



Chemmart Friendlies
Townsville, QLD



CHALLENGES

A little more than 12 months ago, the Friendlies Group decided they wanted to make improvements to the Townsville pharmacy's overall efficiencies to give the pharmacists more time to consult with customers and offer additional professional services.

The busy shopping-centre pharmacy needed to have a greater focus on patient counselling and health services. However, the pharmacy's original dispensary area was elevated meaning the pharmacists weren't easily accessible to customers.

To free up the pharmacists the dispensary required an improved work flow as well as improved stocking. The high volume script pharmacy also required more space in the dispensary area.

ACTION

The pharmacy teamed with Willach's dispensary experts to ensure the store achieved the optimal dispensary workflow and layout.

An in-depth analysis of the current dispensary workflow, products, dispensing data, growth potential, storage space requirements and more was conducted to ensure the optimal result was achieved.

Together, the decision was made to install Willach's CONSIS® A3 in the pharmacy – which holds more than 85% of the pharmacy's faster moving items on a footprint of only 1.7sqm.

The pharmacy's remaining dispensary lines aren't simply relegated to shelves, with four bays of Willach's FAMA® drawers installed to ensure quick and easy access.

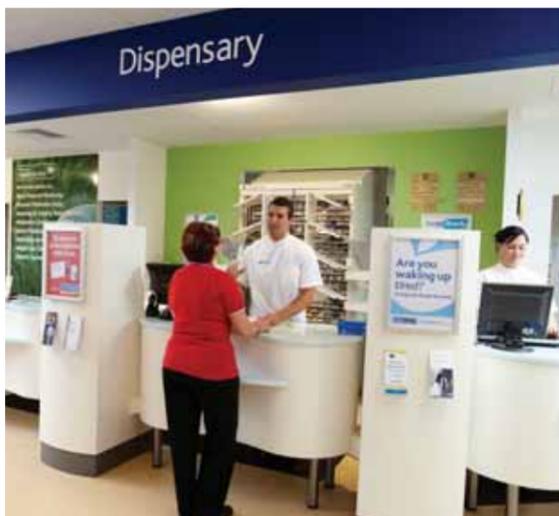
RESULTS

As a result of the changes the pharmacy is seeing improved efficiencies – particularly with stock management – meaning the pharmacists have more opportunity to counsel people on their health and wellbeing needs. A number of new professional services have been implemented. The dispensary environment is also a lot calmer and the pharmacists are far more relaxed.

The FAMA® drawers are not only a lot nicer to look at, but they're also a lot easier for the pharmacists to use, while keeping all of the products dust free and much better organised.

What's more, since the installation of the CONSIS® wait times for customers have been reduced by as much as 50%.

"Our main priority was increasing the time we spent with customers and installing Willach's solutions has significantly helped with that," said Dyan Mitchelhill, Retail Operations Manager at Chemmart Friendlies Townsville.



More time for consultation.



The Chemmart Friendlies pharmacy in Townsville



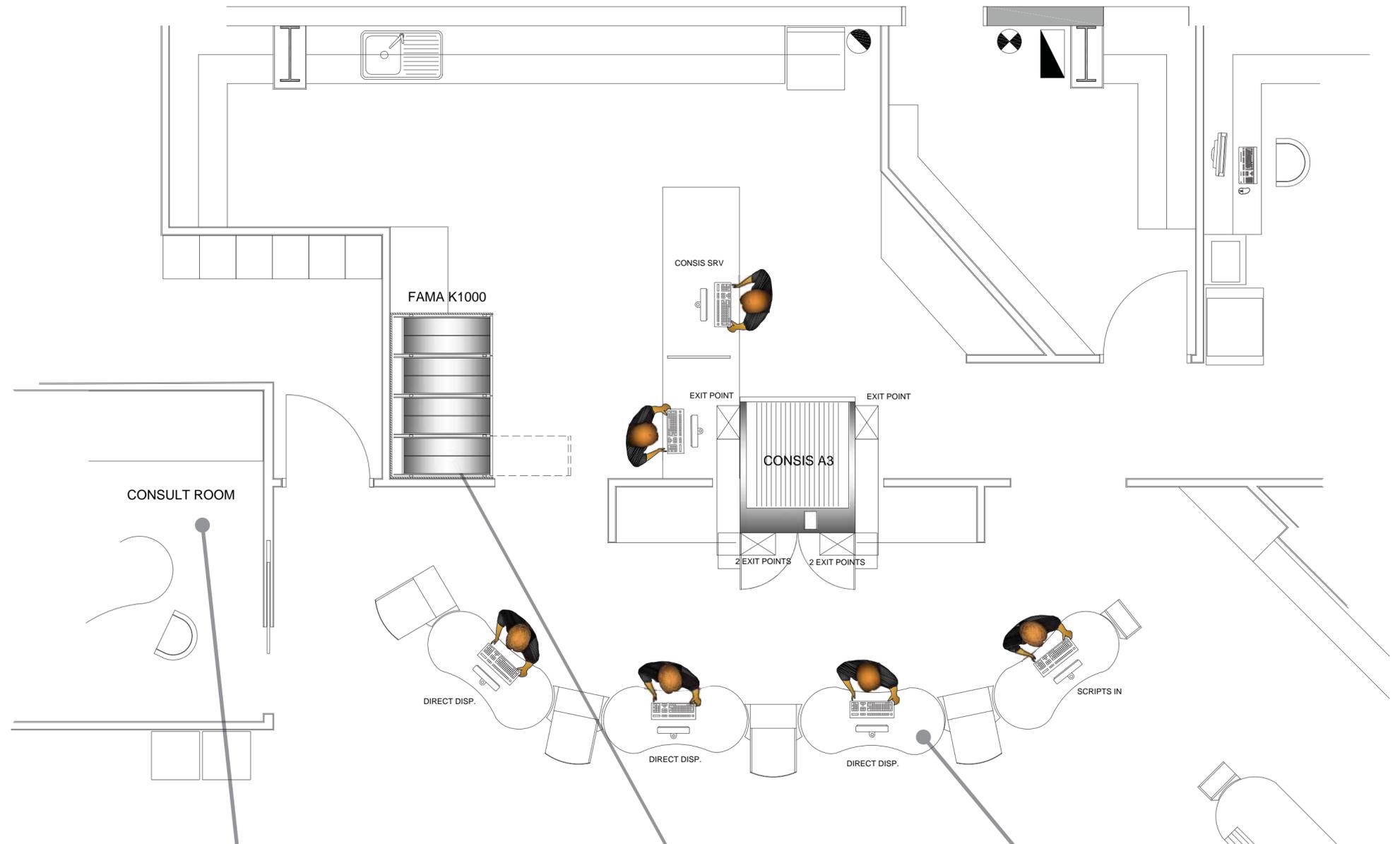
The FAMA® drawers are easy to use.

“We went with the CONSYS® robot because we knew its speed would help us to increase our efficiencies and decrease waiting times.

“The CONSYS® machine is the most compact on the market and one of our staff can refill it at any time without interrupting the dispensing process. Its compact size also meant we could integrate it into our dispensing benches to facilitate forward dispensing and it allowed us more room in the dispensary so we could provide two consulting rooms.”

- DYAN MITCHELHILL, RETAIL OPERATIONS MANAGER
CHEMMART FRIENDLIES TOWNSVILLE.

RE-DESIGNED FLOOR PLAN AFTER



The changes have allowed the pharmacy to incorporate a consulting room.



The FAMA® drawers are easy to access and keep the products dust free and organised.



The CONSYS® delivers the fast moving items quickly and efficiently, allowing more time for consultation.

Whether you fill 50 or 1000 + prescriptions a day, Willach has the right dispensary solution for you. We have tailored solutions for any size, type or budget.



Robotic dispensers

CONISIS® robotic dispensers offer a tailor-made and highly efficient automation concept for your dispensary. With CONISIS® you will be able to automate more than 90% of your daily dispensed products on a footprint starting at just 0.8 sqm. The CONISIS® software interfaces with all major dispensary software.



Drawer systems

With a customised FAMA® drawer solution all products in your dispensary are organised in a compact, efficient and professional manner. FAMA® neatly stores all medication in your dispensary, including scripts ready, scripts on file and excess stock.



Round shelves

The FAMA® round shelves combine high density storage with optimum product visibility and easy access.

Due to a patented magnetic mechanism, filling is quick. Trays do not have to be pulled out to replenish stock ensuring a safe and convenient replenishing process.



Fastmover & worktop systems

The FAMA® fastmover and worktop shelves are a modular system that can be configured to your individual needs and requirements. Pull out trays easily store up to 1500 packages using the FIFO (First in – First Out) principle. Support rails hold plastic bins for particular patient medication.