

A day in the life of our dispensary

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**Kepple Lane
PHARMACY**

GARSTANG  **Medical PRACTICE**



**Kepple Lane
DISPENSARY**

A little bit about who we are...

- ❖ Pharmacy Technician since 2001
- ❖ Partner in 2016
- ❖ Purpose built site in 2006
- ❖ Opened 100 hour pharmacy in 2009
- ❖ We serve a population of 20,000 patients

A little bit about who we are...

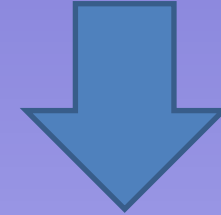
- ❖ Merged two dispensing practices in 2017
- ❖ Dispensary average monthly items are 22,800
- ❖ Pharmacy average monthly items are 20,100
- ❖ Dispensing robot installed in 2019

The good old days

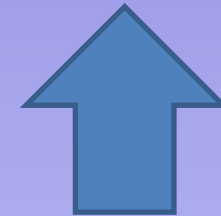
- ❖ One wholesaler
- ❖ Simple and straightforward rebates
- ❖ No threats from online Pharmacies
- ❖ DSQS

Juggling the minefield

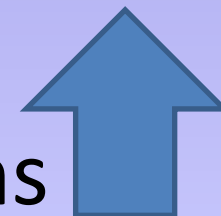
Profits



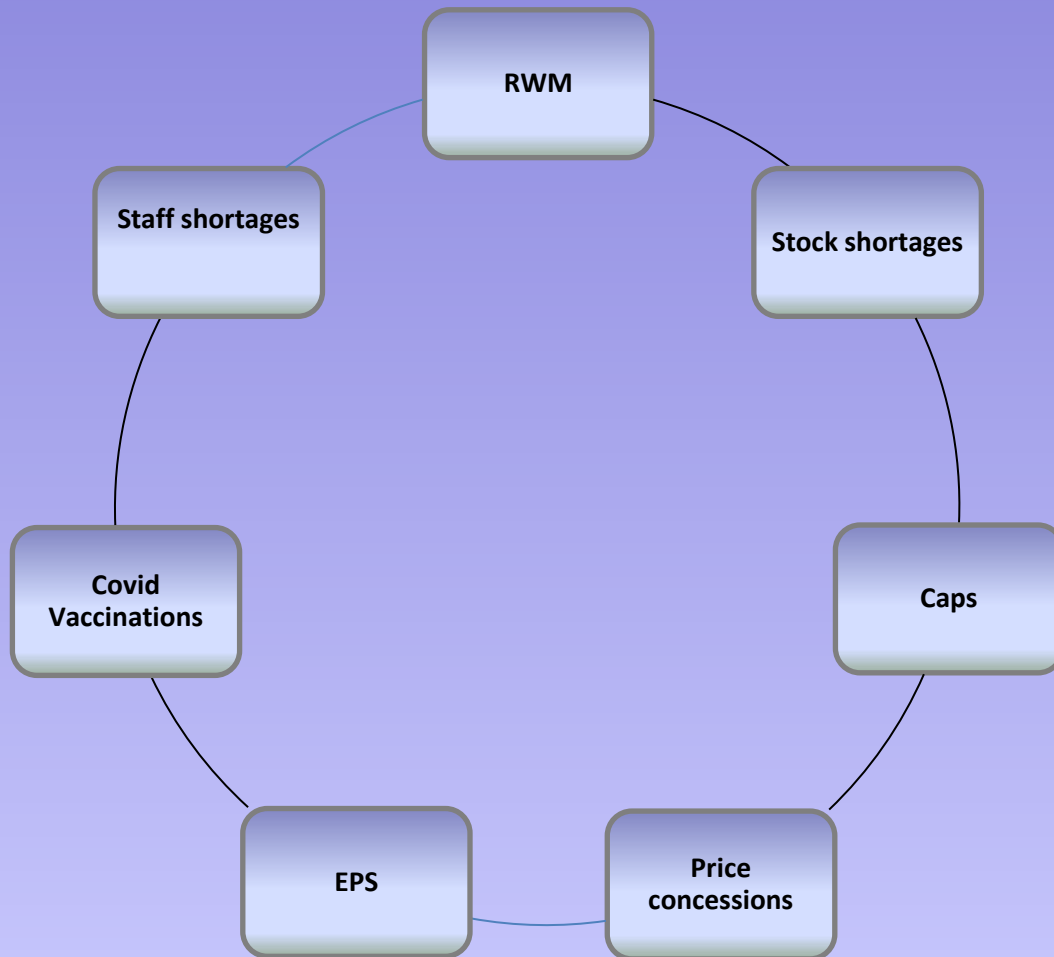
Work levels



Patients expectations



Current Challenges



Resources available to make life easier

- ❖ DDA website
- ❖ DDA Facebook group
- ❖ Organise a local network of colleagues

Account Managers

❖ Make them work for you

- Ensuring you are signed up to all possible deals
- Producing reports to share with your GP's
- Increasing profitability reports
- Reports on lines that you are loosing money on
- Monitoring your rebates
- Supporting practice formularies

Account Managers

- ❖ Meet with them regularly – F2F or virtually
- ❖ Ensure your dispensary lead GP attends

**You give them your business so make sure they
earn it!**

Stay ahead of the game

❖ Look where your practice items are going

- Items information available online
- Check out the competition and what they offer
- Delivery service
- Automation
- Collection points for when the dispensary is closed

Sharing is caring

- ❖ Working smarter not harder
- ❖ Set your team a challenge
- ❖ Use the resources around you
- ❖ Teamwork is key

THANK YOU