

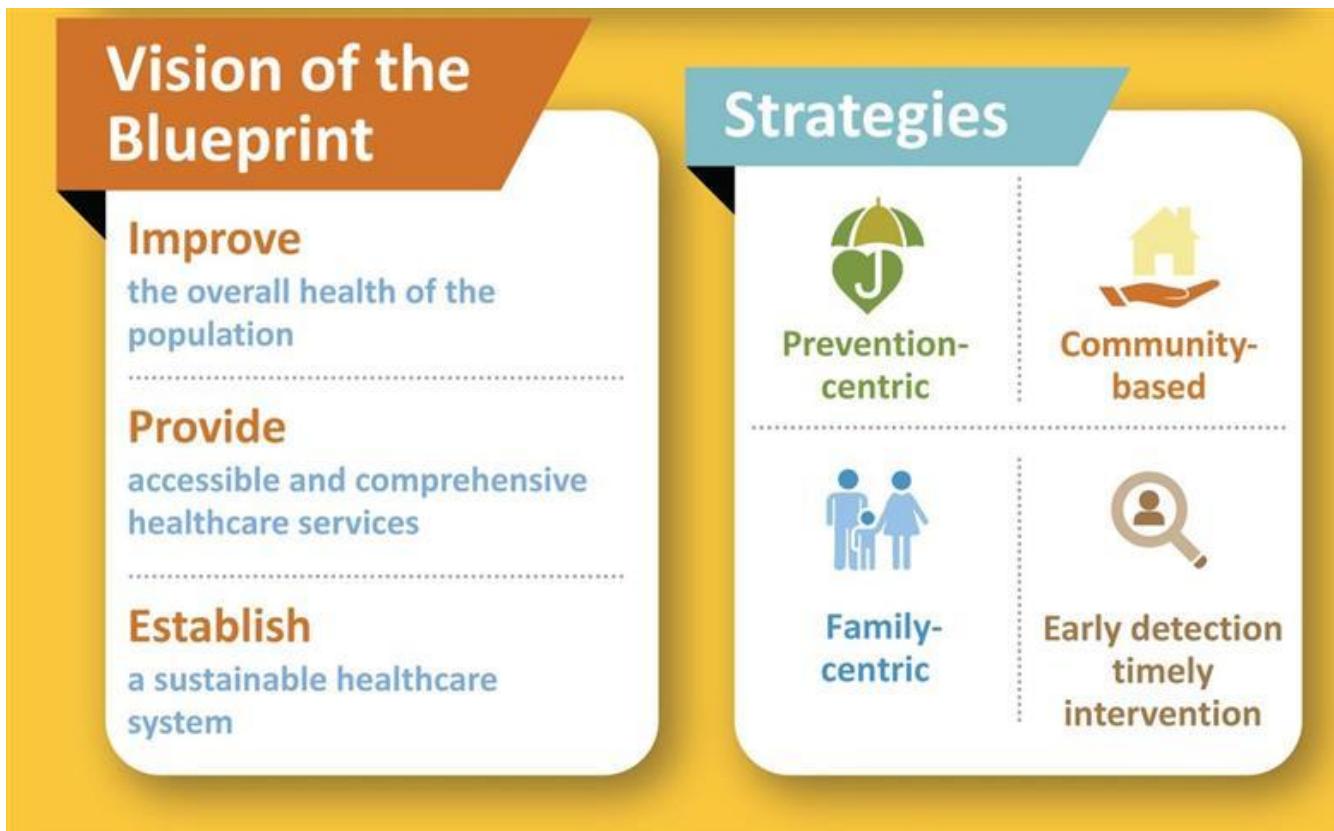


Pharmacy chain stores in Hong Kong: Latest initiatives in pharmacy practice

Mr. Vincent Lo
Professional Health Services Lead cum
Chief Pharmacist
Watsons Hong Kong

Primary Healthcare Blueprint

- Health Bureau, HKSAR, 2022



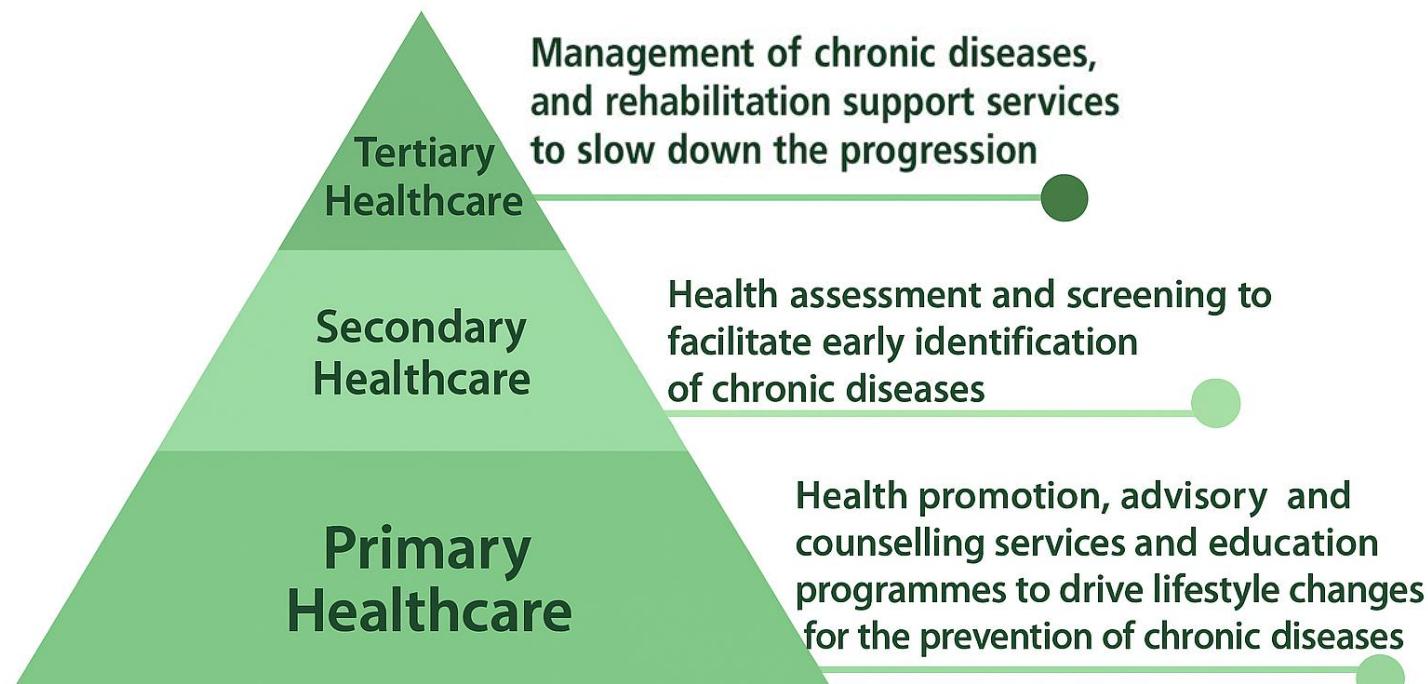
Primary Healthcare Blueprint



Health Bureau
The Government of the
Hong Kong Special Administrative Region
of the People's Republic of China

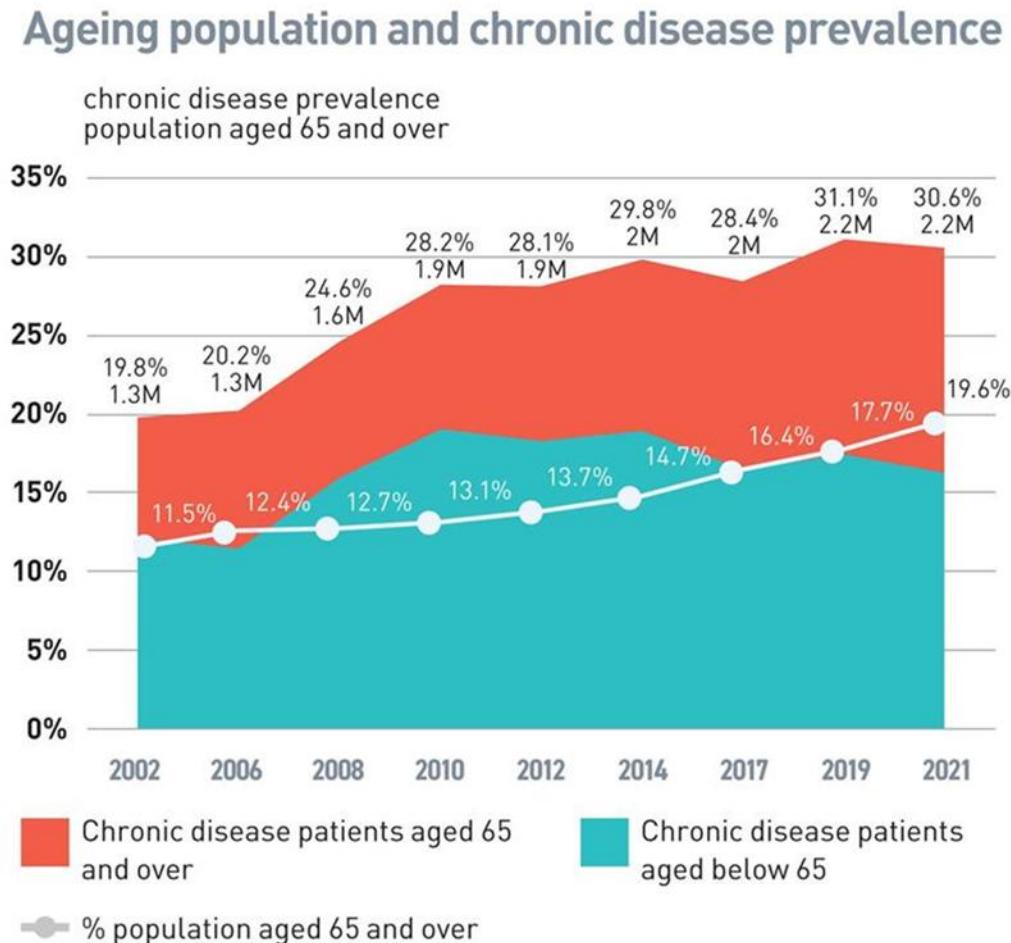
Primary Healthcare

- This type of care is given by healthcare professionals who act as the **first point of contact for patients**
- Provide triage to further specialist care or emergency referral



Urgency for Medication-related Services in the Community

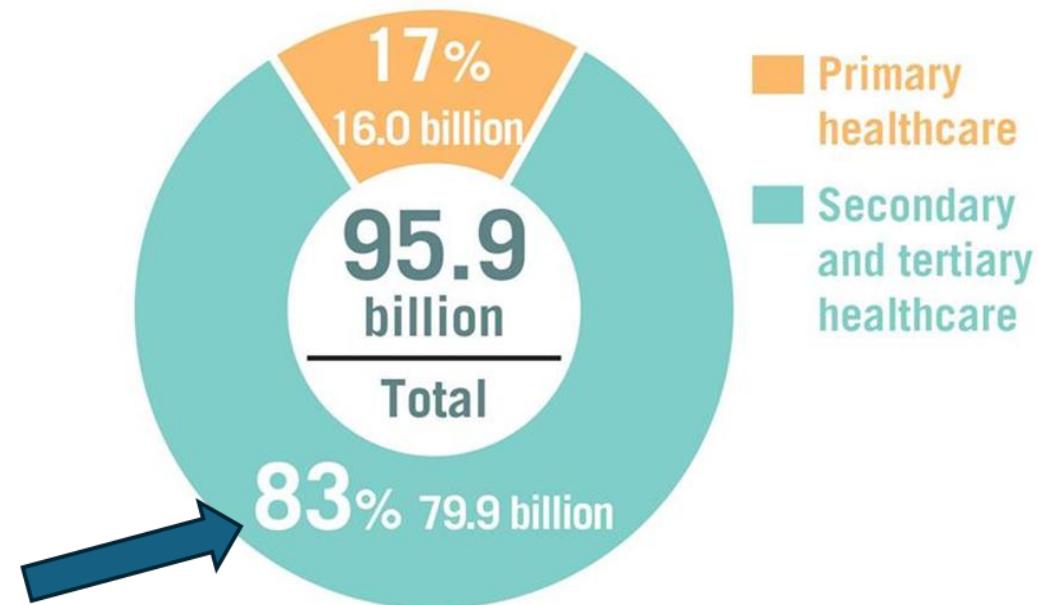
1. Ageing population in HK
 - Aged 65+
2021: **20%** of total population
2039: **31%** of total population
 - Aged 80+
2021: **5%** of total population
2039: **11.5%** of total population
2. Rising chronic disease prevalence
 - 31% of HK population affected in 2020/21
 - among which 47% were aged 65+



Urgency for Medication-related Services in the Community

3. Dominance of the public sector
 - The follow-up period at public outpatient clinics is typically at least 12 to 16 weeks
4. Healthcare system focused on treatment
 - More than 80% of public health spending is allocated to Secondary and Tertiary care

Public health expenditure in 2019/20



Urgency for Medication-related Services in the Community

- Drug-related issues accounted for **1 in every 14 visits** to the emergency department¹
- Among Hong Kong Chinese patients, **32.6%** exhibited poor medication adherence²
- Drug wastage is a significant concern in HK

1.Wong, K. C. Drug-related problems (DRPs) in emergency department (ED) visits and the impact of the pharmacist-initiated analgesia pathway (PIAP) intervention for adult patients of a teaching hospital of Hong Kong. (Thesis). University of Hong Kong, (<https://hub.hku.hk/handle/10722/279796>)

2.PLoS One. 2013 Apr 25;8(4):e62775.

Drug Disposal Program



Drug Disposal Program



「全港藥餘回收計劃」成果公布 共收集近1,000萬粒藥物

2025-10-30 金仔

由屈臣氏與太平山青年商會及大智方案合作舉辦的「全港藥餘回收計劃」於今年再次舉行，活動於6月27日至7月24日進行，在全港18區約60間藥房設置回收點，方便市民交回未使用或過期藥物。



首頁 香港 神州 灣區人 經濟 國際 評論 視頻 軍事 文化 娛樂 生活 教育 體育 科技 專題 專欄

文匯網 / 香港 / 藥餘回收近千萬粒 最舊過期逾12年 市民習慣存過期藥

藥餘回收近千萬粒 最舊過期逾12年 市民習慣存過期藥

2025-10-28 16:44:33 香港

The Watsons HK Drug Disposal Program has successfully collected and analyzed nearly 10 million units of unused or expired medicines over a two-month period spanning 2024 to 2025.

Primary Healthcare Blueprint Recommendations

- **RECOMMENDATION 3.2**
 - Strengthen primary healthcare governance
 - To develop **sub-directories** for pharmacists and other health professionals in the Primary Care Directory (PCD)
- **RECOMMENDATION 4.3**
 - To set up the **community drug formulary** to support patients
- **RECOMMENDATION 5.4**
 - Enhance the role of allied health professionals and community pharmacists in the primary healthcare
 - To designate community pharmacies to **dispense drugs**



Primary Healthcare Blueprint



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Impact on Community Pharmacies Development

- **Enhance the Roles and Responsibilities of Community Pharmacists:**
 - Positions community pharmacists as integral member of multidisciplinary healthcare team.
 - Participation in comprehensive, coordinated patient care management.
- **Expand the scope of community pharmacy services**

Guideline of Practice for Community Pharmacy

- Published and announced on 30 Oct 2025
- Establish a clear framework for the services of community pharmacies and their pharmacists

Guidelines of Practice for
Community Pharmacy

First Edition 2025



基層醫療署
PRIMARY HEALTHCARE
COMMISSION

Primary Care Directory

- Sub-directories for:
 - **Pharmacists**



Community Drug Formulary

- Drugs selected from the HA Drug Formulary
- Drug choice covered those commonly used in primary healthcare (~GOPC)
 - ✓ Preventive drugs
 - ✓ Drugs for managing chronic diseases (i.e. HTN, DM, Dyslipidemia etc.)
 - ✓ Drugs for treating episodic illnesses (i.e. PRN meds)
- Drug classified into three tiers
 - ✓ Tier 1 will mainly comprise non-patented drugs
 - ✓ Tier 2 will cover individual patented drugs and specified drugs
 - ✓ Tier 3 will consist of drugs classified as special category
- Launch with 100 drug items (long term 200 – 400 drug items)

Service scope

- Dispensing & drug refill services
 - **Community Pharmacy (Co-Care) Model**
- Counselling & education on OTC drugs
- Medication management services
- Smoking Cessation
- Chronic disease management
- Oral health promotion and preventive oral care

Community Pharmacy (Co-Care) Model

(To be launched in 4Q 2026 – 4Q 2027)

- Designed to engage community pharmacies in providing:
 - **Refill dispensing** for Hospital Authority (HA) patients
 - **Value-added services** (e.g. medication management, smoking cessation)
- Tendering process
- Roll out services in phases

Refilling chronic medications at community pharmacies (For public hospital patients):

- Greater accessibility, more time available for counselling, shorter waiting times
- Enables more frequent dispensing of smaller quantities
 - To reduce drug wastage caused by medication changes before the next follow-up or unused PRN medications
- Enhances patient care by community pharmacist
 - To enhance adherence
 - To enhance medication safety, reduce risk of adverse effects
- Helps position community pharmacists as the first point of contact in the community for non-emergency health problems

Watsons HK Pharmacy's Response



watsons
處處關心您健康

Sponsor Pharmacists to complete "Certificate Course in Primary Healthcare for Pharmacists"

- To enhance pharmacists' professional skills and capabilities in providing primary healthcare services
- To explore the concept and model of primary healthcare, health-social partnerships and telehealth
- To build extended skills through training sessions on basic life support and smoking cessation

→ Better prepare our pharmacists for upcoming new pharmacy services

→ Equip on professional skills required for new service models

Consultation and follow-up services provided through WhatsApp by pharmacists

- Seamless Access to Professional Advice
 - Customers initiate chats via QR codes, website links, or social media posts
 - WhatsApp accounts managed by individual store pharmacists
- Scope of Services
 - Health Consultations
 - Prescription Pre-orders
 - Follow-Up Care

https://api.whatsapp.com/send/?phone=85226088383&text=%E6%88%91%E6%83%B3%E6%9F%A5%E8%A9%A2%E5%B1%88%E8%87%A3%E6%B0%8F%E8%97%A5%E5%8A%91%E5%B8%AB%E6%9C%8D%E5%8B%99&type=phone_number&app_absent=0

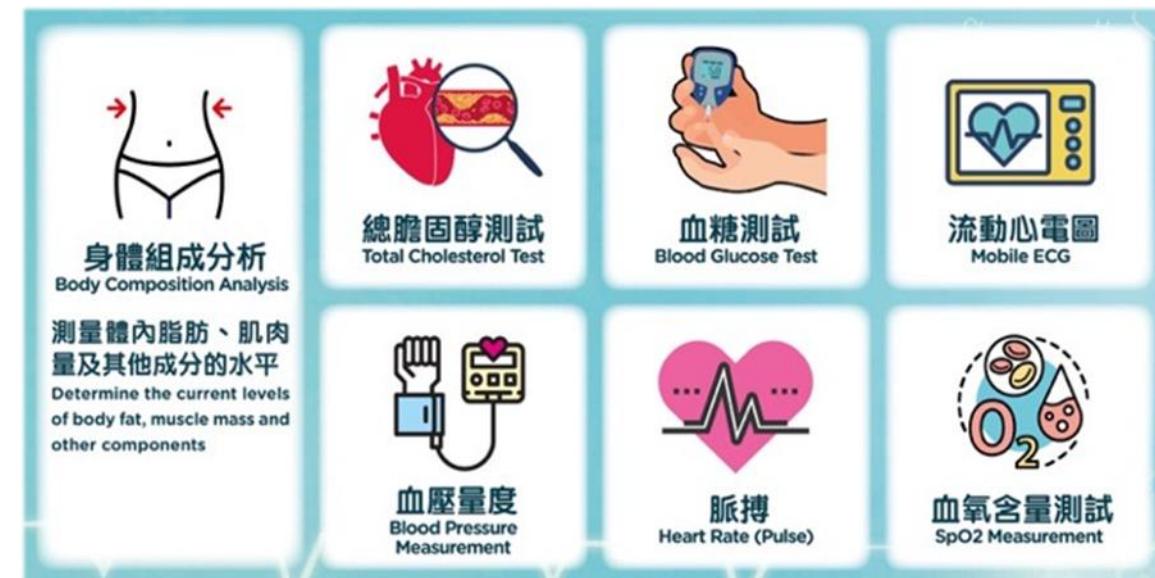


Health Assessment Service

- At Watsons pharmacies in HK
 - BMI/ Body composition analysis
 - Hypertension/ DM/ Dyslipidemia screening
 - Atrial fibrillation screening
 - Sarcopenia screening
 - Brain health
 - Oral health

→ Promote health awareness

→ Increase accessibility to screenings



Health Assessment Truck

- Delivers preventive care directly within the community



The truck delivers the service across various districts

Motivate Pharmacists to fulfil CPE requirement

- Our Internal Continuing Education team actively shares information about workshops and webinars with colleagues, encouraging their participation
- Link CPE Points with Internal Appraisal Ratings



Hospital Authority (HA) Community Collection Service

- Chain community pharmacies collaborate with HA
- For patients attending HA hospitals or clinics
- Medications dispensed by HA pharmacies → delivered to community pharmacies
- Community pharmacists issue medications to patients and provide counselling



https://www.ha.org.hk/haho/ho/cs/mds_poster_en.pdf

Ongoing Developments and Preparations

- By pharmacies:
 - Premises (storage area, dispensing area, consultation room)
 - IT System
 - Manpower
- By pharmacists:
 - Continuous Education/ Primary Healthcare Trainings

Watsons Contributions and Support in the Reform



watsons 處處關心您健康

Nurturing Future Pharmacists: Clerkship and Internship Training Program



Supporting professional development of the sector

- Act as a speaker for Continuing Pharmacy Education (CPE) workshops and webinars

Initiated and funded by
香港賽馬會藥劑服務網絡
The Hong Kong Jockey Club
Charities Trust

Partner institution
HKU Med
LKS Faculty of Medicine
The Chinese University of Hong Kong
The Chinese University of Hong Kong
The Chinese University of Hong Kong

Co-organiser
HKU Med
LKS Faculty of Medicine
Primary Care Research Consortium
PfC

WEBINAR

**PHARMACY SERVICES WITHOUT BORDERS:
INTERNATIONAL AND LOCAL INNOVATIONS IN TELEPHARMACY**

**Connecting Care:
The Impact of Telepharmacy on Modern Healthcare**
Prof. Melissa Badowski
Clinical Professor, Pharmacy Practice
University of Illinois Chicago, Retzky College of Pharmacy

**Opportunities and Challenges of Telepharmacy in Community Settings:
Integrating O+O (Offline plus Online) Elements**
Mr. Vincent Lo
Professional Health Services Lead cum Chief Pharmacist
Watsons Hong Kong

**Telepharmacy:
A Digital Transformation Enhancing the Pharmaceutical Care**
Mr. Ric Fung
Clinical Pharmacist
Queen Mary Hospital, Hospital Authority

REGISTER NOW!

DATE & TIME
26 MAR 2025 (WED), 7PM-9PM (HKT)

MODE
ONLINE VIA ZOOM

LANGUAGE
ENGLISH

CPE ACCREDITATION: 2 POINTS

Organiser:



Supporting organisation:



Medication Safety in Paediatric Patients

11 August
2025

07.30pm -
HKT 08.30pm



Guest Speaker

Mr Vincent Lo
Professional Health Services Lead cum
Chief Pharmacist, Watsons Hong Kong



Moderator

Mr Twinny Chow
Paediatric Pharmacist

In this webinar, the following topics will be covered:

- Optimizing Pediatric Care: Liquid Medications and Dosing Strategies
- Pediatric Dosing Without Licensed Products: Safe Practices and Considerations
- Empowering Caregivers: Properly Recording Drug Allergies in Pediatric Care

ALL Pharmacists are welcome to join!

**REGISTER
NOW!**

CLICK HERE



or scan the QR code
to register now!

An e-certificate will be sent to all pharmacists who have completed the webinar.

For this webinar, 1 CPE point will be awarded to eligible pharmacists.

*CPE point is only applicable to registered pharmacists and subject to final approval from individual CPE programme Provider and/or CPE Administrator.

Partnering in Research to Elevate Patient Care

- Academic-Industry Collaboration with the University of Hong Kong
- Research on the pharmacist's role in managing minor ailments
- Results to be announced in the 2026 1Q

Last Update: 2024/3/27, v6

輕微疾病 管理服務成效研究

香港大學李嘉誠醫學院藥理及藥劑學系現正進行一項基層醫療社區藥房輕微疾病管理服務的成效研究，這項服務為藥劑師主理的免費諮詢服務。

參加者需符合以下主要條件:

- ✓ 年滿十八歲或以上
- ✓ 親身到訪社區藥房
- ✓ 正患有輕微疾病

研究流程

使用輕微疾病管理服務
7日後
短訊/電話問卷
(完成問卷需時15-30分鐘)

完成問卷後會收到價值港幣100元超級市場現金券。

如何完成問卷?

使用服務後的七日後，研究團隊將以短訊通知您填寫網上問卷。
如果不方便填寫網上問卷，團隊亦會致電，與參加者以電話形式完成問卷。

如欲索取更多關於這項研究的資料，請聯絡香港大學李嘉誠醫學院藥理及藥劑學系：
聯絡人：尹旭輝教授 | 姚希衡博士 | 陳念珏先生
電話：3910 3395 (辦公時間：星期一至五 09:30 - 18:00) | 電郵：maspharm@hku.hk
倫理委員會批准編號：UW 24-526

贊助機構：
 VIATRIS

合作院校：
 HKU 李嘉誠醫學院
Department of Pharmacology & Pharmacy
香港大學藥理及藥劑學系

Public education

- Health talk
- Social media
- Coordinated Public Education (CoPE)



【屈臣氏全力支持基層醫療！】

基層醫療 — 您的社區健康夥伴！

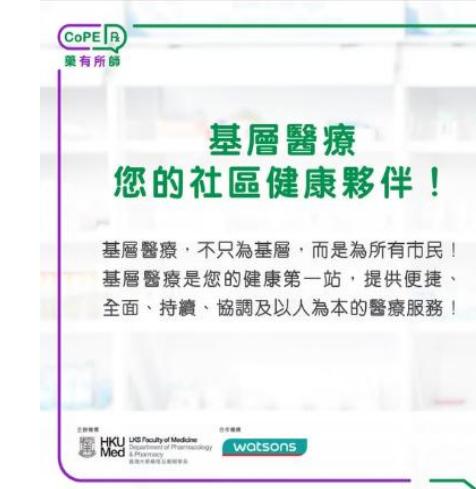
「基層醫療」唔代表只係俾基層市民，而係照顧每一位香港人嘅健康！係你屋企附近，社區入面，提供方便、全面、持續，又以人為本嘅醫療服務。由預防疾病、管理長期病、推廣健康，到日常醫療支援，全部都包晒！

作為基層醫療嘅一分子，屈臣氏藥劑師 提供社區藥劑服務，係您嘅社區健康夥伴！由小病痛管理、配藥服務、藥物諮詢及輔導、健康評估、戒煙諮詢服務，到健康諮詢及教育，一一由屈臣氏藥劑師免費為您提供！

為咗令大家更了解社區藥劑師嘅角色，香港大學藥理及藥劑學系同屈臣氏等大型機構合作，推出咗《藥有所師》公眾教育計劃，為期三年，幫大家提升健康知識，強化自我照顧能力。呢個計劃配合《基層醫療健康藍圖》，希望人人都識得善用社區資源，守護自己同家人健康！

一齊支持香港嘅基層醫療服務發展，認識身邊嘅社區藥劑師！想了解更多？嚟我地藥房同藥劑師傾吓啦！

#hkwatsons #LookGoodDoGoodFeelGreat #WatsonsHealth #屈臣醫健 #屈臣氏處處關心您健康 #CoPE #PrimaryHealthcare #CommunityPharmacy #Pharmacist #HKUPharm #HKUMed #藥有所師 #基層醫療 #社區藥房 #社區藥劑師 #社區健康夥伴 #健康教育 #港大藥劑



Sharing Insights and Experiences

- Serves as an advisory board member for the university's Pharmacy Program
- Serves as an advisory group member in the preparation of this Guideline of Practice for Community Pharmacy
- Invited to speak at professional symposiums



Looking Ahead: Transforming Pharmacy Practice for Better Community Health



**Thank you
(Email: vincentlo@asw.com.hk)**

