



The Pharmacy  
Guild of Australia

# Vital facts on community pharmacy

1



There are **5,935** community pharmacies in Australia.<sup>1</sup>

2

On average, every person visits a community pharmacy **18** times each year, in metropolitan, rural and remote locations.<sup>2</sup>



3



Community pharmacies are the most frequently accessed and most accessible health destination, with over **443.6 million** individual patient visits annually and **2,127 pharmacies** open after-hours, including weekends.<sup>3</sup>

4



In 2023-24, under the PBS and RPBS, community pharmacies dispensed almost **227.3 million** Government subsidised (Above Co-Pay) prescriptions, accounting for 99.2% of total prescriptions.<sup>4</sup>

5



Pharmacists are one of the most trusted professions along with nurses and doctors. Public opinion surveys have shown that **84%** of adults trust the advice they receive from pharmacists.<sup>5</sup>

1. PBS Expenditure and Prescription Report

2. Pearson, D., De lure, R. (2021) NAB Pharmacy Survey 2021. NAB. <https://business.nab.com.au/nab-australian-pharmacy-survey-2021-48091/>

3. GuildLink data

4. Department of Health, Date of Supply Supplementary Report, Accessed at <https://www.pbs.gov.au/info/statistics/dos-and-dop/dos-and-dop>

5. <https://www.roymorgan.com/findings/7244-roy-morgan-image-of-professions-may-2017-201706051543>



6



In capital cities, **96%** of people have access to at least one pharmacy within 2.5 km radius, while in the rest of Australia **74%** of people are within 2.5 km of a pharmacy.<sup>6</sup>

7



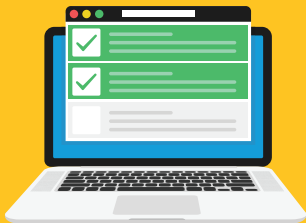
More than **95%** of pharmacies nationwide have achieved quality accreditation.<sup>7</sup>

10



Since May 2020, **219 million** electronic prescriptions issued for patients (original and pharmacy repeat prescriptions).<sup>8</sup>

8



In 2023-24, **99.9%** of approved suppliers of PBS or RPBS medicines used online claiming.<sup>10</sup>

11

As of September 2024, there were **39,144** registered pharmacists in Australia. **64.4%** of pharmacists are women; and about **58%** are under 40 years of age.<sup>11</sup>



9

**53%** of patients say they use one pharmacy for everything or at least one category of product / service. **38%** of patients state they were driven by convenience of location.<sup>12</sup>



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6. The Pharmacy Guild of Australia 2024

7. Quality Care Pharmacy Program

8. Australian Digital Health Agency, [www.digitalhealth.gov.au](https://www.digitalhealth.gov.au), Accessed November 2024

9. Department of Health and Aged Care, <https://www.health.gov.au/our-work/electronic-prescribing>, Accessed November 2024

10. Services Australia Annual Report 2023-24, Page 74, <https://www.servicesaustralia.gov.au/annual-report-2023-24?context=22>

11. Pharmacy Board of Australia Registrant Data, September 2024

12. CP2025\_Integrated Market Research Report 2018 – Orima Research



12

## 8CPA 8th Community Pharmacy Agreement

**Eight** Community Pharmacy Agreements have been negotiated between the Government and the Guild, underpinning patient access to PBS medicines and professional services for over 30 years.

13

In 2022–23, **726,807** of all hospitalisations were classified as potentially preventable. Of these, **256,494** potentially preventable public hospitalisations and **74,920** private hospitalisations were due to chronic conditions (excluding diabetes). Medicines adherence is an important role for community pharmacists.<sup>14</sup>



14



Community pharmacies provide a national network of National Diabetes Services Scheme access points for the **1,485,889** Australians with diabetes registered with the NDSS.<sup>16</sup>

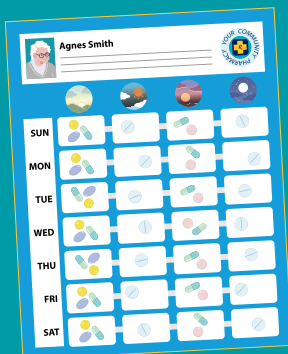
16



Pharmacies support public health initiatives such as Opioid Replacement Therapy and needle and syringe programs and participating in the Return of Unwanted Medicines Program improving social, economic and health outcomes.

15

In 2023–24, community pharmacies provided **17.1 million** Dose Administration Aids (DAAs), valued at **\$105.7 million**, to help patients remain living at home.<sup>15</sup>



17



Community Pharmacist-Led medication adherence interventions have improved adherence rates by **9.3%** and reduced health system costs by **\$1.9 billion**.<sup>13</sup>

## Vital facts on community pharmacy

13. Dovepress Journal – Patient Preference and Adherence: Pharmacist-led medication non-adherence intervention: reducing the economic burden placed on the Australian Health Care system  
14. Australian Institute of Health and Welfare Admitted Patient Care 2022-23; Table 8.2; <https://www.aihw.gov.au/reports-data/myhospitals/sectors/admitted-patients>  
15. Department of Health and Aged Care, Pharmacy programs data, <https://www.health.gov.au/resources/collections/pharmacy-programs-data>  
16. National Diabetes Services Scheme, Diabetes data snapshots, <https://www.ndss.com.au/about-diabetes/diabetes-facts-and-figures/diabetes-data-snapshots/>, November 2024