

## MedicX Pharmacy, Apsley (Hemel Hemstead)



### Initial situation:

The opening of a new health centre in Apsley created an opportunity for MedicX Pharmacy to create a state of the art pharmacy at this location. Five GP's currently use this health centre. Locating a pharmacy inside the health centre made it a fully integrated unit.

### Objectives:

To create a working environment that provides professional health care and maximizes efficiency in order to free up time that can better be spent with the patient;

- Optimising customer service by freeing up staff to work more closely with the individual patient
- Proper organisation of storage locations for medicine packs
- Reduced walking distance for the staff
- Optimisation of workflow and process
- Differentiation from other pharmacies

### Key figures:

**Frequency:** An average of 200 customers per day plus normal pharmacy deliveries and a well above average number of prescriptions dispensed each month.

**Distribution of turnover:** 81% Dispensing, 6% P-meds, 5% retail, 8% NHS services.

### Concept:

A state of the art shop design focused on providing professional health care are supported by FAMA MX and GX drawer units from Willach.

- The pharmacist and pharmacy assistants spend most of their time at the front of the shop, where they are visible to the patients
- Stock items, comprising approx. 85% of daily packs dispensed, are stored in the FAMA GX large capacity drawers
- Ready scripts for collection and deliveries are stored in FAMA MX drawers directly at the ready scripts counter

### Willach solution:

**Fama GX large-capacity drawers** will hold the stock for daily dispensing and bulky items.

**Fama MX underbench drawers** for storing ready scripts for collections and a separate area for scripts to be delivered including weekly packs.

### Result:

- Space saved by storing medicines in drawers
- Improved working conditions will allow staff to free up more time to give advice to their patients
- Reductions in customer waiting times thanks to better workflow via shorter walking distances and faster access to packs and pre-packed prescriptions for collections
- Better stock overview as packs are stored in drawers and stock is efficiently organised



## FAMA

drawer systems

**Fast dispensing:** Clear and tidy: FAMA GX drawers create order in the dispensary. The Fama GX large-capacity drawers are used to store 85% of the stock items.



## FAMA

drawer systems

**Compact and clean:** Fama MX underbench drawers directly below the counter for collection of pre-packed prescriptions.



## FAMA

drawer systems

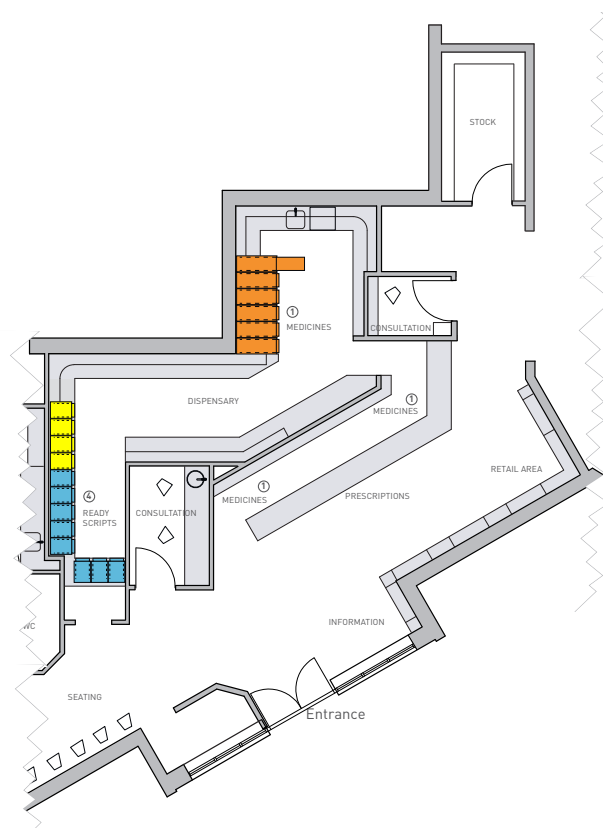
**Clearly arranged dispensary:** An organised dispensary for efficient dispensing frees up time to spend with the individual customer.

**Size of pharmacy:** 250 m<sup>2</sup>  
(80 m<sup>2</sup> dispensary / 50 m<sup>2</sup> front of shop /  
70 m<sup>2</sup> consultation / 50 m<sup>2</sup> backoffice)

■ Fama GX large-capacity drawers  
for storing 85% of the stock items.

■ Fama MX underbench drawers  
Fama Mx under bench drawers for  
storing pre-packed prescriptions  
for collections.

■ Fama MX underbench drawers  
Fama Mx under bench drawers for  
storing pre-packed prescriptions  
for deliveries.



**Start of operation:** May 2012



"We opened up a new 100-hour pharmacy in Apsley this year. This pharmacy was carefully planned with a clear philosophy to provide excellent health care through focus on services. This new pharmacy has the same strong design and detailed branding as the other MedicX pharmacies. The pharmacy is all about health and services for our customers. We don't fill space with gondola's, we rather offer our customers a comfortable waiting time in our seating area. Together with the efficient solutions from Willach the pharmacy reduces waiting times for the customers. For these reasons we have also won third place in C+D's Platinum Design Award."

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Willach | Pharmacy Solutions