

## Peter Buckley Pharmacy, Clitheroe (Lancashire)



### Initial situation:

Peter Buckley whilst relocating his pharmacy to new premises within Clitheroe, decided to use the move as an opportunity to update his business with a forward-looking design and concept, embracing innovative technology and a state-of-the-art shop design.

### Objectives:

The objective was to ensure that existing customers continued to use the pharmacy, whilst also attracting and retaining new custom. This was to be achieved through the following measures:

- Improved customer service
- Reduced waiting times
- Optimised work processes
- Expanded range of NHS services (e.g. medicine usage reviews, weight management, etc.)

### Key figures:

**Frequency:** Average of 300 customers per day, with a well above average number of prescriptions per month.

**Distribution of turnover:** 80% POMs, 10% P-meds, 5% retail, 5% NHS services

### Concept:

Forward dispensing solution powered by a CONSYS robot from Willach.

- Prescriptions are processed directly at the sales counter in front of the customer
- The pharmacist and pharmacy assistants spend most of their time at the front of the shop, where they are visible to the customers and patients
- Fast-moving items, comprising approx. 90% of daily packs dispensed, are stored in the CONSYS robot and are automatically labelled and dispensed
- Slow-moving items and split packs are stored in FAMA drawers directly at the sales counters and in the dispensary

### Willach solution:

- Consis B3 robot
- Consis Labelmaster for fully automated labelling
- Fama MX underbench drawers at the sales counters (storing ready scripts, split packs, large packs)
- Fama MX underbench drawers for storing ready scripts for home delivery
- Fama GX large-capacity drawers for storing slow movers, excess and bulk stock

### Advantages:

The high stock density of the CONSYS robot means that the machine can be easily integrated into the pharmacy layout between the retail area and dispensary. Customers with prescriptions can be served directly at the counter. Collected scripts and deliveries for nursing homes can be packaged in parallel in the dispensary.

### Result:

- Space saved by storing medicines in robot and drawers (open shelves no longer needed)
- Time saved through faster preparation of prescriptions directly in front of the customer
- Increased customer satisfaction through better customer focus
- Rise in turnover through increase in customer frequency and improved range of services
- Reduced dispensing errors through fully automated labelling



## CONSIS

robotic dispensers

**Forward dispensing:** Medicine packs from the CONSIS robot arrive directly at the sales counter. Large and split packs are stored in Fama MX underbench drawers directly below the OTC shelves.

## CONSIS

labelmaster

**Efficient and safe:** The Consis Labelmaster labels the packages in a fully automated process, thus reducing the risk of dispensing errors.

## FAMA

drawer systems

**Clearly arranged dispensary:** Ready prescriptions for home deliveries are stored accurately in Fama MX underbench drawers. Slow-moving items, large and bulk packs are stored in Fama GX large-capacity drawers.

**Size of pharmacy:** 100 m<sup>2</sup> (60 m<sup>2</sup> dispensary/40 m<sup>2</sup> front of shop)

### Model of the CONSIS robot:

Consis B3 with Consis Labelmaster integrated into the OTC shelves, between dispensary and consultation counters/till points.

**Space requirement:** 4.2 m<sup>2</sup> footprint

**Capacity:** Approx. 9,200 packs (850 articles)

### Dispensing points:

- 5 dispensing points in total
- 2 dispensing points directly at the consultation counters/till points for forward dispensing
- 3 dispensing points in the dispensary for preparing collected prescriptions and nursing home deliveries

### Conveyor equipment:

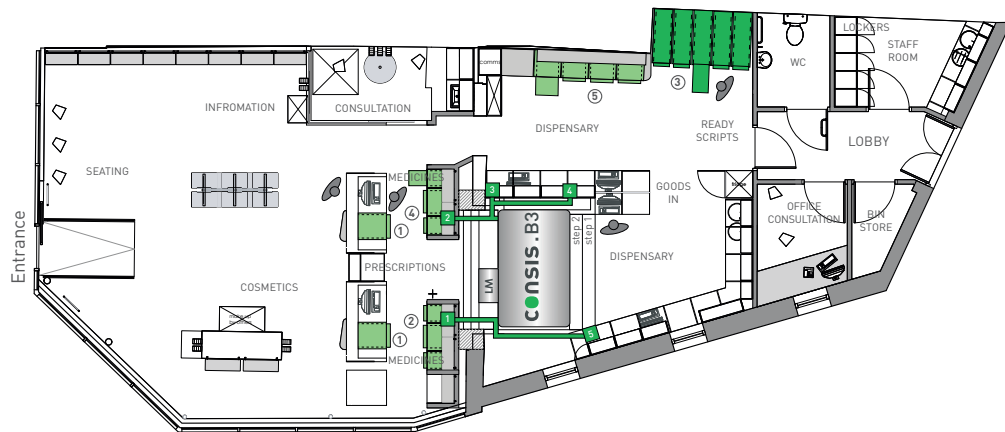
Simple chutes only. No cost-intensive conveyor belts required.

**Start of operation:** October 2010

- 1 Excess stock for P-meds – stored in Fama MX underbench drawers
- 2 Large and split packs – stored in Fama MX underbench drawers
- 3 Slow-moving items, large and bulk packs – stored in Fama GX large-capacity drawers

- 4 Ready prescriptions for incoming patients – stored in Fama MX underbench drawers
- 5 Ready prescriptions for home deliveries – stored in Fama MX underbench drawers

1 2 3 4 5 CONSIS robot dispensing points



“While we were designing our new pharmacy, Willach gave us outstanding support from the planning stage through to implementation. The CONSIS robot enables us to serve customers using a modern forward dispensing process. As a result, the pharmacy manager and pharmacy technicians can spend much more time at the front counter with the customers. Customers are served quickly and in a more personal way. The Consis Labelmaster labels the packs in a fully automated, error-free process. The Willach solution saves us time and has enabled us to significantly increase customer satisfaction.”

Peter Buckley  
Pharmacy Owner

Peter Buckley Pharmacy, 34 King Street, Clitheroe, Lancashire, BB7 2EU, United Kingdom, tel. 01200 422961



Willach | Pharmacy Solutions