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Greener Primary Care Wales Framework and Award Scheme 2025-2026

Community Pharmacy Resource Pack



Greener
Primary
Care Wales



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Purpose of this resource pack

This resource pack has been put together to help primary care community pharmacies consider how they can become more climate-friendly by participating in the [Greener Primary Care Wales Scheme](#).

It provides an easy way for practices to decide “what can we do in our practice?”. It lists over 50 actions practices can take to improve their environmental sustainability. It also provides useful resources and tips on where to start for every action. You can select as many actions as you wish, and in any order, and you may even qualify for an award depending on the number of actions you implement. Hear about what others have done in the 2022 [Yearbook](#).

This pack is intended to be suitable for not only individual primary care community pharmacies but also for actions across professional collaboratives and community pharmacy services.

By participating in the Scheme, you will be taking action against the harmful effects of climate change and contributing towards the [Welsh Government’s Net Zero](#) targets. It will also help you to consider the impact that climate change could have on your practice, your patients and your staff, allowing you the opportunity to plan and adapt for these eventualities. All actions within the Scheme are mapped to goals within the Wellbeing of Future Generations (Wales) Act 2015 and many actions also align with the [NHS Wales Decarbonisation Strategic Delivery Plan](#).

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1. Greener Primary Care Wales Framework and Award Scheme 2025/26 framework actions and checklist

A list of actions from the 2025/26 framework is provided below.

Each action is accompanied by further information on the framework website to support its implementation. Practices can pick and mix the actions they prefer. Once registered there is no minimum number of actions required to be completed, however if your team is aiming for an award the award levels are as follows:

Award Level	Completed Actions
Working Towards	Registered but less than 8 actions complete
Bronze	8 Actions
Silver	17 Actions
Gold	23 Actions

	Adaption	✓	✗
A01	The practice has a Business Continuity Plan in place which staff are aware of and able to implement in the event of interruption to services due to the impact of climate change.		
A02	The practice has undertaken a practice-based risk assessment to understand the impact climate change could have on the practice and has developed adaptation action(s) to respond to the risk.		
A03	The practice has a system in place to inform and alert patients about access to the practice and/or information about self-care in the event of extreme weather or disaster affecting the practice.		
A04	The practice has put in place an adaptation action not covered in this framework, to ensure their service and patients are protected and avoid unnecessary harm due to extreme weather conditions.		
	Buildings & Estates		
A05	The practice adopts, wherever possible, the use of energy efficient lighting options.		

A06	The practice has made physical improvements to the building to make it more environmentally sustainable.		
A07	The practice ensures that the last person out of the work area switches off all appropriate equipment and lights and that there is a shutdown plan for holiday periods (if applicable).		
A08	The practice regularly monitors its energy use and is making progress in reducing the amount of energy used from various sources within the practice.		
A09	The practice has optimised and maintains its outside areas and green spaces for biodiversity and has increased the opportunities available for local wildlife to thrive, as well as supporting the benefits of green spaces to health and wellbeing.		
Carbon Management			
A10	The practice has identified a named lead within the practice to encourage and engage practice staff to promote participation in the Greener Primary Care Wales Scheme and to work together to implement practice-based actions to qualify for an award.		
A11	The practice communicates and promotes (to patients, the public, and the local community) the practice's participation in the Greener Primary Care Wales Framework and Award Scheme.		
A12	There is a regular discussion with the practice staff and wider MDT about the health impacts of climate change, raising awareness of the adaptation and mitigation required. The discussion includes which actions they can take personally as well as within a work context.		
A13	The practice supports its respective professional bodies' and/or the Welsh Government's declaration of a climate emergency. The practice may also choose to declare a climate emergency more locally as part of a local cluster or professional collaborative.		
A14	The practice spreads its influence to a wider group of people including local practices, professional collaboratives, clusters, and/or further afield.		
A15	The practice has a Green/Environmental Sustainability policy in place, has put it into practice, and communicates this to its practice staff and wider MDT.		
A16	The practice can show evidence of ongoing learning around carbon literacy for practice staff and the wider MDT.		
A17	The practice has taken action to identify how sustainable their practice is by measuring their carbon footprint annually.		
A18	Share an example of best practice! Produce a short-written case study or mini guide to what you have been working on and how you have implemented this in your practice.		

A19	Change the default search engine on practice computers to a climate-friendly alternative.		
Healthy Behaviours			
A20	Staff and the wider MDT are regularly encouraged and supported in the behaviours that promote better health. These behaviours are also actively promoted to patients.		
A21	The practice promotes physical exercise and active travel to patients, staff and the wider MDT and promotes a culture of physical activity and role modelling through a range of everyday activities.		
A22	A member of the practice staff or wider MDT has learnt about brief interventions and motivational interviewing via Making Every Contact Count and shares their learning with other staff.		
Innovation & Co-Production			
A23	The practice has tested, introduced and measured a 'green' innovation not covered in this framework.		
A24	The practice has tested, introduced and measured a SECOND 'green' innovation not covered in this framework.		
A25	The practice actively involves and seeks feedback from patient groups and/or the local community on any changes to adopt a more environmentally sustainable practice.		
Procurement			
A26	The practice reviews its energy provider and if necessary, changes to a more environmentally sustainable provider if not already in place.		
A27	The practice preferentially buys sustainable stationery and office consumables.		
A28	All tea and coffee purchased by the practice for staff and the wider MDT is Fairtrade certified. N.B. This only refers to tea or coffee bought with practice money, not products bought by staff. Staff and the wider MDT are however encouraged to purchase Fairtrade refreshments.		
A29	The practice has developed and introduced a stock-taking system for ordering materials to ensure low wastage. This may include stationery, pharmaceuticals or any other materials that are ordered on a regular basis.		
A30	Plastic products and packaging procured are re-usable or recyclable and incorporate recycled content, wherever technically and clinically appropriate.		
A31	The practice has reviewed its choice of business bank and if necessary, changes to a more environmentally sustainable provider if not already in place.		
Transport & Smart Working			

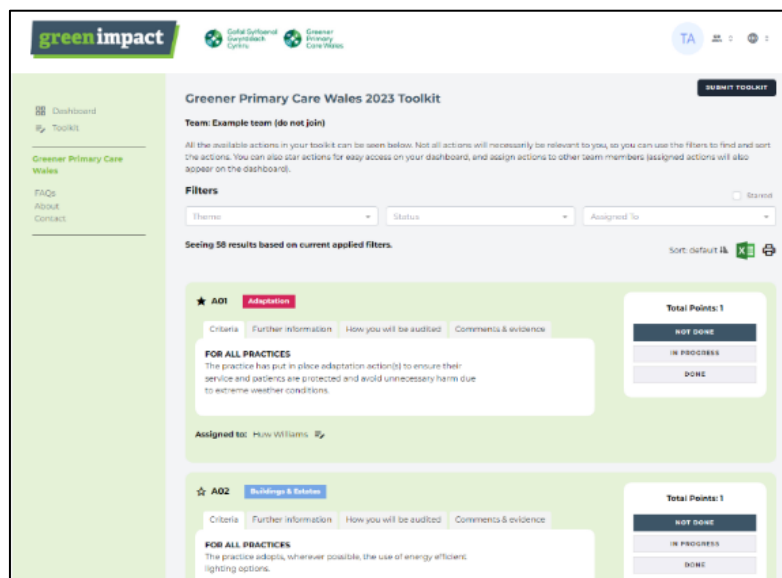
A32	The practice regularly encourages and promotes more environmentally friendly/sustainable modes of transport for practice staff, the wider MDT and patients.		
A33	The practice carries out an annual staff travel audit for members of the practice team.		
A34	The practice has made efforts to minimise patient, practice staff, wider MDT and cross practice travel.		
Waste			
A35	The practice preferentially buys rechargeable batteries instead of single use batteries to minimise its waste. Where this is not possible, single use batteries are recycled appropriately.		
A36	The practice is minimising the number of paper letters sent out by, or on behalf of, the practice. Where posting letters is necessary, the practice avoids using envelopes that contain plastic windows by using alternatives, such as purely paper-based envelopes or biodegradable options.		
A37	The practice recycles hard to recycle materials and/or becomes a collection point for patients.		
A38	Printing, copying and faxing is only used when necessary. Where it is necessary double-sided printing and paper made from recyclable sources is utilised.		
Community Pharmacy Specific			
PHARM 01	Practice staff support existing efforts to encourage patients to dispose of inhalers responsibly and safely via the community pharmacy through discussions with patients, information leaflets, posters and/or media.		
PHARM 02	Practice staff proactively inform and educate patients on the carbon footprint of commonly prescribed inhalers to promote patient-driven change.		
PHARM 03	The pharmacy uses paper bags and avoids the use of plastic bags wherever possible.		
PHARM 04	The pharmacy uses active travel or lower emission modes of transport for prescription deliveries.		
PHARM 05	Raise awareness to patients about medicines waste and encourage patients to return any unused medicines to the community pharmacy for disposal.		
PHARM 06	The practice has a repeat prescribing system in place which ensures patients only receive the medicines they require, are not regularly receiving non-repeat items and where possible medicines supply is synchronised.		

SOS UK Green Impact Special Awards
Sustainability Hero

X01	In no more than 300 words tell us who is the exceptional person within your or another team (including yourself!), who has really become your sustainability hero!
Innovation for Engagement	
X02	In no more than 300 words tell us how your team has engaged more people in sustainability activity and what results you have seen: what innovative techniques and ideas have you used to get people excited to take part?
Environmental Improvement	
X03	In no more than 300 words tell us about an innovative environmental improvement or initiative you have put in place to make a real impact in your practice, team or across the organisation. What have you done that is above and beyond the normal workbook criteria? What impacts have you seen?
Community Action	
X04	In no more than 300 words tell us about how your team has led, developed or participated in innovative community action throughout your Green Impact year. Who have you worked with? What action did you take? What positive impacts has it had?

2. Instructions on how to register with the Scheme

- Go to the toolkit site [here](#).
- **Click register** at the bottom of the log-in box and fill in your details with your email address and create a unique password.
- Once you have set up your account, click 'toolkit' and you will then be prompted to **create or join a team**.
- If you are the first person joining one of these teams or creating a new team you will be prompted to **fill in the information for that team** (Practice name, postcode, contractor type, health board and type of work conducted). Subsequent members will see your team and be able to join upon registration.
- You will then have access to the framework and begin working towards your award.



3. Greener Primary Care Wales Animation

This short animation provides a high-level summary of the Scheme, including instructions on how to register and start implementing actions.

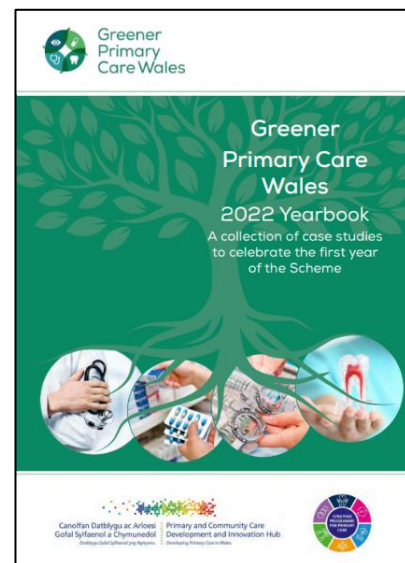
To access the resource, click [here](#).



4. Greener Primary Care Wales 2022 Yearbook

The '2022 Yearbook' was developed by the Primary Care Division with funding from the Welsh Government decarbonisation fund. It highlights a number of real-life case studies from primary care practices, including community pharmacy practices, across Wales who participated in the Scheme during 2022. The document is both a celebration of these teams' achievements as well as a motivational tool for practices considering registering.

To access the resource in both Welsh and English visit the [PC One website](#).



5. Greener Primary Care Wales video case study

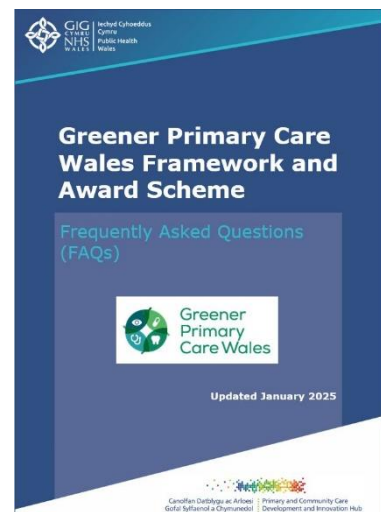
During Year 2 of the Greener Primary Care Wales Framework and Award Scheme (2023), four of the registered practices participated in a unique case study video to demonstrate the changes that they had adopted in line with the framework's actions.

The following link displays a video case study of a community pharmacy practice that participated in the Greener Primary Care Wales Framework and Award Scheme: [Video Case Study: Community Pharmacy](#)

6. Greener Primary Care FAQs

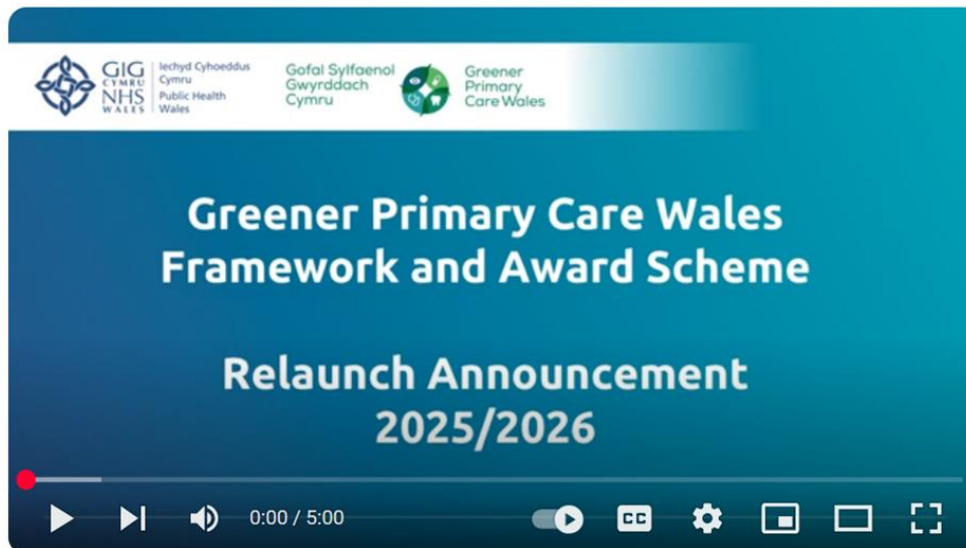
The 'Frequently asked questions' (FAQ) resource was updated in 2025 to provide answers and support to new teams registering for the first time in 2025, as well as returning teams from Year 1 (2022), Year 2 (2023) and 3 (2024) of the Scheme.

To access the resource, click [here](#).



7. 2025-26 Relaunch Announcement

[A short video announcement](#) relaunching the Greener Primary Care Wales Framework and Award Scheme for 2025-26 by Sian Evans, Consultant in Public Health and Angharad Wooldridge, Senior Public Health Practitioner.



8. Promotional Flyer

A promotional flyer has been prepared to give you a snapshot of what the Scheme is about. Available in English and Welsh on the [PC One website](#). The flyer can be used to spread the word about the Scheme and why practices should get involved.



9. Digital and social media asset packs

The digital and social media asset packs have been designed to support registered users to promote their practice's participation in the Greener Primary Care Wales Framework and Award Scheme. Various digital and social media assets outlined in the pack can be downloaded, saved, and uploaded to various online platforms.

Guidance on how to utilise these resources is available in each of the specific social media packs [here](#). Using these resources will support you in achieving action A11 of the framework:

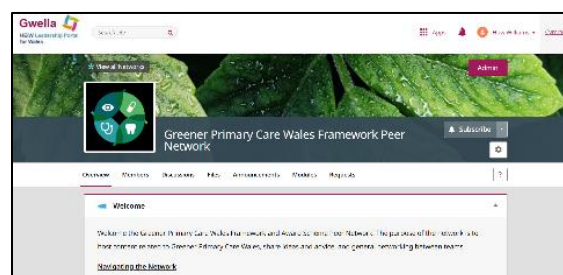
"The practice communicates and promotes (to patients, the public, and the local community) the practice's participation in the Greener Primary Care Wales Framework and Award Scheme."

The packs contains a series of still and moving images (otherwise referred to as GIFs), for you to download and use across your website and social media accounts, along with further information on downloading video clips from Vimeo and the Greener Primary Care Gwella Peer Support Network.

To note, the imagery provided in this pack has been specifically separated by the appropriate image specification/resolution for each of the highlighted social media platforms to ensure optimum upload quality.

The pack is available to view online [here](#).

10. Gwella Peer Support Network



Established in 2023, a [peer support network](#) via the HEIW-run Gwella. The site allows you to connect with other registered practices and share best practices. You can register for access to the Gwella peer support network [here](#).

When you registered for the Scheme, you will have been asked if you wanted to be added to the Gwella site. If you didn't tick the box and would like to be involved, just contact us at greenerprimarycare@wales.nhs.uk below and we'll add you to the site.

11. Further information

Further information and access to the resources in Welsh can be found on the Greener Primary Care Wales pages of the [Primary Care One website](#).

Scan the QR code to get started:

Welsh



English



12. Contact us

To contact us please email greenerprimarycare@wales.nhs.uk and a member of the team will respond to you as soon as possible.

Alternatively, if you have a query relating to the framework's website or functionality, please email [Celine Clark](#) from SOS-UK Green Impact.