



‘Pharmacy of the Future Clinical Digital and Remote’

My Background



Jay Patel- CIO

- Co – Owner Day Lewis
- Pharmacist
- MBA
- Engaged with all external stakeholders
- Politically Involved with Pharmacy Regulatory Bodies

"Dream more than others think practical...Expect more than others think possible"

What did we find?

1. Most issues occur because of lack of **Collaboration** between departments not **Technology**
2. Addressing Problems collaboratively according to **Day Lewis Values** dramatically improves **success**

Collaboration - Environment



DESIGN → **BUILD** → **IMPLIMENT**

- ✓ **DEFINE THE PROBLEM**
- ✓ **MEASURE THE PERFORMANCE**
- ✓ **ANALYSE ROOT CAUSES**
- ✓ **IMPLEMENT IMPROVEMENT**
- ✓ **CONTROL**

Collaborative - Decision Making

To keep our caring family culture

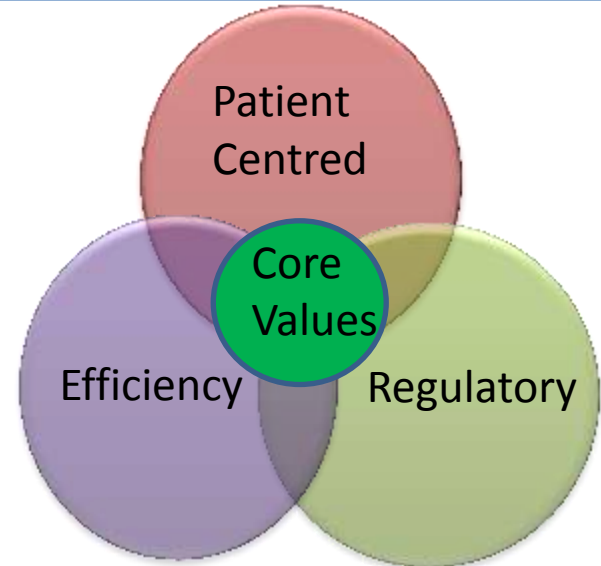
To be different through innovation

To look after our customers

To reward, recognise and empower

To be disciplined and professional

To have fun



Strengths of Community Pharmacy

Clinical Skills

- Provide Medicines
- Healthy Living Advice
- Diagnosis

Trusting Relationships

- Especially Independents
- Patients want more services

Unmatchable access

- 1.8m People Daily
- 84% Adults Visit Yearly
- 68% Patients Prefer Pharmacy to GP

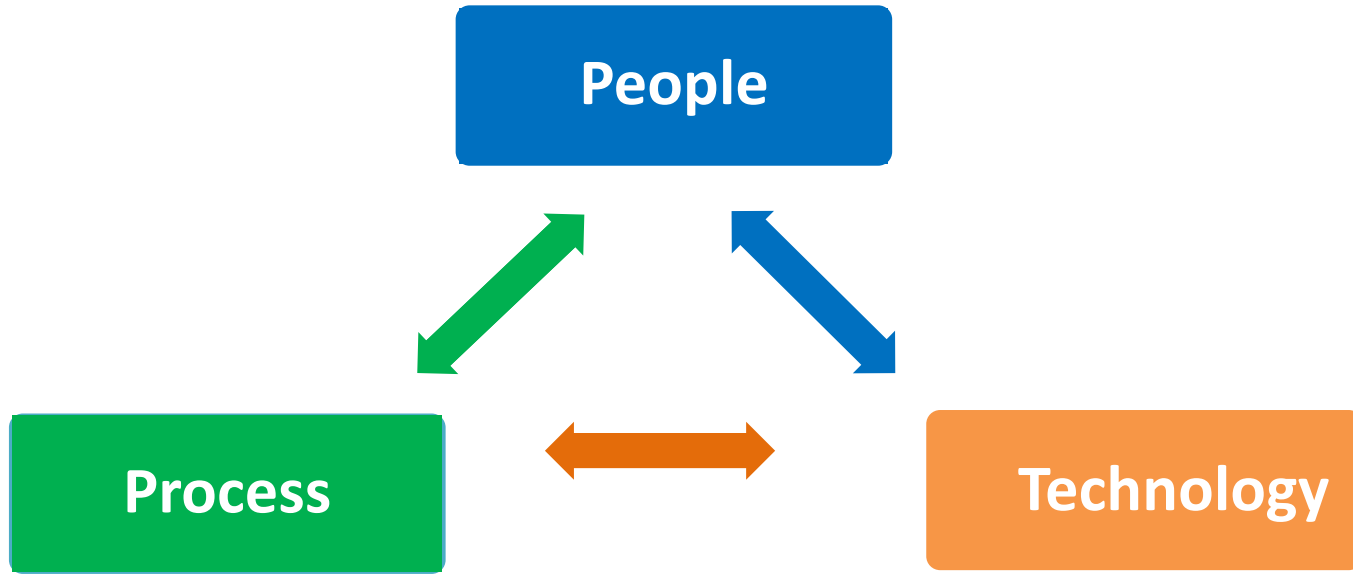
Cost Effective

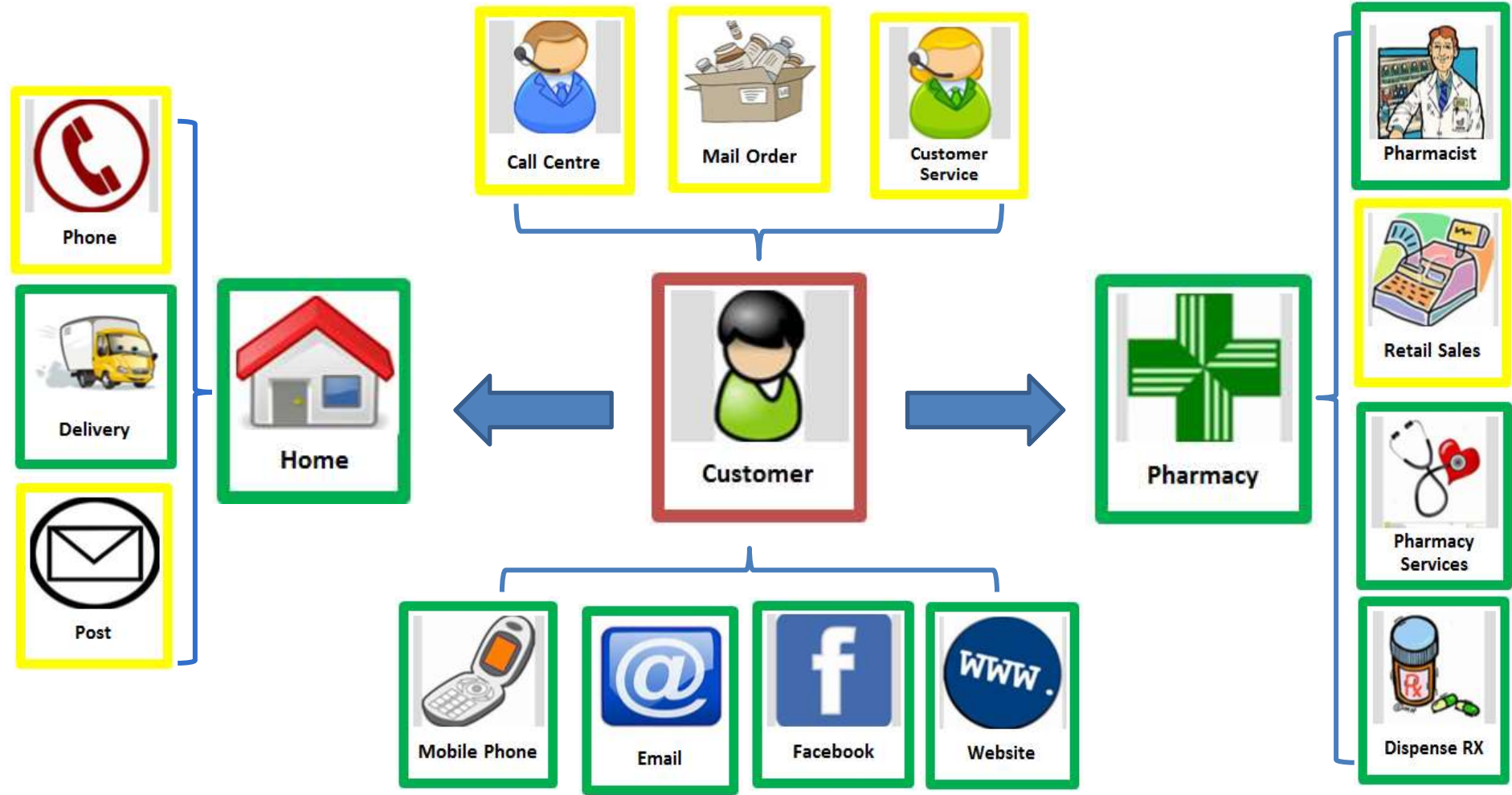
- Lowest Cost Per Intervention
- GP £80 – Nurse -£40 - Pharmacist £25

Clinical



Innovation – How to Win





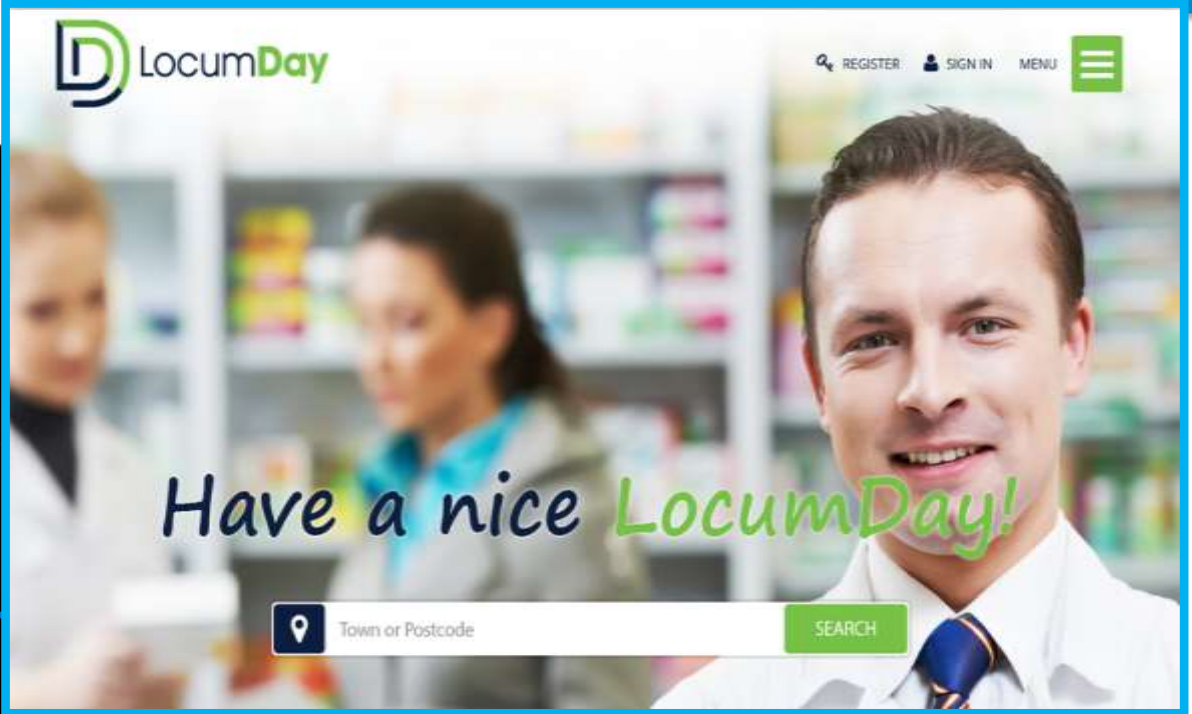


Online Booking System

Planner

In the Pharmacy

1. Right Pharmacist



Pharmacy Resource Planner

Add Planned Absence

Absence Type:

Location:

Team:

Employee:

Start Date: Half Day

End Date: Half Day

Cover Required: NO

Detail:

 SUMMARY



Annual Entitlement

Public/Custom holidays

Total Holiday Entitlement

Used and booked

Remaining

Cancel

DAY LEWIS PLC RESOURCE MANAGEMENT

Holiday and Planned Absence

Sickness and Unplanned Absence

Cover

Leave

Rota Schedule

Data and Information	Day	M	T	W	T	F	S	S	M	T	W	T	F	S
Start	JT	11	12	13	14	15	16	17	18	19	20	21	22	23
Melanie Brady	DM													
Anna Wylie	DA													
Vacancy	DA													

IT Development	Day	M	T	W	T	F	S	S	M	T	W	T	F	S
Start	JT	11	12	13	14	15	16	17	18	19	20	21	22	23
Kavi Unnikrishnan	DM													
Venkatesh Murugan	BD													
Ramyaani Kurapati	EBP													
Singha Mehta	WD													
Vacancy	DEV													
Vacancy	DEV													

IT Digital	Day	M	T	W	T	F	S	S	M	T	W	T	F	S
Start	JT	11	12	13	14	15	16	17	18	19	20	21	22	23
Matthew Beyliss	BPM													

Retail	Day	M	T	W	T	F	S	S	M	T	W	T	F	S
Start	JT	11	12	13	14	15	16	17	18	19	20	21	22	23
Vacancy	HOP													

Book Absence

Name | Type of Absence | Start Date | End Date



By Pharmacy

Search Pharmacy



By Services



PMR System



By Distance



Day of the Week



Listing type



Clear

Apply



List View



Map View



Calendar View



APRIL 2016

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

MAY 2016

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

JUNE 2016

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Stationary & Mobile Dashboard

WINTER VACCINATION MODULE

Pharmacy : Kirby Cross (Contact No.: 01255852741)



Pharmacy
Services



Pharmacy

Mrs New Tester
2 The Street
The Place
The Town
AL22DQ
NHS No:

NHS/PRIVATE:

NHS

Mobile Tel*

Email Address*

Home Tel *

Preferred Method of
Contact *

Email SMS Both

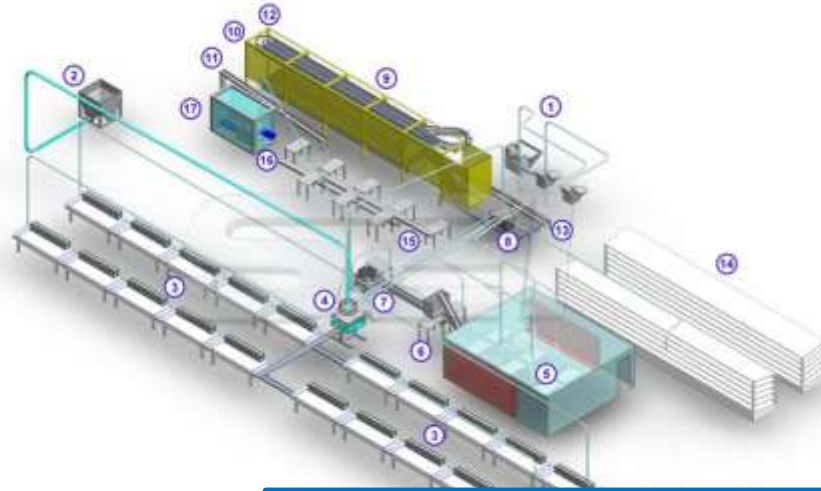
Register Without appointment

Book Appointment

Dispense Vaccine

If Mobile and Email Supplied Patients will be sent an automatic reminder message

Goal Central Dispensing Pharmacy



1. Centralised Dispensing Facility
2. Automation– 1000,000 Prescriptions +Month



Pharmacy



Dispense RX

Proposal for 2016

1. *Link Retail Sales to Repeat Rx Ordering*



Pharmacy



Retail Sales

Pharmacy Delivery Driver Tracker

Goal

At Home



Delivery



Home

1. Improve Visibility of Pharmacy Home Delivery Service



- Efficient route planned automatically
- Cost per delivery identified
- Delivery Patients can be targeted for services.

Plan for 2016

1. Enhanced Direct Mail Campaigns



Home



Post



 Day Lewis Pharmacy

26 July 2015

Dear patient

Annual flu vaccination

We have reviewed our records from your previous visits to our pharmacy and your medical condition or your age suggests that you are in a group of the population who may be at greater risk from the possible complications of flu.

You are therefore eligible to have a **free, annual flu vaccination** at this pharmacy in our private consultation room. This free NHS service is being funded by NHS England.

Ask at the pharmacy or phone us on 02092566251 to arrange a time to come in for your annual flu vaccination.

Carers are also eligible for the free flu vaccination (as the welfare of the person they care for may be at risk if the carer falls ill). If there is someone (18 years or older) you rely upon to care for you, they can also contact us to ask for a free flu vaccination.

Thank you. We look forward to seeing you soon.

Yours sincerely

Jay Patel
Pharmacist Manager

Please see overleaf for some frequently asked questions about the flu vaccination.



Proposal for 2016 **On the Go**

1. *SMS Prescription / Service Reminder Service*

Text Message
Wed 23 Sep 08:39

Day Lewis
Dear Rx, your Flu
Vaccination appointment is
at 3:0 PM on 24/09/2015
at Day Lewis Pharmacy
Kirby Cross. If you are
unable to attend please
call [01255852741](tel:01255852741). Please
do not reply to this text as
it will not be seen by the
pharmacy. Thank you.
DLref:[222355](tel:222355)





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Sign Up / In

£0.00

0

Clearance

Healthcare

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Toiletries & Travel

Skincare

Mother & Baby

Vitamins & Supplements

Pet Health

Sexual Health

Travel Shop

Subscriptions

WOMEN'S HEALTH MONTH

Deals on supplements, hygiene & fertility products

Shop Now

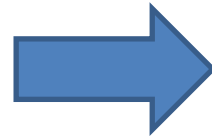
WOMEN'S HEALTH MONTH
Celebrate Women's Health Month
Shop Now

SKINCARE OFFERS
Get Your Skin Looking and Feeling Fabulous
Shop Now

NUTRITIONAL BOOST
Stock up on Nutritional Aids
Shop Now

NATIONAL NO SMOKING DAY
National No Smoking Day
Shop Now

Next Steps to Digital Plan



Proposal for 2016 Goal

Other Channels

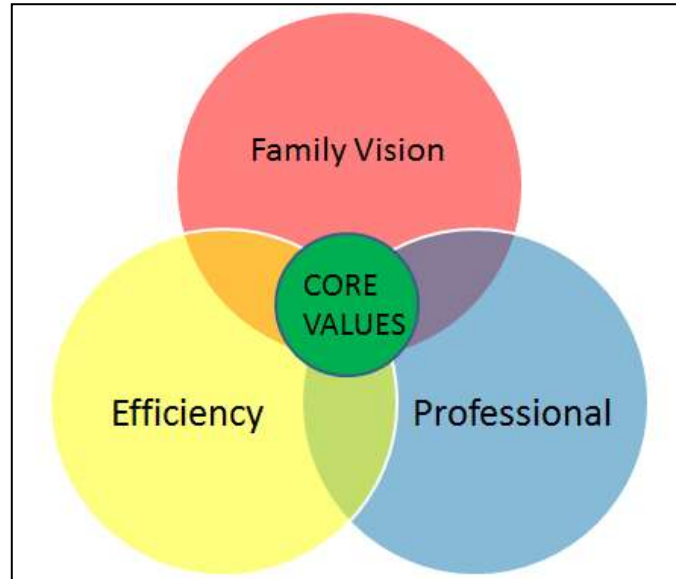
1. Telephone Management System
Connect Patient to :

- 1. Right
- 2. Right
- 3. Right



Conclusion

Decision Making



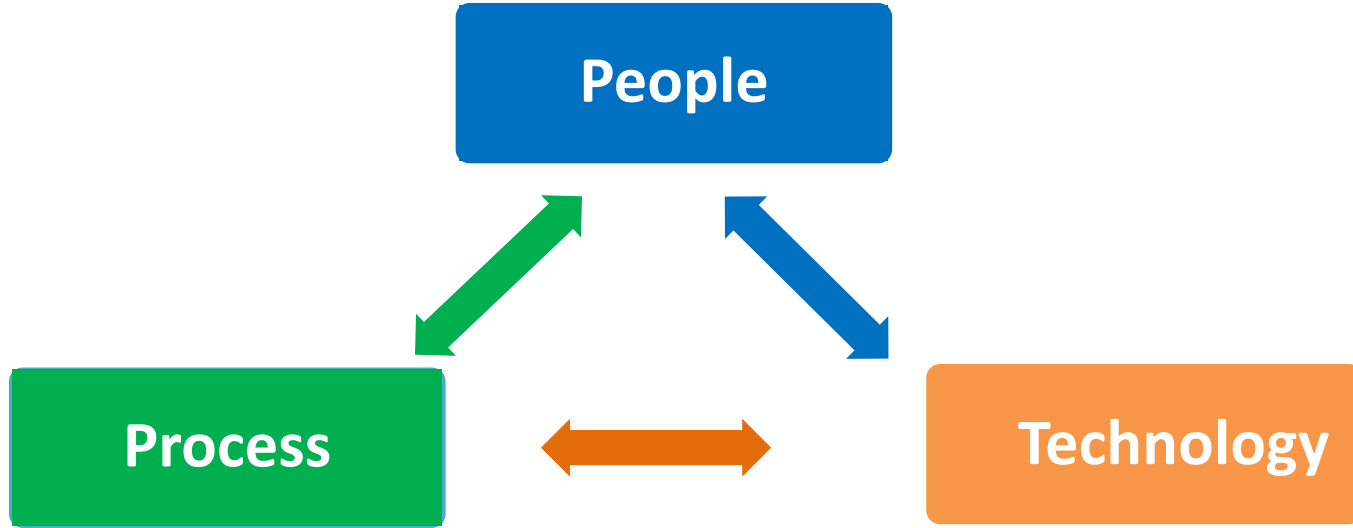
Conclusion

Does it fit our Values ?



Conclusion

Implementation



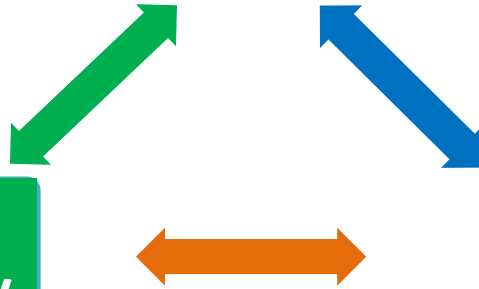
Conclusion

**Promoting
Innovation**

**Integration
not Isolation**

**Competition
not Monopoly**

**Evolution not
Revolution**



Thank You