



STRONGER TOGETHER

Supporting Your Pharmacy Every Step of the Way



Membership overview 2025

About the NPA:

Since 1921, the National Pharmacy Association has proudly served as the voice for independent community pharmacies across the UK. With over 3,000 member organisations and over 6,000 branches, we represent over two-thirds of the sector, supporting pharmacies from single locations to larger groups of more than 100 branches.

Our mission is clear: to enable community pharmacies to thrive as essential, sustainable health practices, benefiting the communities they serve. As a not-for-profit, we reinvest back into our services, ensuring our members receive leading, modern support.

In 2024, we introduced the NPA Membership Hub a modern, easy-to-use platform and a central destination for everything NPA which makes it easier than ever to:

- Access NPA support and services tailored to your needs
- Manage your NPA learners quickly and effortlessly
- Register for NPA events and stay updated on the latest opportunities.



“ I am very grateful to the NPA Learning and Development team for their unwavering support in helping a team member complete their Pharmacy Technician course. Their guidance, encouragement, and dedication was invaluable. Thank you for empowering success and making such a meaningful difference in their professional journey. ”

Anita Karacs Michael Franklin (Chemists) Ltd

Membership services & benefits

1. Insurance and risk management
2. Pharmacy advice and support
3. Campaigning, lobbying and advocacy
4. Learning and development
5. Business insights, support and cashback
6. Industry news and events
7. Employment law, HR and health & safety support



“ The NPA is an invaluable resource. The Membership hub is easy to navigate with a hive of information available at my fingertips. I have booked employees onto courses at the click of a button, accessed and shared SOP's on the contraception service, vaccination services and hypertension case finding, and read information on everything from Safe Working in Pharmacy to Equality and Diversity. ”

Melissa Craig Elmwood Healthcare

1. Insurance and Risk Management

Join the 60% of UK community pharmacies choosing NPA Insurance for trusted, industry-leading coverage.

Our award-winning NPA Insurance team provides access to gold-standard coverage to safeguard your pharmacy, including vital professional indemnity, property protection, and more. With multi-year deals, cost-saving offers, and bespoke policies like our Pharmacover product, we're here to protect and support your business.

Our in-house legally qualified team has decades of experience helping pharmacists when they need it most. Whether it's handling a complex medical negligence claim or protecting your reputation, you're in safe hands.

Unlike other pharmacy insurance providers, we are the underwriter and make the decisions on what is covered. Our expert in-house teams are fully immersed in pharmacy and continuously refresh our cover to ensure your needs are met. From protecting pharmacists offering weight loss programs, private PGDs, and advanced services at no extra cost to supporting training for independent prescribers, we're here to enable your pharmacy's growth and evolution.

Member Highlight: Our specially tailored indemnity cover is offered on a loss occurring basis, giving you superior protection now and in the future, even if a claim is brought decades later.

SNPA INSURANCE



“ As community pharmacy takes on an increasingly intrinsic role in the provision of primary care and diversifies into even broader services, it is more important than ever for us to be partnered with an insurer who understands our evolving risk environment and can provide flexible relevant policy coverage and a robust claims service. For us, that insurer is NPA Insurance. ”

Rachna Chhatralia MRPharmS, Pharmacy Superintendent, Day Lewis

2. Pharmacy Advice and Support

Gain access to the UK's most comprehensive pharmacy advisory service via digital and telephone. From expert one-on-one advice on matters including clinical or legal aspects of practice to a vast library of resources such as SOP templates and NHS services guidance, we provide everything you need to support your pharmacy teams.

Key Benefits:

- Full access to the Membership hub with in-depth advice and support available at your fingertips
- Advice and support available from our team of pharmacy professionals via email and telephone
- Resources including SOPs, knowledge articles, legal and practical guidance, factsheets and more
- Patient safety resources and reporting tools to support pharmacy teams deliver safe and effective care
- Resources supporting Pharmacist independent prescribers (PIPs)



“ As a start-up pharmacy and new operator, the NPA has been an invaluable resource during our first year. They are always available and generous with their time and advice, easing our transition and operations. We recommend their services to any new pharmacy organisation. ”

Iftikar Mian Kinwell Pharmacy



“ NPA's determination in raising the profile of community pharmacy's funding crisis has been vital in gaining recognition from the Government, and awareness by the public. ”

Richard Dunn Gordons Chemists

3. Campaigning, Lobbying and Advocacy

A powerful voice for pharmacies, the NPA has become one of Britain's foremost advocacy bodies.

We are the voice of independent community pharmacies, championing their rights and fighting for better funding and regulation.

We appeared in national media more than 2,000 times in 2024, making us one of the most prominent voices in health care. We meet constantly with key decision makers in Westminster, Whitehall, Edinburgh, Cardiff and Belfast and work in close partnership with colleagues in the pharmacy sector and beyond to represent your interests.

Why It Matters: Your membership supports our advocacy efforts, ensuring a sustainable future for all community pharmacies in the UK.

Everything we do is led by our members. Our approach is closely tailored to meet the challenges of pharmacies in all the nations of our islands.

4. Learning and Development

Our Learning & Development team delivers high-quality training, expertly crafted by highly qualified pharmacy professionals to meet the unique needs of the sector. Through the NPA Learning Academy, we offer accredited training programs which are designed using interactive e-learning tools that enhance skills, build confidence, and support all learner styles.

As an NPA member, you'll gain access to an array of benefits, including:

- Free access to NPA Learn, a comprehensive library of e-learning resources to ensure you stay compliant
- Tools to manage team training easily with dedicated dashboards
- 10% cashback across a variety of NPA courses, helping you invest in staff development while saving money.

With a 89% student satisfaction rate, our courses deliver measurable results, such as increased team productivity, enhanced customer loyalty, and improved employee retention. By equipping your staff with the skills and confidence they need, you'll free up pharmacists to focus on patient care and revenue-generating opportunities.



“ The enrolment section is amazing. Such a smooth process, I absolutely love it! It’s an absolute pleasure to use too, so straightforward, learners enrolled within a minute or two. We will be using NPA for all training requirements now going forward. ”

Karen Murphy Borno Chemists Ltd

5. Business Insights, Support and Cashback

We recognise the financial pressures you face and offer solutions that help you save. Our cashback and referral programs let you earn while enhancing your business, and our My Pharmacy Insights tool provides powerful analytics to help you manage your market share and performance.

Member Benefits:

- Over 40 carefully vetted Trusted Partners, who can support members with a variety of business functions so you can be assured that you are using a reputable, reliable and trusted supplier
- Exclusive analytics tools and insights powered by RWA Pharmacy
- Cashback on most training courses and our referral scheme
- PharmOutcomes affinity group for English members to reduce operational costs
- Access to NPA Connects, an exclusive marketing platform to support NPA members with their marketing campaigns.



“ I highly recommend the Refer a Friend and Cashback Scheme to all NPA members looking to maximise membership value and invest in their pharmacy teams during these challenging times. What makes these schemes even more compelling is knowing that it helps support the NPA's vital advocacy work, ensuring a stronger future for the pharmacy sector. ”

Jaymil Patel Anna Healthcare Ltd

6. Industry News and Events

From regular updates via email, social media, WhatsApp to industry-leading events like the NPA Forums and Masterclasses, we keep you at the forefront of pharmacy news.

Our events, both online and in-person, bring together industry experts and fellow members to share insights and discuss emerging trends. We also enhance the profile of community pharmacy in local and national media – and give you the chance to have your own say.

Get Involved:

- UK-wide events in-person and online
- Continuous member updates via email that cover subjects that matter to you such as the latest consultations, Learning & Development courses, Pharmacy advice and support and much more
- Masterclasses on essential topics with Q&A opportunities.

A man with grey hair and glasses, wearing a grey sweater over a light-colored collared shirt, is gesturing with his hands while presenting. He is holding a small black object in his left hand. In the background, a large screen displays the text "What's next for Community Pharmacy" in blue. The bottom of the image features a blue curved graphic overlay.

What's next for Community Pharmacy

“ I was on the Making Pharmacy First England Work for your Business webinar. It was very informative with a lot of good, useful ideas; especially understanding why we aren't getting referrals, and what the barriers are, followed by practical ideas of how to engage everyone. The webinar was filled with excellent ideas. ”

Shari Barritt Cornerstone Pharmacy

7. Employment Law, HR and Health & Safety

Through our long-standing partnership with WorkNest, NPA members can access the 24/7 advisory service for support with Employment Law, HR, and Health & Safety matters. This will help your pharmacy enable best practices, ensure compliance and helps you to navigate complex issues smoothly.

Additional Resources:

- Support with legally compliant contracts and handbooks
- Free digital solutions including PeopleNest, CaseNest and LearningNest
- Webinars and resources to keep you informed.

Further support is available for Employment Law, HR and Health & Safety through WorkNest's tailored One2One packages.



“ Having been embroiled in disciplinary proceedings for the best part of the last year, I am so grateful of the support WorkNest have given me. It's been a difficult process, and they have made it that much easier. Not being very experienced with disciplinaries, I had support and guidance every step of the way. I have spoken to several members of the WorkNest team, and they all have gone above and beyond my expectations. ”

Sheema Polli Shadforth Pharmaceutical Co. Ltd



CONTACT US

Ready to experience the full benefits of NPA membership?

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Email – membership@npa.co.uk

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