in student/trainee subscribers compared to 2023

## INCREASED EVENT PARTICIPATION

Enhancing visibility and direct engagement with key audiences – attending

**29 events in 2024** reaching  
**18,709 individuals**

# Strategic objective



## Enable pharmacists to manage their wellbeing.

**Why?** So that pharmacists are empowered to improve their wellbeing, creating a more resilient pharmacy workforce.

### What we achieved during 2024

In early 2024, we launched the much anticipated Embracing a Workplace Wellbeing Culture course. The comprehensive six-module programme was carefully crafted to empower individuals with the knowledge and research-based tools needed to enhance the wellbeing of pharmacists and their pharmacy team in the workplace. The course was the winner of the *Excellence in Workforce Wellbeing* award at the Charity Learning Awards 2024.

Our wellbeing support continued to grow, with the launch of a new course *Gut Feeling: Nutrition for Mental Wellbeing*. This workshop explores the fascinating connection between food and mental health and provides information on practical ways people can boost wellbeing through what they eat. During the year, 196 individuals signed up to the Wellbeing Learning Platform and 630 individuals attended our facilitated workshops.

As part of our work to continue to ensure that our services are fit for purpose, a review of the charity's bursary scheme was carried out during 2024. Since its launch in 2013, the scheme has awarded £307,000 in bursaries. As part of the review, we made minor adjustments to the application process and language to improve accessibility and encourage more applications in the future. During 2024, we received a 27% increase in bursary applications and awarded £35,000 in student bursaries.

The charity launched a new *Urgent Support Grant* for pharmacists. The purpose of the grant and its easy application process is to provide prompt consideration of financial support to alleviate the stress of an unexpected essential cost which may impact wellbeing. This sits alongside our wider grants programme which provided £192,811 in general grants during 2024.

*"As an active professional I was reluctant to reach out and ask for help. This charity made me feel able to turn this on its head and ask for help and guidance"*

Our Information and Enquiries team played a critical role in supporting individuals across the profession. In 2024, they handled 1,055 enquiries, making 155 specialist referrals for employment, benefits, debt, and immigration advice. Additionally, 185 individuals were referred to our counselling and peer support services. Our Addiction Support service provided ten specialist addiction counselling referrals, including three pharmacists who received residential detox treatment at Clouds House, supported by £31,920 in addiction grants.

The impact this had:



## INCREASED ACCESS TO COUNSELLING

We made **23%** more referrals compared to 2023 and funded

 **439** counselling sessions



## EXPANDED FINANCIAL SUPPORT

 **168** GRANTS AWARDED

A **20%** increase from 2023. With a notable **59%** increase in grants awarded to pharmacists compared to 2023.



## GREATER PEER SUPPORT

 **62** individuals supported

by a Listening Friend volunteer—a **15%** increase from 2023.



## POSITIVE WELLBEING IMPACT

**95%** of respondents

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



## STRONGER WELLBEING 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



## Increase awareness of the issues impacting the pharmacy family's wellbeing.

**Why?** To see our sector is actively working together to improve the wellbeing of our pharmacy family.

### What we achieved during 2024

In 2024, we conducted our sixth annual workforce wellbeing survey in collaboration with the RPS. For the first time the GPhC distributed this survey, which had a huge impact and increased the response rate significantly. This, alongside our service data, provided valuable insights into the challenges faced by those studying and working in pharmacy. We have used this data to raise awareness of critical issues affecting the wellbeing of our pharmacy family.

In February, the second Workforce Wellbeing Roundtable brought us together with employers, trade unions, regulators, and professional bodies to discuss and address staff wellbeing within pharmacy teams. The roundtable resulted in several key commitments and collaborative actions, leading to meaningful joint initiatives during 2024, including the commitment of the GPhC to share the workforce wellbeing survey.

Our ACTNow wellbeing campaign ran for the fifth consecutive year, with engagement continuing to grow. The campaign was structured into three targeted and tailored initiatives designed for our key audiences: students, trainees, and pharmacists.

The Student ACTNow campaign ran on 14th March (University Mental Health Day) and provided practical wellbeing resources for students, with 86.62% of survey respondents finding it 'useful' or 'very useful' in helping them prioritise their wellbeing—up from 55.55% in 2023.

The Trainee ACTNow campaign was timed one month before the June 2024 assessment and ran 20th – 24th May. This campaign offered trainee stories, assessment guidance, transition-to-pharmacy resources, and wellbeing support. It received positive feedback, with 88.89% of survey respondents rating it 'useful' or 'very useful,' an increase from 83.3% in 2023.



*"Pharmacist Support's ACTNow campaign has really reminded me to put my work-life balance at the front of things, making sure it is a good balance, as we only live once! It's a real prompt to take a step back and think about what is important."*

Sponsored by Boots, PDA, and Teva UK, the Pharmacist ACTNow campaign ran from 18th October – 8th November and featured three weekly themes: *transforming workplace culture, addressing loneliness and professional isolation, and prioritising physical health.*

During the pharmacist ACTNow campaign, we also launched our podcast, *A Dose of Wellbeing*, which explores various aspects of wellbeing in pharmacy—from self-care strategies and workplace wellbeing initiatives to expert insights and real-life experiences. The podcast aims to raise awareness of the charity's work and provide valuable support to the profession.

The impact this had:



## GROWING ENGAGEMENT WITH ACTNOW

 **3,236** sign-ups to our



wellbeing campaigns - a

**17%** increase from 2023



## POSITIVE IMPACT ON WELLBEING

**73%** OF SURVEY RESPONDENTS

reported that the ACTNow campaign helped them prioritise their wellbeing.



## GREATER MEDIA COVERAGE

 **137** mentions of wellbeing in pharmacy press

A **47%** increase from 2023.



## INCREASED TRAINEE PARTICIPATION

**20%** MORE TRAINEES

signed up for the ACTNow campaign compared to 2023.



## STRONGER STUDENT ENGAGEMENT

**30%** INCREASE IN STUDENT SIGN-UPS

for the ACTNow campaign from 2023.

# Strategic objective

## Manage the charity effectively to ensure we meet current and future demand.

**Why?** So that we increase our impact as a charity whilst ensuring long term financial sustainability.

### What we achieved during 2024

To meet the increasing demand for our services, the charity remained focused on increasing income, expanding our volunteer network, and enhancing our systems to ensure we operate as efficiently as possible.

2024 marked the first year of our ambitious fundraising strategy, which aims to raise £1 million over the next four years. As part of this effort, we introduced a new approach to legacy giving and launched a free will-writing service. We also revamped the fundraising section of our website and introduced a contactless donation device, enabling seamless donations at our autumn events.

Our corporate income continued to grow through strong partnerships with organisations such as the PDA and Teva UK, while new collaborations further strengthened our financial sustainability. Notably, we established a high-level partnership with AAH and secured a multi-year partnership with Alliance Healthcare, which committed to a three-year sponsorship of our Student Bursary scheme.

To ensure the charity remains well-positioned for the future, our trustees conducted a periodic review of our Articles of Association. Several amendments were submitted and approved by the Charity Commission,

*"Pharmacist Support helped me get back on track so that I could focus on my studies & not worry about my financial health."*

including an addition that, if enacted, would allow us to support additional beneficiary groups—specifically, other professions registered with the GPhC, including Pharmacy Technicians.

We also continued to expand and develop our volunteer programmes, relaunching our main ambassador scheme and actively recruiting new student ambassadors to further our outreach and impact.

The impact this had:

## GROWN CAPACITY VIA VOLUNTEER RECRUITMENT

**75% INCREASE**

in Listening Friends and Ambassador volunteers compared to 2023.

## INCREASED INCOME

 **20% INCREASE**

in income from corporate partners compared to 2023.

## GROWN OUR PARTNERSHIPS ACTIVITY

 **ESTABLISHED NEW  
PARTNERSHIPS**

including a new multi-year partnership

## OUTSTANDING SERVICE SATISFACTION

**92% of respondents**

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

## SUPPORT MEETING THE NEED

**96% of respondents**

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

## ***“The bills don’t stop coming just because you’re unemployed.”***

**Charlotte\*, now a pharmacist, received financial and wellbeing support from Pharmacist Support when she failed her assessment as a trainee.**

“I failed my first attempt at the registration assessment and was unemployed for a while. My bills were stacking up and I didn’t know where to turn. Statistics show that it’s harder to pass the assessment after the 1st try, so I was also feeling increasingly stressed. I was putting immense pressure on myself to study and pass the second time so I could continue my career to become a pharmacist. It was also coming close to the end of my 8-year limit which was adding pressure onto my situation. If I didn’t pass this time, I would have had to apply for an extension, which if I didn’t get, would mean having to explore other options with my degree. This wasn’t an option for me. Everything that was happening around this time caused my mental health to decline so I needed to not only look for financial assistance, but I needed support with my mental health too.

The bills don’t stop coming just because you’re unemployed, I had given up. I was a Pharmacist Support volunteer ambassador, with a role to promote the charity, so knew

about the support the charity offers, but I needed to chat through my options. I decided to email Pharmacist Support’s Information and Enquiries team who were very helpful. They directed me to a few places that I could get support for what I was going through, one of which was the Pharmacist Support Grant.

I got confirmation that I had received the grant and I was over the moon. Receiving the money meant I was focusing less on the financial stress I was going through, thus, my mental health was in a better place. I was able to study for my second attempt at the assessment with a clear mind.

I passed my second attempt of the assessment and I am now working as a pharmacist. I wouldn’t have been able to do it without the help of Pharmacist Support. Their support was an enormous help to me and I am forever grateful.”

*\*We have used a pseudonym to protect the beneficiary's identity.*

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









# 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 its 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.

During 2024 we continued to implement 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. As a charity, we put people at the centre of all that we do. We are particularly mindful of the diverse needs of the people we are here to support and are committed to understanding and responding to their needs.



## **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.

The impact of this work was clear to see during 2024. We carried out recruitment for the first time as a Disability Confident Employer. This led to an increase in applications from those with a disability, and we were able to provide interviews and make adjustment for the candidates who stated they had a disability. Our wellbeing work continued to make the important link between EDI and impact on wellbeing. During the ACTNow wellbeing campaign, we focused one of our weekly themes on the link between Workplace culture and EDI and another on Loneliness and Professional Isolation.

We continue to collect EDI data from our beneficiaries, mapping this against the GPhC registrant data to identify any key trends. Currently, our beneficiary pool is broadly representative of pharmacist registrants. However, we know we have some work to do to raise awareness amongst retired pharmacists who are no longer on the register.

We will continue this journey over the coming years and are committed to ensuring all voices are heard and to the continuous improvement and development of our services to meet our beneficiaries' diverse needs.



# 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. Our commitment includes:**

## 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 against several of the UN Sustainable Development Goals and ensure that their environmental, social and governance investment policies align with our values and commitment. We therefore 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 offices, IT, meetings and events) affect the environment. We have committed to reviewing our internal processes and have produced an environmental policy which will seek to reduce our environmental impact. The implementation of the policy will embed the consideration of sustainability within our working practices and operational decisions.

In line with our commitment to environmental sustainability, several investment policy changes have been implemented since 2022. This change in approach has seen the charity divest from fossil fuel producers and move to a more global approach. To improve transparency, we've increased direct investments in companies rather than investing via pooled funds. Overall, these changes have resulted in a reduction in carbon emissions of our investment portfolio and an improved score in company performance against the UN Sustainable Development Goals.



# We can't do it alone...



## Volunteers

Volunteers play a crucial role at Pharmacist Support and help us to increase our reach and impact. Our volunteers are based across the country and are supported by our staff. Regular updates and learning and development opportunities are delivered to all volunteers to ensure that they are kept abreast of any changes within the charity, to facilitate peer support activities and to enhance knowledge and skills in relevant areas so that they can carry out their roles effectively.

Our main groups of volunteers are Trustees, Listening Friends and Ambassadors.

Trustees are accountable for ensuring that the charity continues to thrive and are governed through the requirements of the Charity Commission. Pharmacist Support currently has ten trustees. During 2024 we said farewell to Karen Harrowing and welcomed two new trustees; Leah Davies and Raj Nutan. 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. The Listening Friends peer support has been running for 27 years.

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 our 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.



***“The counselling has been a great help because the treatment from my work left me in a very poor mental state.”***

**Simona\* is a community pharmacist who has faced tremendous workplace difficulties. This story contains references to self-harm which readers may find triggering.**

“I started working in a pharmacy when I was a teenager and subsequently joined the profession as a qualified pharmacist, working ever since in community pharmacy with stints in teaching and research along the way. Despite living with a disability and an array of health conditions, I’ve always endeavoured to work my hardest and give 100% as a professional in healthcare. **For over a year, I’ve been facing workplace bullying from my employers.**

This includes attacks on my personality, discrediting my disability and making false accusations about my professional conduct. I’ve felt worthless and completely disheartened that people working in a caring profession could do this to each other. It progressively got worse to the point where I was self-harming. My doctor increased my

anxiety medication and advised me to take time off work, but I simply couldn’t afford to.

I tried to keep going but I just couldn’t take any more and eventually had to stop going to work for the sake of my wellbeing. However, this had serious implications on me and my family’s finances. **I knew that it wouldn’t hurt to seek help wherever I could find it.**

That’s when I reached out to Pharmacist Support, who I’d heard of during university and through the RPS. When I first looked at the grant application for Financial Assistance, it looked a little overwhelming. However, it was much easier to fill in than it initially looked, and the charity also immediately offered me counselling whilst the grant application was being reviewed. **I was very quickly provided with counselling sessions and financial assistance.**



The counselling sessions have been a great help because, understandably, the treatment from my work had left me in a very poor mental state. The financial support was also such a weight off my mind. I hadn't been eating or sleeping and was spending most of my time crying but then this grant gave me the breathing space to look for more long-term support. **The help I've received has honestly meant the world to not just me, but my family as well.**

Because I was struggling with self-harm, my mum and my partner were essentially coordinating their work schedules and other commitments to make sure that someone was always with me. The support both financially and through the counselling service has meant that they don't have that burden to deal with now.

Whilst I'm still facing financial struggles, I feel more supported to deal with my situation. I know that when I'm back on my feet and have recovered financially that I will be making as much of a donation to the charity as I can because I would be horrified to see someone else in the state I was left in."

*\*We have used a pseudonym to protect the beneficiary's identity.*

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

# Fundraising and Partnerships

As the profession's charity, we recognise that collaboration across the sector is key to supporting our pharmacy family to ensure that it is well-equipped to face any challenges people may have. Our charity 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 high-level partners during 2024



We have been working in partnership with the Pharmacists' Defence Association (PDA) since 2017. 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,

pharmacy students and trainees. The PDA now has more than 39,000 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.

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. Since launching this partnership, the PDA has provided close to £300,000 in donations.

*"The PDA and our members donate more than £39,000 per year to Pharmacist Support to help fund activities that support pharmacists when they need it. We are delighted to be able to help the charity to help pharmacists improve and maintain their wellbeing."*





We started working with Teva UK in 2020 when they committed to sponsoring our first ever ACTNow campaign. In 2024 Teva UK supported our work and were involved in numerous charity activities, including the Pharmacist ACTNow campaign, live wellbeing workshops and development of exclusive wellbeing resources.

***"Teva UK is proud to partner with Pharmacist Support. It's important to us to endorse the great work the charity does in supporting the pharmacy community, particularly around mental health and wellbeing, which are more invaluable now than ever"***



In 2024 we were delighted to officially join forces with Alliance Healthcare UK for a three year partnership in support of the charity's Student Bursary Scheme that helps

final year students experiencing financial difficulty due to an ongoing significant challenge. The collaboration with Alliance Healthcare UK marks a significant step forward in our ongoing commitment to supporting future generations of pharmacists. Together, we aim to make a positive impact on the lives of these students, providing them with the resources they need to overcome challenges and pursue successful careers in pharmacy.

***"We are excited to partner with Pharmacist Support on their annual Student Bursary Scheme. This partnership reflects our commitment to investing in the future of pharmacy professionals and fostering a supportive environment for aspiring talent in the field. We believe in the importance of investing in the education and wellbeing of aspiring pharmacists, and this partnership aligns perfectly with our values and commitment to making a positive impact on the communities we serve"***







We're delighted to work with the team at AAH, who joined us as Charity Partners in 2024. As part of this Charity Partnership, AAH provided substantial funding to

be used towards the charity's services which helped people in the profession struggling with financial, addiction, mental health, wellbeing and personal and other work-related issues. Throughout the year, Pharmacist Support and AAH worked together to raise awareness of the charity's free and confidential support within the profession and collaborated on key awareness dates (such as Mental Health Awareness Week) to share wellbeing and mental health resources with our pharmacy family.

*"We are delighted to announce that AAH has become a charity partner to Pharmacist Support. At AAH we fully recognise the important and demanding role that pharmacists perform in healthcare. That is why we are pleased to support a charity that champions wellbeing within the profession and provides vital support to individuals working in pharmacy. This is a reflection of our commitment to help pharmacies to thrive, beyond investing in the core services that we provide as a leading wholesaler."*

## Other 2024 partnerships



Boots became a partner again in 2024 to support trainees to get mentally prepared for the assessment and their transition to registered pharmacist through our Trainee ACTNow campaign. They also sponsored our Pharmacist ACTNow campaign, which addressed workplace culture, loneliness, professional isolation, and physical health.

*"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 I encourage all Trainee Pharmacists to explore and utilise the resources now available."*



We have been working with Day Lewis Pharmacy for several years with a view to raising awareness of the importance of wellbeing in pharmacy. In 2024 we were delighted to continue this partnership work and to support the Day Lewis Pharmacy teams with some live webinars and wellbeing training.

***"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."***



We were pleased to be the nominated charity for both CPC London and CPC North in 2024.

CPC has been a vital supporter encouraging attendees to donate, helping us to raise awareness of our work and generously waiving exhibition stand fees so we could get out and speak to delegates about Pharmacist Support and the services we offer. In a further show of commitment, CPC donated £1 for every UK-registered pharmacist who attended the events – an important contribution to our 2024 fundraising efforts.



We were also pleased to be the nominated charity again at the Pharmacy Show. The team behind the event continues to play a key role in supporting our work by helping us to raise awareness of the charity and our services, working with us on mental health and wellbeing content and waiving the exhibition stand fees.

***"Once again, The Pharmacy Show is proud to partner with Pharmacist Support. Mental health is so vital and working with the charity is imperative to us. We are appreciative for the invaluable support they are giving to all pharmacy professionals."***



Pharmacist Support was delighted to embark on a collaborative journey in 2024 with Pharmacy Business, a prominent monthly magazine serving independent and community pharmacists. Pharmacist Support had a presence at the Pharmacy Business Conference and was the nominated charity at the prestigious Pharmacy Business Awards, which raised vital funds via fundraising activity on the night.

**“We are excited to partner with Pharmacist Support to raise awareness of the crucial support services they offer to the pharmacy community. Through our collaboration, we aim to share valuable resources and assistance to pharmacists across the country, helping them navigate the challenges of the evolving healthcare landscape.”**

We would also like to recognise and thank the following organisations for their support across the year:

**ROYAL  
PHARMACEUTICAL  
SOCIETY**



## Other corporate donations in 2024

### Pharmacyshow.co.uk

During 2024, we were delighted to attend both the Welsh Pharmacy Trade Show and the Scottish Pharmacy Trade Show. Following the event, pharmacyshow.co.uk, the parent company of the trade shows donated the paid ticket value which amounted to £1,600.

*“Pharmacist Support is a valuable and vital service for the profession, especially at a time where the pressures in pharmacy are where they are just now. We were honoured to be able to do our bit to support the cause by donating our paid ticket values to the charity”.*

### PG Mutual

In 2022, PG Mutual made an initial donation when the company first launched its Annual Charity Awards, where they encouraged their members and the general public to vote on the charities they wished the organisation to support. During 2024, we received a further donation.

*“PG Mutual are very pleased to be able to support your charity again with a donation (of £1,000) in support of the great work you do throughout the year.”*

**Stowe Family Law**




**Clinical Pharmacist  
Solutions**

**Core Prescribing  
Solutions**



# Make life-changing impact in the pharmacy profession

**A partnership with Pharmacist Support is more than a donation. It's a meaningful commitment to better wellbeing for people working and studying in our profession. There are many benefits to choosing to partner with us including:**

-  Support wellbeing across your workforce and sector by helping to fund our vital support services.
-  Amplify your impact by collaborating on initiatives that change lives.
-  Demonstrate leadership in Corporate Social Responsibility by aligning your brand with a cause that matters.



We're always looking to collaborate with organisations who share our commitment to supporting the pharmacy community. To join other organisations across the sector already helping us to make a difference and find out more about partnership opportunities with Pharmacist Support, visit [pharmacistsupport.org](https://pharmacistsupport.org) or email [partnerships@pharmacistsupport.org](mailto:partnerships@pharmacistsupport.org)

# How can you help?

As demands upon the profession increase, the demand for our assistance continues to grow. As an independent, non-membership organisation, we rely on the support of individuals and organisations to continue our important work. If you are an organisation, there are lots of ways to support our work. Opportunities range from raising money

on behalf of the charity, making a donation on behalf of your organisation to campaign sponsorship, and high level mutually beneficial partnerships. If you are an organisation keen to support the profession's independent charity, please get in touch with us via our website.

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**
- **hold a fundraising event**
- **leave a gift in your will (legacy)**
- **give through your work, using Payroll Giving**

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

As a charity we aspire to grow our financial sustainability to give our beneficiaries the resilience to thrive throughout their career (and beyond into retirement). 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 that your surviving spouse may not inherit everything.**

## Thinking about writing your will?

Our free will writing service makes it easy to protect your loved ones and ensure your wishes are respected.

Click below to get started.

**Start your free  
will today**







# What's next?

During 2024, the charity developed a new strategy to cover the period 2025-2030. Building on the great work of the last five years, the charity will aim to:

**1.**

**Raise awareness of Pharmacist Support and the wellbeing agenda within the profession**

**2.**

**Build relationships with organisations and individuals to increase the charity's reach and impact**





**3.**

**Develop and deliver support to meet the diverse and changing needs of our pharmacy family, enabling them to improve their wellbeing**

**4.**

**Build and manage the charity effectively and sustainably, raising vital funds and utilising technology to ensure that we meet current and future demand**

## 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

In 2025, we will implement a comprehensive marketing and communications strategy that delivers clear, consistent messages about the charity and its services to our target audiences. This will focus on framing and promoting our services to increase both awareness and engagement. We will continue to provide a strong voice for our pharmacy community, including revitalising our ACTNow wellbeing campaign, and actively highlighting the charity's contribution to the wellbeing of the pharmacy family. One of our key initiatives will be growing the Pharmacist Support podcast.

Developing and nurturing both new and existing partnerships will remain a priority, helping us strengthen connections that expand our reach and increase income. In 2025, we will also embed new initiatives, such as a legacy programme, to build relationships with supporters and donors.

To address the evolving needs of our beneficiaries, we will launch an exciting new offer with Rebel Finance School focused on financial wellbeing and resilience. Additionally, we will continue to support specific groups within our pharmacy community, including offering ongoing support for trainees, who will be the first cohort of trainee pharmacists to begin their foundation training programme with the new Initial Education Training standards.

We will advance our digital strategy, exploring solutions to improve service accessibility and introduce new digital fundraising options. Furthermore, we will continue to invest in the development of our staff and volunteers, expanding opportunities for volunteer involvement.

We will begin to map out what support for pharmacy technicians could look like, and alongside this, our fundraising strategy will be enhanced to enable us to secure additional funding to enact the support for this group. Overall, we aim to increase our impact, ensure the charity's sustainability, and minimise our environmental footprint.



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 31<sup>st</sup> December 2024**

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 2024. 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**

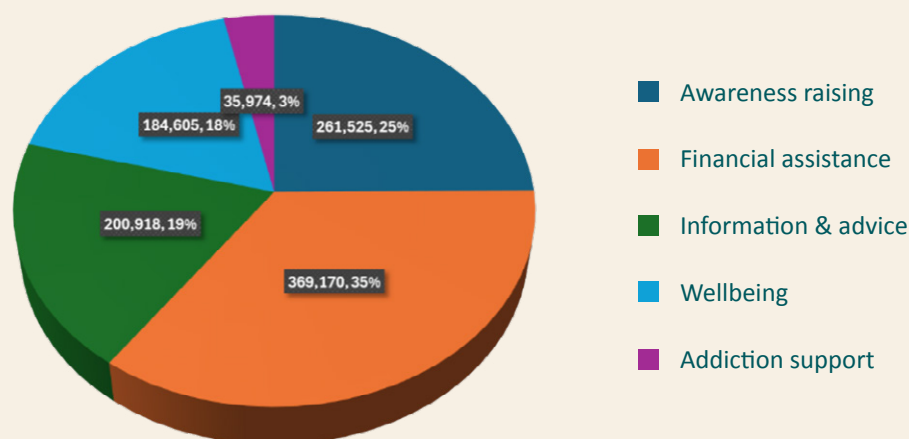
The Charity's financial statements for the year ended 31 December 2024 are set out on pages 61 to 89. They have been prepared in accordance with the accounting policies set out on pages 64 to 69.

Total income for the year was £666,304, compared with £514,672 for 2023. This increase is represented by receipt of legacies in the year totalling £72,706 and increased levels of investment income.

Our total charitable expenditure decreased from £1,182,333 in 2023 to £1,176,054 in 2024. In 2023 one off costs were incurred on our office move, totalling £44,648, however in 2024 we have increased spending on our charitable activities, in particular with £369,170 being spent on financial assistance in the year, an increase of £41,830 from 2023.

Charitable expenditure across our activities was as follows:

## Charitable expenditure 2024



## KEY POLICIES

### Risk management

The Trustees are ultimately responsible for risk at Pharmacist Support, though they delegate day-to-day management of it to the Senior Management Team. All significant activities undertaken are subject to a risk review as part of the initial activity assessment and implementation. Major risks are identified and ranked in terms of their potential impact and likelihood using the Charity Commission's guidelines. Major risks, for this purpose, are those that may have a significant effect on:

- achievement of our aims and objectives; and/or
- operational performance, including risks to our personnel and volunteers; and/or
- the ability to meet the expectations of our beneficiaries or supporters.

The Senior Management Team reviews the risks on a regular basis and presents updates to the Trustees at the Finance Sub-committee (FSC) and Staff and Remuneration Sub-committee (SRSC) meetings. The FSC and SRSC in turn take any proposed changes to Board meetings to satisfy themselves that predominant risks are monitored, managed and mitigated. Where appropriate, risks are covered by insurance policies, but this is only one aspect of mitigation and management and not a standalone approach.

The Charity is predominantly reliant on investment returns to fund its work. Trustees recognise that this is one of the principal risks for the Charity and have taken a long-term view as to how effectively to manage and mitigate this risk through a commitment to fundraising activities and to diversifying income streams.

## 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

Investments held their value in the year, closing at £14,920,018 (2023 - £14,742,013).

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, and 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.

## Reserves

The Charity is fortunate to have been able to build a substantial investment portfolio over its lifetime. 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 is monies not tied up in operating activities, at a minimum level of £12m, 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.

At 31 December 2024 the Charity had total reserves of £15,151,232, (2023: £14,823,270) all of which are considered to be 'free reserves', that is funds that are not tied up in fixed assets or otherwise designated.

The Trustees take a long-term view of their obligations to the pharmacy community. A large proportion of the reserves (£14.92m at 31 December 2024) represents 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 page 78 to the accounts. The names of the Trustees who served during the year and beyond are set out on page 88.

### 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.

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 oversees 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.

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. 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
- The Staff and Remuneration sub-committee
- 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 78. 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.

### 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 2024 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.

## 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
- 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.

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 20 June 2025 and signed on their behalf by:

*Esther Sadler-Williams*

Esther Sadler-Williams (Chair)

*David Downham*

David Downham (Trustee)

# Pharmacist Support

## Independent Auditors' report to the Members of Pharmacist Support

### For the Year Ended 31st December 2024

#### Opinion

We have audited the financial statements of Pharmacist Support ('the charitable company') for the year ended 31 December 2024 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 2024 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.

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 56, 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.

### **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](http://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.

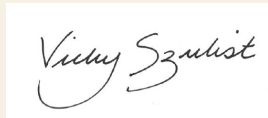
We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management about their own identification and assessment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

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.



Vicky Szulist 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: 28th July 2025

## Pharmacist Support

### Statement of Financial Activities (including Income and Expenditure Account)

For the year ended 31 December 2024

Company number: 09237609

	Note	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Unrestricted Funds 2023 £
<b>Income from:</b>					
<b>Voluntary income:</b>					
Donations and legacies	3	245,773	-	245,773	156,245
Charitable activities	4	4,662	-	4,662	802
Investments	5	415,869	-	415,869	357,625
<b>Total Income</b>		<b>666,304</b>	<b>-</b>	<b>666,304</b>	<b>514,672</b>
<b>Expenditure on:</b>					
Raising funds	7	123,250	-	123,250	127,288
<b>Charitable Activities:</b>					
Awareness Raising	7	261,525	-	261,525	252,690
Financial Assistance	7	369,170	-	369,170	327,340
Information and Advice	7	200,918	-	200,918	190,803
Wellbeing	7	184,605	-	184,605	202,981
Addiction Support	7	35,974	-	35,974	36,583
Office move	7	613	-	613	44,648
<b>Total Expenditure</b>		<b>1,176,054</b>	<b>-</b>	<b>1,176,054</b>	<b>1,182,333</b>
Net expenditure before gains on investments		(509,751)	-	(509,751)	(667,661)
Net gains on investments		837,712	-	837,712	788,639
<b>Net income for the year</b>		<b>327,962</b>	<b>-</b>	<b>327,962</b>	<b>120,978</b>
<b>Reconciliation of funds:</b>					
Funds balances at 1 January 2024	24	14,823,270	-	14,823,270	14,702,292
<b>Fund balances at 31 December 2024</b>	<b>24</b>	<b>15,660,983</b>	<b>-</b>	<b>15,151,232</b>	<b>14,823,270</b>

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 64 to 87 form part of these financial statements.



**Pharmacist Support**  
**Balance sheet as at 31 December 2024**  
**Company number: 09237609**

	Note	2024 £	2023 £
<b>Fixed Assets:</b>			
Intangible assets	15	46,743	72,023
Tangible assets	16	8,461	2,816
Investments	18	14,920,018	14,742,013
Social or programme related investments	19	-	600
		<b>14,975,223</b>	<b>14,817,452</b>
<b>Current Assets:</b>			
Debtors	20	131,214	76,885
Short term cash investments	21	88,596	231
Cash at bank and in hand	21	50,046	45,098
		<b>269,856</b>	<b>122,214</b>
<b>Creditors: amounts falling due within one year</b>	<b>22</b>	<b>(93,847)</b>	<b>(116,396)</b>
<b>Net Current Assets</b>		<b>176,009</b>	<b>5,818</b>
<b>Total assets less current liabilities</b>		<b>15,151,232</b>	<b>14,823,270</b>
<b>Funds:</b>			
Unrestricted funds	24	15,151,232	14,823,270
Restricted funds	24	-	-
<b>Total funds of the charity</b>		<b>15,151,232</b>	<b>14,823,270</b>

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 64 to 87 form part of these financial statements.

The accounts were approved and authorised for issue by the Trustees on 20/6/25 and signed on their behalf by:

*Esther Sadler-Williams*

Esther Sadler-Williams (Chair)

*David Downham*

Dave Downham (Trustee)

**Pharmacist Support**  
**Statement of cash flows for the year ended**  
**31 December 2024**  
**Company Number: 09237609**

	Notes	2024 £	2023 £
<b>Cash flows from operating activities</b>			
Cash generated from operations		(968,659)	(971,945)
Cash flows from investing activities		1,061,972	888,692
<b>Change in cash and cash equivalents</b>	<b>23</b>	<b>93,313</b>	<b>(83,253)</b>
Cash and cash equivalents at the beginning of the year		45,329	128,582
<b>Cash and cash equivalents at the end of the year</b>		<b>138,642</b>	<b>45,329</b>

**RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES**

<b>Net movement in funds for the year as per the statement of financial activities</b>		<b>327,962</b>	<b>120,978</b>
Amortisation & depreciation charges		33,233	31,959
Loss on disposal of fixed assets		-	-
(Gains)/losses on investments		(837,712)	(788,639)
Dividends and interest from investments		(415,869)	(357,625)
(Increase)/decrease in debtors		(54,328)	(1,703)
Increase/(decrease) in creditors		(22,549)	23,084
Movement in social or programme related investments		600	-
Rounding adjustment		5	1
<b>Net cash used in operating activities</b>		<b>(968,659)</b>	<b>(971,945)</b>

**RECONCILIATION OF CASH FLOWS FROM INVESTING ACTIVITIES**

Dividends and interest from investments	415,869	357,625
Purchase of tangible fixed assets	(9,158)	(1,754)
Purchase of intangible fixed assets	(4,440)	(13,468)
Proceeds from sale of investments	4,641,581	10,167,700
Purchase of investments	(4,084,126)	(9,643,031)
Cash withdrawn from portfolio	102,246	21,620
<b>Net cash used provided by investing activities</b>	<b>1,061,972</b>	<b>888,692</b>

## Pharmacist Support

### Notes to the Financial Statements

#### For the year ended 31st December 2024

##### 1. Accounting policies

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

##### a. 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:

##### b. Preparation of the accounts on a going concern basis

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.

## Pharmacist Support

### Notes to the Financial Statements

#### For the year ended 31st December 2024

##### c. 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.

##### d. 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.

##### e. 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.

Donated professional services and donated facilities are recognised when received, on the basis of the value of the gift to the Charity, which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market. A corresponding amount is then recognised in expenditure in the period of receipt. Details of such donations are given in the notes to the accounts.

##### f. 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.

##### g. 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.



## Pharmacist Support

### Notes to the Financial Statements

### For the year ended 31st December 2024

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.

#### **h. 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.

#### **i. 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.

## Pharmacist Support

### Notes to the Financial Statements

#### For the year ended 31st December 2024

##### **j. 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.

##### **k. 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).

##### **l. 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.

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.

##### **m. Social or programme-related investments**

Social or programme-related investments represent the interest free unsecured loans provided to beneficiaries (from the dormant charitable trust) prior to April 2014.

##### **n. 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.

## Pharmacist Support

### Notes to the Financial Statements

#### For the year ended 31st December 2024

**o. 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.

**p. 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.

**q. 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.

**r. 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.

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.

## Pharmacist Support

### Notes to the Financial Statements

#### For the year ended 31st December 2024

##### s. 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 expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

##### t. 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 expense as they fall due.

##### u. 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 of the Charity. The registered office address is disclosed on page 64.

## Pharmacist Support

### Notes to the Financial Statements

#### For the year ended 31st December 2024

#### 3 Income from donations and legacies

	2024 £	2023 £
Donations	137,309	122,112
Legacies	72,706	5,000
Donated services	35,758	29,134
	<u>245,773</u>	<u>156,245</u>

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

	2024 £	2023 £
Delivery of courses	4,662	802
	<u>4,662</u>	<u>802</u>

#### 5 Investment Income

	2024 £	2023 £
From listed investments	415,406	357,168
From short term cash investments	463	457
	<u>415,869</u>	<u>357,625</u>

**Pharmacist Support**  
**Notes to the Financial Statements**  
**For the year ended 31st December 2024**

**6 Net expenditure**

This is stated after charging:

	<b>2024</b> <b>£</b>	<b>2023</b> <b>£</b>
Fees payable for the audit of the charity's financial statements		
- Audit services	12,960	12,096
- Non audit services	16,799	-
Operating lease rentals - property	19,182	31,562
Operating lease rentals - other	12,725	2,533
Depreciation of owned tangible fixed assets	3,512	4,302
Amortisation of intangible assets	29,720	27,657
	<hr/> <b>94,898</b> <hr/>	<hr/> <b>78,150</b> <hr/>

During the financial year the auditors have provided management accounts support services to the charity, these services totalled £16,799 (2023: £Nil).



## Pharmacist Support

### Notes to the Financial Statements

#### For the year ended 31st December 2024

#### 7 Analysis of expenditure

	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
<b>Charitable Activities:</b>					
Awareness Raising	147,005	64,021	44,568	5,930	261,525
Financial Assistance	81,710	259,817	24,397	3,246	369,170
Information and Advice	115,573	43,819	36,649	4,876	200,918
Wellbeing	105,044	43,649	31,695	4,217	184,605
Addiction Support	13,235	18,243	3,969	528	35,974
Office move	-	613	-	-	613
	<u>510,839</u>	<u>488,993</u>	<u>155,528</u>	<u>20,694</u>	<u>1,176,054</u>

The charity moved offices in 2023. Costs above comprise the dilapidations settlement on termination of the lease, legal and professional fees, moving costs and other associated costs.

**Pharmacist Support**  
**Notes to the Financial Statements**  
**For the year ended 31st December 2024**

**Analysis of**  
**7 expenditure**

	Staff costs	Direct costs	Support costs	Governance costs	Total
	2023	2023	2023	2023	2023
	£	£	£	£	£
Raising Funds	47,158	64,849	13,416	1,865	<b>127,288</b>
<b><i>Charitable Activities:</i></b>					
Awareness Raising	150,615	51,931	44,025	6,119	<b>252,690</b>
Financial Assistance	79,220	222,394	22,587	3,139	<b>327,340</b>
Information and Advice	111,268	41,306	33,564	4,665	<b>190,803</b>
Wellbeing	101,364	68,000	29,515	4,102	<b>202,981</b>
Addiction Support	12,707	19,737	3,634	505	<b>36,583</b>
Office move	-	44,648	-	-	<b>44,648</b>
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	<b>502,332</b>	<b>512,865</b>	<b>146,741</b>	<b>20,395</b>	<b>1,182,333</b>

**Pharmacist Support**  
**Notes to the Financial Statements**  
**For the year ended 31st December 2024**

Analysis of  
direct  
8 expenditure

	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	-	<b>11,313</b>
Volunteers	-	385	-	-	5,871	-	-	<b>6,256</b>
Service delivery	-	-	-	42,893	32,869	18,194	-	<b>93,956</b>
Grants	-	-	259,731	-	-	-	-	<b>259,731</b>
Marketing and publicity	1,446	55,350	-	-	1,201	-	-	<b>57,998</b>
Investment management	54,169	-	-	-	-	-	-	<b>54,169</b>
Legal & professional	2,028	64	-	-	-	-	-	<b>2,092</b>
Office costs	283	1,354	-	30	972	-	613	<b>3,252</b>
Other costs	60	167	-	-	-	-	-	<b>227</b>
	<b>58,832</b>	<b>64,021</b>	<b>259,817</b>	<b>43,819</b>	<b>43,649</b>	<b>18,243</b>	<b>613</b>	<b>488,993</b>

# Pharmacist Support

## Notes to the Financial Statements

### For the year ended 31st December 2024

#### 8 Analysis of direct expenditure

	Raising funds	Awareness raising	Financial assistance	Information & advice	Wellbeing	Addiction support	Office move	Total
	2023	2023	2023	2023	2023	2023	2023	2023
	£	£	£	£	£			
Other staff costs	1,204	4,724	366	456	1,708	61	-	8,519
Volunteers	-	13	-	-	5,091	-	-	5,104
Service delivery	-	-	-	40,850	58,347	19,676	-	118,873
Grants	-	-	222,028	-	-	-	-	222,028
Marketing and publicity	3,943	45,130	-	-	1,806	-	-	50,879
Investment management	52,138	-	-	-	-	-	-	52,138
Legal & professional	7,105	132	-	-	-	-	10,029	17,266
Office costs	409	1,758	-	-	1,048	-	34,619	37,834
Other costs	50	174	-	-	-	-	-	224
	<b>64,849</b>	<b>51,931</b>	<b>222,394</b>	<b>41,306</b>	<b>68,000</b>	<b>19,737</b>	<b>44,648</b>	<b>512,865</b>

Grant expenditure may be analysed as follows:

	2024	2023
	£	£
General grants	192,811	163,748
Addiction support	31,920	29,780
Training bursaries	35,000	28,500
	<b>259,731</b>	<b>222,028</b>

## Pharmacist Support

### Notes to the Financial Statements

### For the year ended 31st December 2024

#### Analysis of support and governance 9 expenditure

	Support	Governan	Support	Governan
	2024	ce 2024	2023	ce 2023
	£	£	£	£
Other staff costs	7,168	-	4,369	-
Trustees	810	6,865	-	6,644
Legal and professional	-	13,829	6,108	13,344
Office costs	147,550	-	134,674	327
Other costs	-	-	1,590	80
	<u>155,528</u>	<u>20,694</u>	<u>146,741</u>	<u>20,395</u>

**Pharmacist Support**  
**Notes to the Financial Statements**  
**For the year ended 31st December 2024**

**10 Employees**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Wages and salaries	382,946	405,538
Social security costs	62,942	34,426
Pension contributions	61,634	59,150
Other benefits	3,317	3,218
	<u>510,839</u>	<u>502,332</u>

Included in pension contributions above is an amount of £23,824 (2023: £19,363) sacrificed by employees from their salary to pay into 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 £61,634 (2023: £ 59,150).

The average monthly number of employees during the year was:

	<b>2024</b>	<b>2023</b>
	<b>Number</b>	<b>Number</b>
Total staff numbers	<u>12</u>	<u>13</u>
Full time equivalents (FTE's)	<u>10.9</u>	<u>11.7</u>

The remuneration of key management personnel was as follows:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Aggregate compensation	<u>259,239</u>	<u>259,425</u>

The key management of personnel comprise the Chief Executive, Finance Manager, Marketing and Communications Manager, Service Support Manager and the Wellbeing Development Manager. Key management personnel represented 4.3 FTEs in 2024 (2023: 4.7 FTE's).

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

	<b>2024</b>	<b>2023</b>
	<b>Number</b>	<b>Number</b>
£80,001 - £90,000	<u>1</u>	<u>1</u>



Pharmacist Support  
Notes to the Financial Statements  
For the year ended 31st December 2024

11 Trustee remuneration and expenses

No trustees, nor any persons connected with them, received any remuneration or benefits from the charity during the year (2023: Nil).

During the year 6 trustees were reimbursed for expenses, totalling £1,799 (2023: £3,315, eight 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, these totalled £3,584.

Management liability insurance that also covers the Trustees, costing £1,335 (2023: £1,335) was purchased during the year.

12 Related party transactions

One of the charity trustees is a director of the Pharmacists' Defence Association (PDA). During the year the PDA donated £38,150 (2023: £38,446) to the charity. At 31 December 2024 there was a balance owing to the charity of £6,358 (2023: £8,256) of donations made by the PDA but not yet transferred.

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 2024 were £6,256 (2023: £5,104). The charity had 42 volunteers in 2024 (2023: 24).

	2024 hours	2023 hours
<i><b>Volunteers gave their time as follows:</b></i>		
Listening Friends	69	75
Addiction Support	2	3
Ambassadors	113	45
	<hr/>	<hr/>
	<b>184</b>	<b>123</b>
	<hr/> <hr/>	<hr/> <hr/>

14 Taxation

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

**Pharmacist Support**  
**Notes to the Financial Statements**  
**For the year ended 31st December 2024**

**15 Fixed assets: Intangible assets**

	<b>Software 2024 £</b>
<b>Cost or valuation</b>	
At 1 January 2024	127,666
Additions	4,440
Disposals	-
	<hr/>
At 31 December 2024	<b>132,106</b>
	<hr/>
<b>Amortisation</b>	
At 1 January 2024	55,643
Charge for the year	29,720
Eliminated on disposals	-
	<hr/>
At 31 December 2024	<b>85,363</b>
	<hr/>
<b>Net book value</b>	
At 31 December 2024	<b>46,743</b>
	<hr/> <hr/>
At 31 December 2023	<b>72,023</b>
	<hr/> <hr/>

**Pharmacist Support**  
**Notes to the Financial Statements**  
**For the year ended 31st December 2024**

**16 Fixed assets: Tangible assets**

	Fixtures, fittings and equipment	IT Equipment	Total
	£	£	2024 £
<b>Cost or valuation</b>			
At 1 January 2024	1,506	16,777	18,282
Additions	7,094	2,064	9,158
Disposals	-	-	-
At 31 December 2024	<b>8,599</b>	<b>18,841</b>	<b>27,441</b>
<b>Depreciation and impairment</b>			
At 1 January 2024	1,506	13,961	15,467
Charge for the year	1,134	2,378	3,512
Eliminated on disposals	-	-	-
At 31 December 2024	<b>2,640</b>	<b>16,339</b>	<b>18,979</b>
<b>Net book value</b>			
At 31 December 2024	<b>5,960</b>	<b>2,502</b>	<b>8,461</b>
At 31 December 2023	<b>-</b>	<b>2,816</b>	<b>2,816</b>
<i>Used for charitable purposes</i>	-	2,816	2,816
<i>Used for support purposes</i>	-	-	-
	<b>-</b>	<b>2,816</b>	<b>2,816</b>

**17 Capital commitments**

At 31 December 2024 the charity had no capital commitments (2023: £660).

**Pharmacist Support**  
**Notes to the Financial Statements**  
**For the year ended 31st December 2024**

**18 Fixed assets: Investments**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Market value at 1 January 2024	14,742,013	14,499,663
Additions at cost - Purchases	4,084,126	9,643,031
Disposals at fair value	(4,641,581)	(10,167,700)
Net investment gains / (losses)	837,707	788,639
Net cash withdrawn from portfolio	(102,246)	(21,620)
	<hr/>	<hr/>
<b>Market value at 31 December 2024</b>	<b><u>14,920,018</u></b>	<b><u>14,742,013</u></b>
<b>Historic cost at 31 December 2024</b>	<b><u>13,455,325</u></b>	<b><u>13,676,953</u></b>

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

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
UK Equities	857,214	1,028,316
UK Fixed Interest Securities	2,785,130	2,946,097
Overseas Equities	9,236,220	8,409,063
Overseas Fixed Interest Securities	329,050	337,236
Property	358,380	506,048
Alternative Investments	1,237,168	1,296,150
Cash Held for Investments	116,856	219,103
	<hr/>	<hr/>
	<b><u>14,920,018</u></b>	<b><u>14,742,013</u></b>

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

**Pharmacist Support**  
**Notes to the Financial Statements**  
**For the year ended 31st December 2024**

**19 Social or programme related investments**

Social or programme related investments represent interest free unsecured loans made to beneficiaries prior to April 2014.

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
At 1 January 2024	3,490	4,090
Repaid	(450)	(600)
Provision for doubtful debts	(3,040)	(2,890)
	<hr/>	<hr/>
	-	<b>600</b>
	<hr/>	<hr/>

Of the loans remaining £Nil is due after more than one year (2023: £Nil).

**20 Debtors**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>		
Trade debtors	15,542	1,429
Accrued income	92,185	46,470
Prepayments	23,180	19,537
Rent deposit	-	7,947
Other debtors	307	1,502
	<hr/>	<hr/>
	<b>131,214</b>	<b>76,885</b>
	<hr/>	<hr/>

**21 Cash and cash equivalents**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Deposit and notice accounts	88,596	231
Cash at bank and in hand	50,046	45,098
	<hr/>	<hr/>
	<b>138,642</b>	<b>45,329</b>
	<hr/>	<hr/>

Pharmacist Support  
Notes to the Financial Statements  
For the year ended 31st December 2024

22 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	15,428	10,986
Other taxation and social security	9,358	10,405
Accruals and deferred income	66,496	88,487
Other creditors	2,566	6,518
	<hr/>	<hr/>
	<b>93,847</b>	<b>116,396</b>
	<hr/>	<hr/>

Pharmacist Support

Notes to the Financial Statements

For the year ended 31st December 2024

23 Operating lease commitments

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

	Land and Building s 2024 £	Other 2024 £	Total 2024 £	Land and Buildin gs 2023 £	Other 2023 £	Total 2023 £
Within one year	23,977	-	23,977	5,994	2,478	8,472
In two to five years	65,937	-	65,937	89,915	-	89,915
In more than five years	-	-	-	-	-	-
At 31 December 2024	89,915	-	89,915	95,909	2,478	98,387



**Pharmacist Support**  
**Notes to the Financial Statements**  
**For the year ended 31st December 2024**

**24 Funds**

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total Funds 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)
Transfers between funds	-	-	-
Gains and losses	837,712	-	837,712
<b>At 31 December 2024</b>	<b>15,151,232</b>	<b>-</b>	<b>15,151,232</b>

	General fund 2023 £	Restricted funds 2023 £	Total Funds 2023 £
At 1 January 2023	14,702,292	-	14,702,292
Incoming resources	514,672	-	514,672
Resources expended	(1,182,333)	-	(1,182,333)
Transfers between funds	-	-	-
Gains and losses	788,639	-	788,639
<b>At 31 December 2023</b>	<b>14,823,270</b>	<b>-</b>	<b>14,823,270</b>

**25 Analysis of net assets between funds**

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Tangible fixed assets	55,204	74,839
Investments	14,920,018	14,742,613
Current assets/liabilities	176,010	5,818
<b>At 31 December 2024</b>	<b>15,151,232</b>	<b>14,823,270</b>

**Pharmacist Support**  
**Notes to the Financial Statements**  
**For the year ended 31st December 2024**

**26 Financial instruments**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Financial assets:</b>		
Financial assets measured at fair value through profit and loss	14,920,018	14,742,013
Financial assets measured at amortised cost	246,676	102,677
	<u><b>15,166,694</b></u>	<u><b>14,844,690</b></u>
<b>Financial liabilities:</b>		
Financial liabilities measured at fair value through profit & loss	-	-
Financial liabilities measured at amortised cost	93,847	116,396
	<u><b>93,847</b></u>	<u><b>116,396</b></u>

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**  
**For the year ended 31st December 2024**

**27 Analysis of change in  
net debt**

	At 1/1/24	Cash flows	At 31/12/24	At 1/1/23	Cash flows	At 31/12/23
	£	£	£	£	£	£
Deposit and notice accounts	231	88,365	<b>88,596</b>	78,493	(78,262)	<b>231</b>
Cash at bank and in hand	45,098	4,948	<b>50,046</b>	50,089	(4,991)	<b>45,098</b>
	<b>45,329</b>	<b>93,313</b>	<b>138,642</b>	<b>128,582</b>	<b>83,253</b>	<b>45,329</b>

**28 Ultimate Controlling Party**

The charity is under the control of the board of trustees.

## Pharmacist Support Reference and Administration Details For the Year Ended 31<sup>st</sup> December 2024

**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](http://www.pharmacistsupport.org)

### Trustees

Esther Sadler-Williams - Chair

Mark Sweeney - Vice Chair

Leah Davies (Appointed 13 December 2024)

Paul Day

David Downham

Karen Harrowing (Resigned 31 December 2024)

Mohammed Hussain

Mala Khiroya

Raj Nutan (Appointed 13 December 2024)

Alison Scowcroft

Sarah Willis

### Key Management

Danielle Hunt - Chief Executive

Sarah Crawford - Finance and Operations Director & Deputy Chief Executive (*From February 2025*)

Gillian Darling - Finance Manager (*To May 2024*)

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 Reference and Administration Details For the Year Ended 31<sup>st</sup> December 2024

### **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

### **Auditor**

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



# Get in touch.

Visit: **[pharmacistsupport.org](https://pharmacistsupport.org)**  
Email: **[info@pharmacistsupport.org](mailto:info@pharmacistsupport.org)**  
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