

Outpatient Pharmacy Update

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Background

- Previous provider in situ for over 10 years
- Due to demand & growth in clinical services the outpatient pharmacy service was not fit for purpose.
- Previous premises was inadequate
- Lack of flexibility in way patients collect and receive their medication
- Increasing level of complaints – local media & MP's
- Summer 2023 - Trust went out to procurement high quality pharmacy dispensing & retail service



Queue outside Lloyds Pharmacy at Derriford Hospital on May 22 (Image: submitted)



Boots Outpatient Pharmacy Service

- Feb 2024 Trust Board approved an agreement with Boots UK
- New store opened 2nd April
- Brand New Unit – double in Size 155 square meters

Number additional benefits patient & staff:

- Collect non urgent prescriptions local Boots
- Courier service vulnerable patients
- Electronic Encrypted Prescription
- Automated Dispensing
- Enhanced Retail Offering
- Extended Opening Hours



Pharmacy Access & Location

- Strategic decision to locate new pharmacy within Multi Storey Car Park
- Detailed QEIA & Engagement with Patient Council & PADAN
- Mitigations for vulnerable and disabled patients:
 - Priority parking spaces outside Boots
 - Disabled Parking MCSP
 - Mobility shuttle main entrance
 - More seating in store
 - Electronic prescription
 - Prescription tracking (text message)
 - Courier / Local Collection



Operational Issues at Go Live

- Complex handover previous provider
- Unfulfilled prescriptions
- Critical IT failures / network issues
- Restrictions national medicines Suppliers
- Issues text messaging service
- Patients / Staff struggling electronic prescription
- Unable to contact Boots email / phone
- Increasing number of complaints / incidents



PL News ▶ Plymouth News ▶ Derriford Hospital

Derriford 'confident' Boots pharmacy teething issues will be resolved

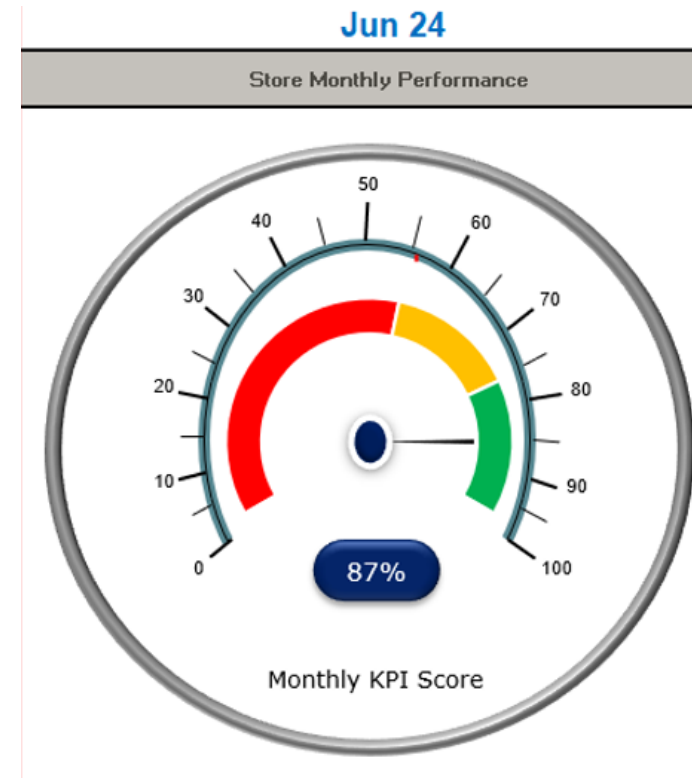
The pharmacy opened in March and it has experienced critical IT failures

- Resolved supplier issues – key accounts established
- Reconfigured store – remove retails items / improved signage
- Boots appointed additional staff
- Support Boots colleagues' other sites
- Timely response to emails and patient complaints
- Updated Comms for patients and staff
- New local stores added
- Improvement electronic prescription functionality



Current Position

- 12,085 items dispensed in May 2024
- Over 300 prescriptions sent to local Boots stores
- Average 40 prescriptions a month couriered to patients' homes
- Waiting time now down to 20-30 minutes
- Improvement in patient complaints- 0 received June 2024
- Incidents – only 4 in month July / no incidents yet to materialise in any reported harm
- Patient experience survey end of Q1



Patient Feedback

Local Guide · 14 reviews

★★★★★ a week ago **NEW**

Not sure if anyone ever picked up a prescription from Lloyds at Derriford before, it was a breeze collecting from Boots today, real smooth for me today. Clear separate desk to drop my prescription in, they took my phone number and said it would be about 25 mins - they'd text when it's ready. Nipped to costa, sat and had a brew there, got the text, walked back over, back of the queue, but then they shouted my name, so skipped to the front, picked up, paid, headed off home. Almost joyous experience! Well played Boots. The simple stuff done well, thanks.

11 reviews · 14 photos

★☆☆☆☆ a month ago

Waited in line to give the prescription. 20 minute wait while they deal with the prescription. Then, after you get a text saying it's ready (they give you a number) you then have to queue again to pick it up. All in all it took 50 minutes to get the prescription. Poorly managed. As soon as I complained, the staff in the back (presumably not doing what they should have been) jumped on the desk and they went from serving 1 at a time to 3 at a time. If you have a number and it is READY you should not have to queue again! Sort it out.

Put people first
Take ownership
Respect others
Be positive
Listen, learn, improve