

## Understanding the support you need for the Carter recommendations

For the past couple of months our hospital team have been **consulting** with individual hospitals like yours to help us **understand** the right **support** you need for the Carter review. We currently have a range of solutions you can choose from to help you meet the Carter recommendations and are developing more in conjunction with hospitals.



## What we offer now

We initially sought to identify the services that we currently offer which coincide with Lord Carter's recommendations, some of which may be appropriate for you:



### Reduce stockholding

With the highest number of average days' stockholding in the market, we can help you reduce your own stockholding, to help you achieve your individual target.



### Minimise To-Follows and receipt time in Goods In

We can help you create efficiencies in ordering and receipt of goods with our ability to easily move stock for you around our depots, to maximise 'on time in full' (OTIF).



### Live stock levels online

The Mawdsleys Online ordering system shows you the real-time stock level in your local depot, saving you time in procurement.



### Reduce wastage

We have a flexible returns policy which includes cytotoxics, CD's and fridge lines, even if ordered in error (van deliveries only).



### Raise fewer orders and process fewer invoices

We can help you streamline your buying and save valuable time with our current manufacturer distribution contracts (56 and growing). Additionally we offer bulk order deliveries from your local depot creating more efficient ordering and receipt processes.



### Increase efficiency

We offer EDI ordering and e-invoicing which is easy to set up and will no doubt be an important part of your plan to make efficiencies.



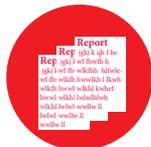
### Outsourcing non-clinical functions

Seeking alternative supply routes and finding efficiencies in the discharge of patients are vital parts of the Lord Carter recommendations - with the use of our unrivalled Over Labelling and Combination Packs service we can help you demonstrate how outsourcing can generate efficiencies and speed up patient discharge. We have a range of generic labelled products available on next day delivery.



### Move to a 7-day service

Knowing the importance of a 7-day service, we offer a Saturday service as standard. We can also offer a 24 hour, out-of-hours, emergency delivery service which includes Sundays.



### Order consolidation

We can provide you with order frequency reports to make your ordering and receipt process more efficient.



### Increased use of e-procurement technology

We use the GHX messaging service and GS1 barcodes and are ready to accept Advanced Shipping Notes (PEPPOL).



### Biosimilars

We actively work with manufacturers to list as many biosimilars as we can in our portfolio.

## What we are working on

We realise, here at Mawdsleys that there is always more we can do to support you with your plans for the Carter review. Building upon the existing benefits of our service, we want to offer you new and improved services: *the services you need; the services you have asked for.*

### Supply



To maximise efficiencies we are able to organise **bulk deliveries** for customers who want them, and can talk to you about consolidating your daily deliveries.



To reduce workload and paperwork we are working with developers to implement an **electronic returns** process.



We will continue to offer efficiencies in **Enhanced Customer Care** for customers who use us as their main wholesaler, freeing you for more time with patients. You will have a single point of contact in the Customer Services team.



As well as recently giving online access to the best priced generic product when contract lines are unavailable, we are making further improvements to Mawdsleys Online. We intend to make it easier to identify products (contract & non-contract) by displaying the manufacturer and all generic and branded options in search results.

### Administration



To save you time we are making **improvements to our invoices** so that they are clearer and faster to process.



To ensure you get the most out of electronic trading, we can help you set up **e-invoicing**.



To reduce the number of invoices to process, **summary invoices** will be made available for electronic invoice customers and weekly summaries available upon request.

### Support



Knowing you need to reduce the number of deliveries we are now working with our Over Labelling, Unlicensed and Third Party Logistics divisions to offer the same **order frequency reports** we provide for the wholesale division so you can consolidate your orders.



To help hospitals identify where possible efficiencies can be found, we are working with PSMG leads to provide a **monthly suite of reports** such as: frequency reports, top 10 focus lines, lists of customers who manually order, and therapeutic dose reports (pro-actively identifying savings by suggesting alternative doses that may be cheaper).

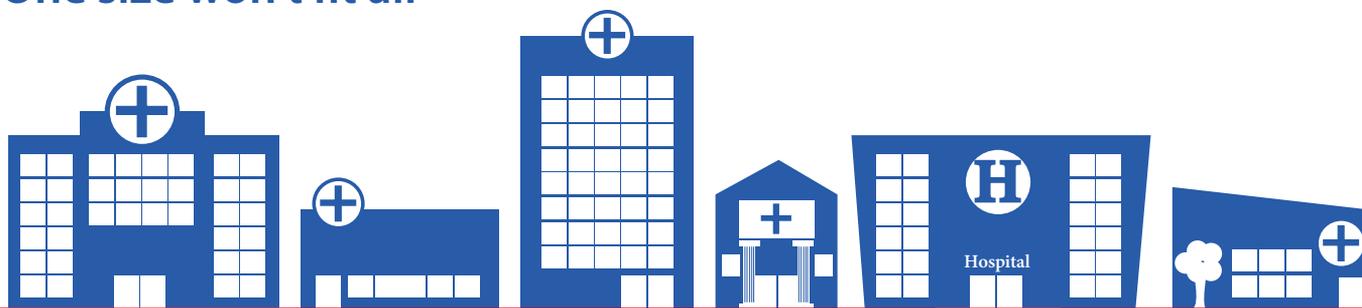
We look forward to updating you in due course on these developments which we hope will support you in your plans.

## Our goals:

We want to be **innovative**, offering you outsourced services alongside product supply, giving you full visibility of live stock levels online, moving stock around our depots for you, providing a flexible returns policy, and having the largest number of average days' stock-holding in the market. Our aims are:

- To be completely **supportive**.
- To be your main wholesaler of **choice**.
- To keep working with manufacturers to **increase our product portfolio** for you.
- To keep building upon our excellent service and **maximise our on-time in full** to you.

## One size won't fit all



We know each hospital has specific needs and capabilities. We want to work with you to provide personalised services to support your plans for the Carter review under the Hospital Pharmacy Transformation Programme. Here at Mawdsleys we have a dedicated team of Regional Hospital Account Managers who will be happy to discuss this further with you, as well as any ideas you might like to explore for improvements to services from Mawdsleys.



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If you have not yet had your Lord Carter meeting please talk to your Regional Hospital Account Manager to book an appointment or call

☎ **0844 736 9016**

You can also email [carter@mawdsleys.co.uk](mailto:carter@mawdsleys.co.uk) and we will get back to you.