

# THE CHALLENGES FACING A PHARMACY SERVICE

Green & Kassab Limited provide a range of professional consultancy support to Pharmacy services within the NHS. Our team, which includes a number of Chief Pharmacists, have a proven track record in managing change and delivering service modernisation and cost improvement.

Our team are able to provide support across a wide range of the issues facing Pharmacy Services within the NHS. As well as our Pharmacy experts, we also include a number of other NHS professionals within our team, enabling us to deploy multi-disciplinary teams as and when required to meet the most complex of our clients' needs.

## PATIENT SAFETY AGENDA

- NPSA alerts 6 medicines management alerts 07/09
- Healthcare Commission Standards for better health- medicines management. Acute Hospital Portfolio inspections on medicines management 2009.
- NHSLA- litigation authority
- Control of hospital acquired infections, audit of prudent use of antibiotics, antibiotic formulary
- Induction and Dr and non-medical Prescribing and drug administration training
- Department of Health Controlled Drugs Guidance- audit of standards

## FINANCIAL MANAGEMENT

- Tariffs, payment by results, pass through drugs, annex A exclusions, providing data to invoice PCTs
- Internal Drug budget advice and control
- Managing the introductions of new drugs
- PbR and PbC – High cost drugs: processes to be agreed for pass through, NICE

## OPPORTUNITIES

- To market skills into new areas – responding to symptoms, OTC sales etc
- Medicines management training, multidisciplinary approach to MM.
- Whole system: locality MM boards
- Lean management – (SIGMA SIX)

## GOVERNANCE

- Timely service to align with NHS targets and priorities- waiting times, patient choice. Patient centred care.
- Managing teams for success/holding people to account
- Dealing with difficult people, Managing sickness absence.
- Managing drug and dispensing error reduction
- Drug awareness campaigns
- Balanced scorecard approach to performance management.

## IT OPPORTUNITIES

- Electronic prescribing and fit with National programme
- Automation to increase efficiency and reduce risk- business planning/business case writing

## COLLABORATION

- With primary care over joint formulary, medicines reconciliation, whole systems approach to medicines management.

The wider picture:

- PESTEL (Political, environmental, social, technological, economic, legal) analysis



**GREEN & KASSAB**  
SHARING RISK, DELIVERING SUCCESS

If you would like to learn more about the services we offer, or for a free, without obligation, initial consultation please contact Gerry Kassab on **01903 234134** or email [gerry@greenkassab.co.uk](mailto:gerry@greenkassab.co.uk).

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