

Abbey Pharmacy, Rotherham (South Yorkshire), UK



Initial situation:

The refurbishment of a town centre pharmacy closed for eight months subsequent to an electrical fire. The owners, Andrew and Sally, decided to use the opportunity to update their business. The remit was to design an award-winning pharmacy integrating state-of-the-art technology to improve workflow and maximise efficiency.

Objectives:

The objective was to ensure that loyal customers returned to use the pharmacy, whilst attracting and retaining new customers. This was to be achieved by using the following measures:

- Automating the dispensing process to improve safety and efficiency
- Optimising workflows and processes
- Reducing waiting times
- Freeing up staff time to improve customer service
- Installation of a consultation room to offer a broader range of services

Concept:

Forward dispensing solution powered by a **CONSIS 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 approximately 85% of daily packs dispensed, are stored in the CONSIS robot and are automatically dispensed
- Slow-moving items and split packs are stored in FAMA GX drawers in the dispensary

Willach solution:

CONSIS B3 robot + Fama GX large-capacity drawers + Fama MX underbench drawers

Key figures:

Frequency: An average of 200 customers per day, with a well above average number of prescriptions per month

Distribution of turnover: 88% POMs, 7% P-meds, 2% retail, 3% NHS services

Advantages:

The high stock density and the small footprint of the CONSIS robot mean that the machine can be easily integrated into the pharmacy layout between the retail area and the dispensary. Customers with prescriptions can be served directly at the counter. Collected scripts and monitored dosage systems can be packaged in parallel in the two dispensaries.

Result:

- Space saved by storing medicines in robot and drawers
- Time saved through faster preparation of prescriptions
- More time spent facing the patient by implementing forward dispensing
- Greater than 50% reduction of stock holding
- More efficient workflow enabling staff to spend more time with patients
- Reduced dispensing errors through automated dispensing



Forward dispensing:

- 1 Fast-moving items are stored in the CONSIS robot and arrive directly at the sales counter.
- 2 P-meds are stored in FAMA MX3 underbench drawers directly below the OTC shelves.



Clearly arranged dispensary:

- 3 Fama GX large-capacity drawers for storing slow-moving POMs, split packs, excess & bulk stock and items which are not suitable for automated storage.



- 4 Ready prescriptions are stored accurately in FAMA MX2 underbench drawers for quick and easy access.



Size of pharmacy: 110 m²
(50 m² dispensary/60 m² front of shop)

Conveyor equipment: Simple chutes only; no cost-intensive conveyor belts required

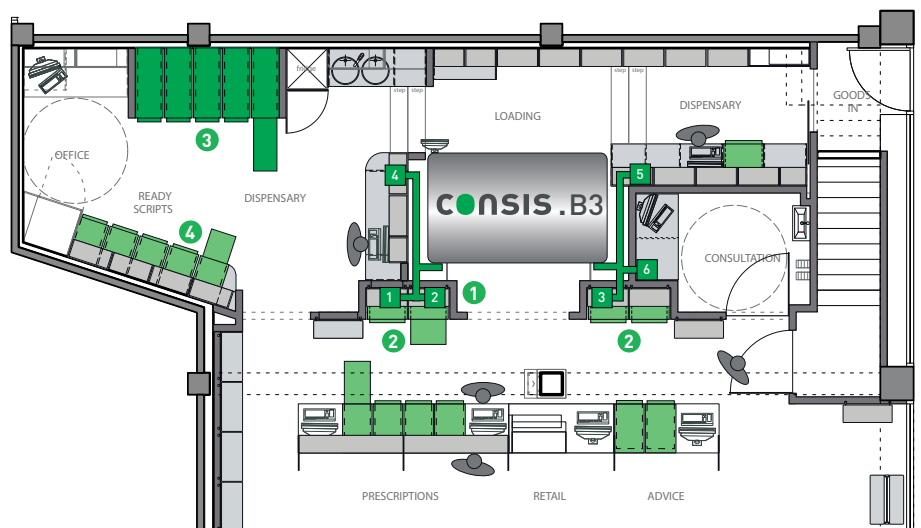
Capacity CONSIS B3 robot:
Approx. 9,200 packs (850 lines)

Degree of automation:
85% of daily dispensed packs

Start of operation: September 2012

CONSIS
robotic dispensers

FAMA
drawers



- 1 CONSIS B3 robot (4.2 m² footprint only)
 - 2 Fama MX3 underbench drawers
 - 3 Fama GX large-capacity drawers
 - 4 Fama MX2 underbench drawers
- 6 CONSIS robot dispensing points:**
- 1 2 3 Counter / till points to enable forward dispensing
 - 4 Dispensary, for preparing collected prescriptions
 - 5 Dispensary, for preparing monitored dosage systems
 - 6 Consultation room



“We were determined to create opportunity from adversity so redesigned our pharmacy to optimise workflow and give better customer service. The CONSIS robot improves safety and efficiency: waiting times are shorter and staff have more time to give patients the advice they need. The Willach solution was key to achieving the reduced stock holding and streamlined processes which allow us to focus on providing excellent healthcare.”

Andrew & Sally Porter
Pharmacy owners

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