

Welcome to the first edition of Mawdsleys Hospital Matters

In this issue, we talk about how the use of new technologies to distribute medicines can help to improve patient safety and security, reduce costs and save space. We also bring you information on how subcontracting overlabelling can result in massive benefits in terms of cost and efficiency. Later on, take a look at Mawdsleys E-Awards, a unique system which has been developed to allow online management of stock and financial information. Lastly, we introduce you to the team who provide a professional service to over 300 Hospital Trusts up and down the country.

Hospital Matters is produced by The Mawdsleys Group – providing a dedicated and comprehensive nationwide hospital service.



The Lowry Centre, Salford, Manchester

Medicines distribution – the intelligent way

A report on a one day conference hosted by Mawdsleys

Over 40 pharmacists and technicians gathered at Salford's Lowry Centre for a one day conference which explored the use of new technologies for the distribution of medicines in NHS Trusts.

First to speak was **Ann Jacklin, Chief of Service Pharmacy and Therapies at Imperial College Healthcare NHS Trust, London.**

A large teaching Trust employing 9,700 staff, Imperial College has an income of over £650 million per annum with another £150 million for teaching and R&D – an ideal setting to test a range of automated systems. Ann gave the audience an insight into the benefits of new technologies and how they are helping to improve patient safety and medicines security as well as reducing costs and saving space.

Ann and her team had assessed several systems including the **ServeRx ward system and night cabinet, the Rowa and Packpicker, Pyxis and CII safe.** She gave her findings to the audience: "The ServeRx is a ward based closed loop electronic prescribing and administration system with electronic drug cabinets, utilising barcodes for patient and drug identification. We found that prescribing, admin and 'wrong patient' errors were all reduced with the introduction of this system and many more patient identities were being routinely checked. **The ServeRx Nightcabinet** provides controlled access to

drugs when the pharmacy is closed or a dose is needed quickly. The system is still being assessed for its impact on reducing dose omissions but in our preliminary findings, we found it gave us increased efficiency and was space saving.

"We are also trialling **Pyxis medstations** which are ward based electronic drug cabinets to see how valuable they are for narcotics. So far, we have seen increased efficiency with improvements to order patterns, and, stock holding reduced from 23 lines to 15. **The CII safe** for narcotics use in the pharmacy has been particularly effective at removing the need for paper registers. As a direct consequence, pharmacy staff time has been reduced by more than 4 hours per week."

Ann went on to talk about dispensary based robots, **Rowa Speedcase and Packpicker**, which are popular in the UK where original pack dispensing for outpatients and discharge forms a large part of the work of the dispensaries. Her findings suggested that there has been an improvement to safety with a reduction in dispensing errors. They have also proved to be space saving and dramatically reduced the patient lead time.

[continued on page 2](#)



Medicines distribution – the intelligent way

continued from page 1

Ann summarised by commenting: “New technology can deliver safety, efficiency, security and space saving benefits but cost benefits are still unproven so far. However, the hospital staff love them and are delighted to not have to look for keys anymore! Therefore from my point of view, the outcome was positive for the automated systems we have tested. Looking to the future, with computer management of stock levels, the prospect of direct delivery by pharmaceutical wholesalers has become a real prospect!”

Derek Swanson, Deputy Director of Pharmacy at Royal Liverpool and Broadgreen NHS Trust then spoke about radical changes to hospital pharmacy which will be incorporated into the new build of the Royal Liverpool Hospital, due to be fully operational in 2015.

“Typically, hospital pharmacies have been stuck in the basement with no windows, poor climate control and not enough space - things have got to change” said Derek. “There has been tremendous progress over the last 30 years. Then, medicines were requested from the central hospital pharmacy and boxes were sent back up to wards with not even a patient name to them. Nowadays, the pharmacist plays a much more active role in patient management. Rather than being stuck down in the central pharmacy, pharmacists are on the wards, talking to patients and ensuring that they are receiving the correct medication. However, the distribution of medicines is still disjointed, outmoded and inefficient.

“The main driver for change for the team at the Royal Liverpool was the challenge of a radically different new (PFI) hospital design. **The next generation of pharmacy will move away from a large centralised pharmacy.** In our design, every pair of

wards will have their own pharmacy team and ward based automated storage of medicines. The storage facilities will be secure and space saving. Each will stock typically used medicines and receive a twice daily delivery of stocks from suppliers. Automated intelligent systems will ensure that stock levels will be monitored and stocks re-ordered automatically.



Robotic dispenser

“Individual patients will have their own medicine locker as is now common in many hospitals and there will be no ward medicine trolley. Ward based pharmacy teams will be patient focused making the supply of medicines, safer, quicker and much more efficient.

“It is fair to say however that the central pharmacy will never be completely replaced. It will always have to exist in some form or other for things such as bulk IV fluids storage, office accommodation, storage for clinical trials and specials etc. but the benefits of the new model will be numerous and far reaching. A focused, near patient service will provide massive

benefits to patients and nursing staff, eliminating the major risk of delays between prescribing and dispensing which currently exist. Pharmacy staff will, at long last, be integrated as part of the ward team. Medicines will be safely stored in properly designed units and stock control will be improved.

“Decentralisation of pharmacy will radically change hospital pharmacy service delivery for the better. It will bring a major culture change and fully realise patient centred medicines management. We hope that the Royal Liverpool will act as a model for other hospitals to follow.”

Unlicensed medicines suppliers – who to choose?

With an increasingly complex range of unlicensed products being requested by clinicians under 'named patient' and other protocols, the purchase of unlicensed medicines by NHS hospitals has become a much more demanding arena for procurement staff. Similarly, the demands on specialist suppliers have increased well beyond simply delivering the goods as they develop their role as key information providers.

So what do you need to consider when choosing a supplier:-

Obvious, but hugely important is their compliance to current regulatory and licensing criteria.

Similarly they must have an absolute commitment to the highest levels of Quality Assurance and product compliance.

They should have highly qualified staff – preferably pharmacists or Qualified Persons – available at all times.

An unlicensed products supplier should have access to a wide range of products,

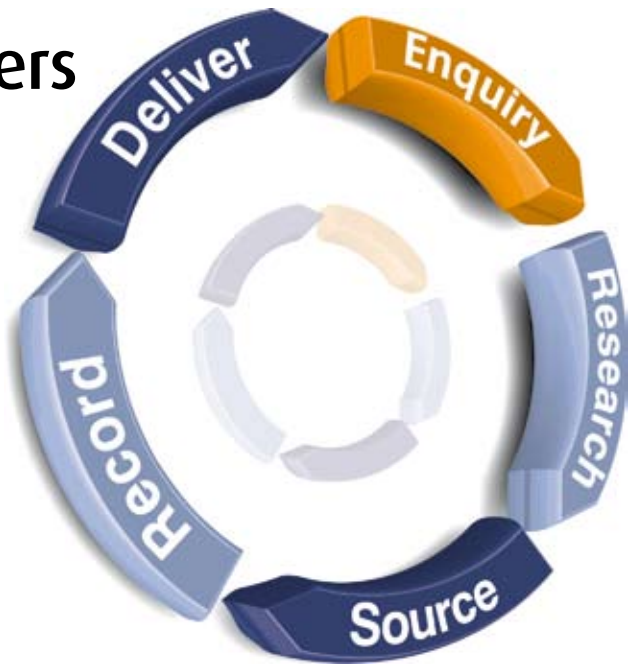
ensuring all of the most popular product requests can be satisfied.

You should expect your supplier to have a close working relationship with the MHRA and be in daily communication with them.

Products should be delivered in a speedy and efficient manner. In fact, a 48 hour delivery should be taken for granted.

However, the most essential requirement from any supplier is an extremely high level of product knowledge with the ability to answer any queries you may have about various products.

For the last five years, Mawdsleys has offered an unrivalled service in unlicensed products and are suppliers to over 180 hospital trusts. Mawdsleys has a dedicated team of professionals who know about the



availability of a vast range of unlicensed products. Our team will work alongside you to ensure you get the product you want, when you want it!

To discuss your requirements, call Nick Hill on 01302 554 800 and see what we can do for you.

Choose your partner carefully

As every hospital pharmacist knows, the supply chain is in serious danger of being destabilised by the pharmaceutical industry. The long-standing and highly effective full line wholesale model has been seriously undermined by the pharmaceutical industry and is being replaced by an altogether different distribution model.

The decision by some manufacturers to severely limit the number of wholesalers allowed to distribute their product to hospitals has resulted in restricted choice and a lack of competition. Pharmacies have found themselves having to cope with the added complication of ordering from several wholesalers as well as multiple deliveries each day – a situation which has been created by pharmaceutical manufacturers who have given little thought to how this affects secondary care.

As a result, the choice of who to pick as your preferred wholesaler has become even more challenging. Your wholesaler must excel in a wide range of services designed specifically to support the needs of the hospital. The specific performance measures against which hospitals judge service standards will take on even greater importance in order for hospitals to ensure that pharmaceutical manufacturers do not undermine the integrity of the supply chain.

At Mawdsleys, we believe that our ability to adapt rapidly and effectively to changing conditions whilst still retaining the highest standards of service is the key to both our future and yours. It's time to ask yourself whether the same can be said of other wholesalers? Only time will tell.



Paul McAllister
Sales Director,
Mawdsleys

Overlabelling service proves its worth

Hospital's which are still labelling up pharmaceutical products in-house may want to consider Mawdsley's bespoke overlabelling service. Just 18 months after introducing the service, almost 40 NHS Trusts have already switched to Mawdsleys from in-house labelling having realised the massive benefits not just in terms of cost, but speed and efficiency.

As the demand for pre-dispensing packs increases, so has the requirement for a service which offers NHS Trusts bespoke label designs and layouts, rapid turnaround times and extremely competitive pricing.

Manager of the service, Cheryl Wilkinson, explains how it works: "Each hospital will have their own unique needs, all of which we can cater to. Once a hospital approaches us, we firstly design a label which will include their logo and Trust details. The hospital then orders the required products in whatever quantities they wish and we will label the product up ready for easy dispensing on wards or in outpatient departments. All the hospital staff have to do is fill in the patient name and date. It has proved to be extremely efficient for the Trusts to use this service saving them time and money. We deal with many Trusts now, some of whom only need a few hundred items overlabelling a month whereas others may need several thousand at a time."

The service has been so successful that there is now a team of four people dedicated to providing an individual service to each customer. There are also plans in the pipeline to introduce barcodes on labels to enable dispensing to be carried out via robotic dispensers plus overlabelling for parallel imports and even unlicensed products. **For more information, please contact Cheryl Wilkinson on 01302 554805 or email cheryl.wilkinson@doncaster-pharm.com.**

E-Awards make life easier

Mawdsleys advanced e-trading portal, E-Awards, developed to make life easier for procurement and account managers working throughout primary and secondary care NHS, is living up to its claims.

Allowing online management of every critical measure, managers can:

- **View live stock holdings of Mawdsley's full range of products**
- **Display current pricing**
- **Access financial information**
- **View invoices and statements**
- **Search a comprehensive product file with complete DM&D matching**

Tim Forrest, Trust Lead Pharmacist for Northern Lincolnshire and Goole Hospitals Foundation Trust, has been using the system since it was launched last year and comments: "It is much easier and quicker to check stock levels and alternatives using E-Awards, rather than having to keep phoning all the time. It is also of great benefit for chasing invoices and

credit notes which may have disappeared in paper format. The format of these on E-Awards is excellent and easy to print compared to other wholesaler's websites. We currently use the system four to five times a day and it has definitely led to an increase in trading with Mawdsleys as we are able to locate lines that are out of stock elsewhere quickly and efficiently. Once we have switched lines to Mawdsleys, they are there to stay!"

Mawdsley's Hospitals Manager, Brian Richardson, comments: "The system was developed to give NHS procurement staff immediate access to vital information. Once registered, we supply a user ID and a password and then everything from looking at transactions to searching for products is instantly available."

For more information and to receive a registration number for the innovative new system, please contact your Hospital Business Development Manager or Joanne Durkin at Mawdsleys on 0161 742 3300.

Top 20 E-Awards users

1. Haresfield Surgery, Worcester
2. Scunthorpe General Hospital
3. Colchester General Hospital
4. Hemel Hempstead Hospital
5. Frimley Park Hospital, Camberley
6. Royal Free Hospital, Hampstead
7. Birmingham Heartlands Hospital
8. Royal Albert Edward Infirmary, Wigan
9. Milton Keynes Hospital
10. The Kings Mill Centre, Nottingham
11. Bedford Hospital
12. Pinderfields General Hospital, Wakefield
13. Woodland Pharmacy, Southall
14. Alexandra Healthcare Trust, Worcester
15. Walgrave Hospital, Coventry
16. Queen Elizabeth Hospital, London
17. The Glenfield Hospital, Leicester
18. Bam Close Surgery, Worcestershire
19. The Mortimer Practice, Herefordshire
20. Rampton Hospital, Nottingham

Who's who

Mawdsleys has been offering a dedicated service to hospitals for nearly 10 years now but what about the team of people who work tirelessly behind the scenes, to give an informative and competitive service to over 300 NHS Trusts up and down the country.

At Mawdsley's headquarters in Salford we meet Hospitals Manager, Brian Richardson, the man responsible for originally setting up the hospitals division 10 years ago. Brian and his office based team who maintain the hospital contracts have seen the hospitals side of the business grow tremendously over the last few years. Not surprising when you consider the service on offer:

- **A highly experienced team led by customer relationship managers**
- **Dedicated hospital supply chain team**
- **Accurate reliable and frequent deliveries**
- **Electronic ordering/invoicing**
- **Proactive contract management**
- **Account information available on the web using E-Awards system**



(Left to right) Linda Milner, Northern Business Development Manager, Andy Machin, Central Business Development Manager, Kevin Buttress, Hospital Supply Chain Manager, Fleur Donnelly, Hospital Sales Manager, Sabri Musa-Bein, Southern Business Development Manager and Brian Richardson, Hospitals Manager.

A keen caravanner, Brian admits to being one of those people who frequently holds the traffic up both at home and abroad much to the annoyance of other motorists!

Moving away from Salford we meet Fleur Donnelly – a busy woman indeed! Not content with her job as Hospital Sales Manager providing back up for the three Business Development Managers, when not working, Fleur juggles a young family with her passion for growing her own vegetables. Living in the East Midlands, Fleur has been with Mawdsleys for six years, taking over her current role in 2004 and spends many hours each week on the road as do her team Linda Milner, Sabri Musa-Bein and Andy Machin.

"We service Trusts as far north as

Newcastle and down to the south coast of England" comments Fleur. "Our customer base, including more and more private hospitals, is increasing daily as we offer important value added services such as overlabelling and the supply of unlicensed medicines. As well as this, the hospital team has hands-on NHS procurement and sales experience. This differentiates us from our competitors as customers know that we really understand what is important to them."

Last but certainly not least is Kevin Buttress, Hospital Supply Chain Manager who provides a key service. Kevin's role is to ensure hospitals maintain their critical stock levels. On call day and night (according to his colleagues!), Kevin assists Trusts and private hospitals with any matter concerning their stock.