

Welcome to Hospital Matters, brought to you from the Mawdsleys Group.

In this issue, we look at the reasons why Mawdsley's hospital sales have been rising so significantly over the last 12 months and how our Hospitals Contracts Team has been instrumental in this success. See why our overlabelling service is going from strength to strength and how we have become one of the top two companies in the unlicensed medicines market within just five years!

We review a one day conference organised by the National Clinical Trials working group of the NHS Pharmaceutical Quality Assurance Committee.

Sponsored by our clinical trials division, Wellspring, participants discussed the role that hospital pharmacy plays in clinical research.

We also travel to India with Wellspring Clinical Services as they attend Bangalore Bio, India's premier biotechnology event, and discover how they work in partnership with Mawdsleys to offer pharmaceutical and biotech companies a complete service from clinical trial logistics to managing their pre-launch named patient programmes. Plus, how Mawdsleys are playing a vital role in a unique new treatment for liver failure.

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

Mawdsleys offer new service model

Whilst spelling disaster for some, the end of the traditional supply chain has demonstrated Mawdsley's ability to adapt to a rapidly changing environment and emerge on top with a new service model. But what makes Mawdsleys different from other suppliers and why do so many hospitals, and manufacturers, choose Mawdsleys?



Collaboration with NW CCA

Incredibly high standards of service and accuracy in deliveries are just two reasons why Mawdsleys are highly regarded by the North West Collaborative Commercial Agency (NW CCA), the purchasing agency for 50 acute NHS Trusts in the North West of England. The organisation acts as a link between pharmaceutical wholesalers and NHS Trusts and works collaboratively to help specify products and services, reducing costs and improving standards and efficiency.

Darren Palin, Category Manager, NW CCA has helped to develop the relationship with wholesalers and explains: "We are committed to achieving the best possible value for the NHS and want to drive improved commercial efficiencies across the health economy by offering a broader range of enhanced procurement services. Our role is to rapidly develop health purchasing procurement skills, raise overall standards, consistency and quality of commercial capability.

"The creation of the NW CCA has introduced a new way of working with suppliers and providers of products and services to the NW NHS. Our aim is to develop "win-win"

relationships that benefit patients, users, stakeholders and suppliers.

"We collaborate with the four main pharmaceutical wholesalers and agree a set of key performance indicators (KPIs) which we monitor their performance by. These can include spend data, sales, deliveries within agreed timescales, line fulfillment and duplicated orders. We hold quarterly contract management reviews which give us the opportunity to discuss with wholesalers, such as Mawdsleys, how they have performed against these KPIs and how, if necessary, they can improve. This information is passed on to hospital Trusts who can use this to base their purchasing decisions on. We have also recently asked wholesalers to develop action plans which show how they can give Trusts added value and efficiency savings. For example Mawdsleys have introduced E-awards which allows procurement and account managers access to online management of live stock holdings, current pricing, financial information and viewing of invoices and statements online. It is this type of service which will encourage Trusts to use their services."

Mawdsleys are also working very closely with Resource Hub, Procure Hub, HPC hub, LPP (virtual hub), East of England Hub, Yorkshire and Humber hub and Prone hub.

Mawdsleys offer new service model

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Dedicated Hospital Contracts Team

Mawdsleys has also invested in a dedicated internal and external hospital sales team who act as a focal point for both hospital Trusts and manufacturers. Although DTP has limited the supply of goods from certain pharmaceutical companies, Mawdsleys is a nominated supplier for 54 manufacturers.

Hospital Contracts Manager, Kelly Jacques, comments: "We are absolutely delighted that despite DTP, the number of manufacturers nominating us to distribute on their behalf is increasing month on month. As well as this the high levels of service being provided by the team has resulted in a continual and steady increase in the number of contracts being awarded to us from hospital Trusts."



Hospital Contracts Team Kim Yates, Kelly Jacques and Trudi Jones

For further information, please contact Kelly Jacques via email on kelly.jacques@mawdsleys.co.uk or telephone 0161 742 3300.

State of the art warehousing

Hospitals place complex orders for many hundreds of pharmaceutical products at a time, but how can they be sure that they will receive precisely what they order? Well, just one look at Mawdsley's warehousing facilities and you will see why all their deliveries are so accurate. Every stage of goods coming in to the company and being despatched to hospitals is checked via a state of the art barcode scanning system. Sam Wilson, Warehouse Manager, tells us more: "The system has been designed to eliminate human error. As soon as we take delivery of products, the audit trail begins. All goods are scanned to ensure that we have received exactly what we ordered. The goods are then taken to the picking location where everything is checked again via barcode scanning ensuring that the correct products are in the correct place within the warehouse. When we receive an order, our intelligent automated KNAPP system sends the tote around the warehouse stopping off only in the places where goods need picking from. Products are then manually picked off the shelves and the assembled order is sent to our checkout area. The invoice is then scanned and every item on the order is displayed on a VDU. The member of staff checking out the goods then scans every single item in order which is then matched up to the order on the screen. For hospital orders, this process is then repeated ensuring everything is double checked.

"The accuracy of this system, as opposed to checking by weight which other suppliers do, has been welcomed by our hospital clients and in turn, that's why they keep coming back to us."

Clinical Trials and Hospital Pharmacy

Over 150 hospital pharmacists from all over the UK attended a one day symposium sponsored by Wellspring Clinical Services and organised by the National Clinical Trials working group of the NHS Pharmaceutical Quality Assurance Committee. Held at the prestigious Lowry on Salford Quays, the symposium was designed to give the latest information and guidance on clinical trials relevant to hospital pharmacy.

Chaired by Ian Beaumont, Director of Quality Control, the symposium's keynote presentation was given by Martin Stephens, National Clinical Director for Hospital Pharmacy.

Martin gave the audience an overview of the important part that pharmacist's play in clinical research. He introduced the document, "Best Research for Best Health" which supports the government's ambitions to improve the nation's health and increase the nation's wealth as set out in the 10 year Science and Innovation Investment Framework 2004-2014.

Mr Stephens told the delegates: "The pharmaceutical industry contributes greatly to the economy with over 300,000 jobs relying on it and £3.9 billion invested in clinical research in the UK in 2007 alone. One in five of the world's top medicines are developed within the UK with only the USA having a higher percentage.

"The White Paper supports R&D, the investment in world class quality scientists, engineers and technologists and encourages



Martin Stephens

Overlabelling goes from str

Within just two years of introducing a bespoke overlabelling service as part of a range of hospital support services, Mawdsleys has seen a significant number of NHS Trusts switching to outsourcing their requirements having realised the huge benefits not just in terms of cost, but speed and efficiency.

Manager of the service, Cheryl Wilkinson, comments: "As the demand for pre-dispensing packs increases, so has the requirement for a service which offers NHS Trusts rapid turnaround times and extremely competitive pricing.

"Each hospital will have its own unique needs, all of which we can cater for. 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 hospital staff have to do is fill in the patient name and date. We can also help with products that require barcodes for dispensing via robotic dispensers by allocating them a barcode which is unique to that product and each specific hospital. So whatever a Trust's overlabelling requirement is, from a few hundred items to several thousand at a time, they can rest assured we can offer them complete flexibility."

collaboration between businesses and the science base by promoting innovation in companies. The government wants the UK to be the most attractive location in the world for science and innovation and has set a new and ambitious target of increasing UK R&D investment over the next decade. "But what is the pharmacy team's contribution? They provide good clinical practice in clinical trials but we must continue to develop their skills and know how. We must make sure we provide value for money and get the skill mix right. We also need to ensure we are getting the research right and the patient's experience is a key part of this. Pharmacy makes a unique contribution in terms of delivering high quality clinical trials with good participation. The result of this means we have safer medicines and patients who are able to benefit sooner from new medicines. As a profession we have a responsibility to ensure patients get the maximum benefits from medicines but also that they receive help and information on how to live a healthier lifestyle.

"It is vital that we have the right people in place to carry this forward into the future. To do this we must have appropriate career structures in place and develop new roles for Consultant Pharmacists, Academic Pharmacists and Qualified Persons for example. As a nation we are carrying out high quality research with pharmacy playing a very important role in this. But we need to understand how to get the most from our medicines and designing trials which will speed up the process of getting medicines to market will play an important contribution to not only the health, but the wealth, of the nation."



Also speaking at the symposium were:

- **Dr Clare Morgan, Director for Industry, NIHR Clinical Research Network**
- **Angela Ralli-Thomas, SIMBEC Research Ltd**
- **Michelle Rowson, GMP Operations Manager and Senior GCP Inspector**
- **Chris Burdette, Industry Costing and Contracts Manager**
- **Serena Farrah, Children's Cancer and Leukaemia Group**
- **Donna Kimber, Chemotherapy and Pharmacy Advisory Service**

Luto acquisition enhances Clinical Trials division

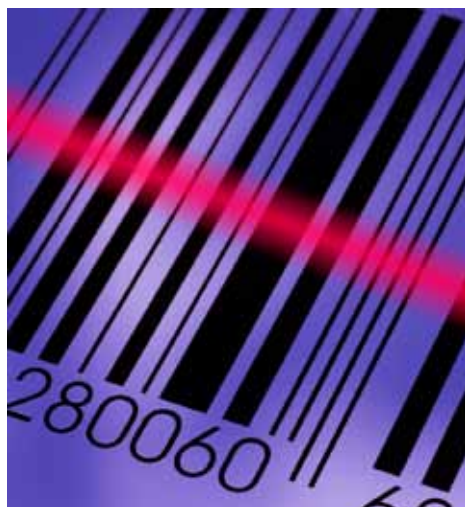
The Mawdsleys Group has recently acquired Luto Research Ltd to build upon its existing expertise in clinical trial services. Luto specialises in developing, enhancing and testing communications to patients and healthcare professionals, and will naturally complement Mawdsleys' clinical trials division, Wellspring Clinical Services.

Commenting on the acquisitions, Ian Brownlee, Chief Executive of Mawdsleys said: "We believe that Luto's pioneering work in testing and refining patient and healthcare professional communications will have immediate synergies with other group companies such as Wellspring. We are particularly keen to apply the methodology resulting from Luto's research into the area of clinical trials patient information and informed consent, which we believe will bring real benefits to clients."

The acquisition serves to strengthen the capabilities of Wellspring, which specialises in providing worldwide support in the clinical trials arena.

For further information, please contact David Wood, Luto Research on 0113 384 5906 or email dwood@luto.co.uk

length to strength



For more information, please contact Cheryl Wilkinson on 01302 553009 or email cheryl.wilkinson@mawdsleys.co.uk

Unlicensed medicines go extra mile

An unrivalled product portfolio, first class service and sheer dedication have all combined to make Mawdsleys one of the top two companies in the unlicensed medicines market within just five years.

Unlicensed Medicines Manager, Nick Hill, has undoubtedly played a major part in the company's achievement and says: "We have extensive experience across a wide range of unlicensed medicines with access to a portfolio in excess of 5,000 products. As hospitals continue to request new products we work hard to keep identifying new and reliable suppliers from all over the world. Our product base is therefore constantly expanding and our supply chain has extended significantly in just the last six months alone with the introduction of products from as far afield as Australia."

Mawdsleys unlicensed medicines service gives clinicians access to a vast range of products from suppliers across the world. The service includes:

- **Complete audit and record keeping to MHRA standards**
- **Advice on product and availability from our team of specialists**
- **Pharmacovigilance and quality assurance**
- **Qualified Person supervision to GMP guidelines**
- **Rapid turnaround times**
- **Full certification**
- **Supplier verification**
- **Competitive commercial terms**

For more information, please contact Nick Hill on 01302 553000 or email nick.hill@mawdsleys.co.uk

Vital new hope for liver failure

A remarkable new hope in the treatment of liver disease is now one step nearer to being available in the UK and Europe, thanks to a unique collaboration between Mawdsleys and San Diego based company Vital Therapies, the developers of a human liver cell-based device.

Known as ELAD (Extracorporeal Liver Assist Device) the machine acts as an artificial liver taking over a person's liver function for a few days or weeks to keep them alive until either a transplant becomes available, or, the liver regenerates on its own.

Currently liver transplantation is the only therapy proven to extend survival but the waiting list for liver transplants is extensive and many on the list will not receive an organ due to a shortage of donors. Many more patients do not qualify for transplantation. ELAD has the potential to improve survival and quality of life for patients who experience liver failure.

The treatment is already undergoing investigational clinical trials in the USA and China and early results suggest that there is significant improvement in transplant free survival for acute and chronic liver failure patients treated with ELAD.

The first patient in the UK received the treatment thanks to Vital Therapies and specialists in unlicensed medicines and clinical trials, Mawdsleys, who became involved after they were contacted by University College London Hospital. The hospital was treating a young patient with acute liver failure and needed access to ELAD. A team of specialists from Mawdsleys with expertise in the use of biologicals promptly flew out to San Diego to audit the production facilities.

As a result of Mawdsleys involvement, Vital Therapies was then able to navigate the regulations concerning named patient basis and import the advanced therapy product into the UK at the request of a doctor. The ELAD equipment and cartridges containing the human liver cells were delivered to the UCLH within just 48 hours from leaving the production facility in the USA, the time in which live cells have to reach the patient. Mawdsleys now act as a holding hub for ELAD which is available to specialist liver centres in the UK and across Europe on a named patient basis.

Catherine Harper, Clinical Trials Business Manager, adds: "Vital Therapies had already approached a number of QP's but none felt they



had the expertise needed to release a biological. My knowledge as a biologist with a cell culture and transplant background combined with that of our QP Steve Garner meant we were confident that we could successfully help Vital Therapies release their product. We are hugely excited to be working with a company who are at the cutting edge of live cell culture technology. It also opens up many more potential opportunities to us and we are now able to offer our services and expertise to other pharmaceutical companies wanting to bring new cell therapies into Europe."

Success at Bangalore Bio 2009

Mawdsleys' clinical trials division, Wellspring, was launched onto the international market recently as they attended Bangalore Bio, India's premier biotechnology event.

Nick Hill, Mawdsleys' Unlicensed Medicines Manager and Catherine Harper, Wellspring's Clinical Trials Business Manager teamed up with a remit to demonstrate to pharma and biotech companies how the group can help them go "full circle" from clinical trials to pre-launch.

Catherine Harper explains: "One of the main purposes of attending the event was to set up exclusive partnerships with pharma companies to be the sole supplier of their pre-launch products. Prior to our visit to India, we had incredible support from the UKTI (UK Government's trade and investment division) who set up appointments for us with interested



Catherine Harper travels to the conference in style!

companies in the Indian biotech and CRO industries in advance. During our seven day visit, we had the opportunity to present to the decision makers of about 60 companies and were literally bombarded with people wanting to talk to us!"

Unlicensed Medicines Manager, Nick Hill, adds: "The UKTI also arranged visits to companies in Mumbai and Bangalore and we saw first hand evidence of the massive boom in clinical trial business and allied services in

India. We also managed to visit clinical research companies and manufacturing plants which reassured us of the very high standards to which companies are working there.

"All in all, Bangalore Bio was a huge success for all concerned and we will certainly be making sure that we capitalise on all the excellent contacts we made with the pharma industry in India."

For further information please contact Catherine Harper on 01302 553000 or email c.harper@wellspringclinical.co.uk