



2025

SUMMARY OF PHARMACY SERVICES REVIEW

Contact us

If you would like any further information about the Bermuda Health Council, or if you would like to bring a healthcare matter to our attention, we look forward to hearing from you.

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The Pharmacy Services Review provides a comprehensive assessment of the current state of pharmaceutical services in Bermuda. Drawing on input from pharmacists, pharmacy businesses, and service users, the review outlines the strengths of existing services, highlights systemic gaps, and offers forward-looking recommendations to modernise and enhance pharmacy care across the island.

Key Findings:

- Bermuda has a high pharmacy-to-population ratio (4.4 per 10,000), surpassing international benchmarks (OECD average 2.8 per 10,000).
- Core services such as prescription dispensing, medication counselling and services like blister pack preparation are widely available.
- There is variability in service delivery, particularly regarding hours of operation, vaccination services, and patient privacy provisions.
- All Pharmacies that responded open Monday through Friday. 14 pharmacies are open on Saturdays, 8 pharmacies are open on Sundays and 6 are open on public holidays.
- Two pharmacies currently offer vaccine administration, and less than half operate extended hours, weekends or holidays
- Respondents expressed concerns about medication affordability, limited digital integration, non-transparent pricing and inconsistent customer service experiences

Identified Gaps:

- There is a lack of a formal definition for core vs. enhanced pharmacy services.
- The geographic distribution is uneven, with underserved pockets in areas such as Hamilton Parish and St. David's.
- There is limited public awareness of available services, including delivery.
- The inadequate integration of pharmacists into broader healthcare delivery impacts the potential breadth of operations. (e.g., discharge planning, chronic disease management).

Recommendations:

- Bermuda needs to define a national standard for core and enhanced pharmacy services.
- The scope of practice for pharmacists needs to be expanded to include treatment of minor ailments and broader vaccine administration, supported by legislative updates.
- Bermuda can improve affordability through the adoption of a national drug formulary, increased access to generics, and public incentives.
- Pharmacy operators can consider extending service hours or the use of technology (e.g., smart lockers, mobile apps) to improve access.
- The Health Council can encourage inter-pharmacy collaboration and maintain an updated public directory of services.

While Bermuda's overall demand for pharmacy services may decline with a shrinking population, the ageing demographic will require more complex, accessible, and personalised care. Meeting this need will

require regulatory reform, technology adoption, and a stronger integration of pharmacies within the health system.

This report offers an evidence-based roadmap to help policymakers, regulators, and providers enhance pharmaceutical service delivery for the future.



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