Case Study

Murch Pharmacy at Dinas Powys Medical Centre, Wales

Willach | Pharmacy Solutions

CONSIS
robotic systems

Initial situation:

The former premises of Murch Pharmacy were very small and there was nowhere for the business to expand. When a new medical centre was built, the owner, Linda Jones, decided to relocate: the site provided the opportunity to design a modern pharmacy and develop the business.

After evaluating all options for automated dispensing, a CONSIS robot was selected because it would optimise the pharmacy's workflow and had the capacity to manage increasing prescription volumes.

Key figures:

- **Frequency:**
  300 customers per day
- **Distribution of turnover:**
  90% POMs, 5% OTC / P-meds, 4% retail, 1% NHS services
- **Capacity CONSIS.B4 robot:**
  Approx. 10,000 packages (1,200 lines)
- **Performance:**
  20,000 packages (12,000 items) per month
- **Degree of automation:**
  85% of daily dispensed packages

Willach concept:

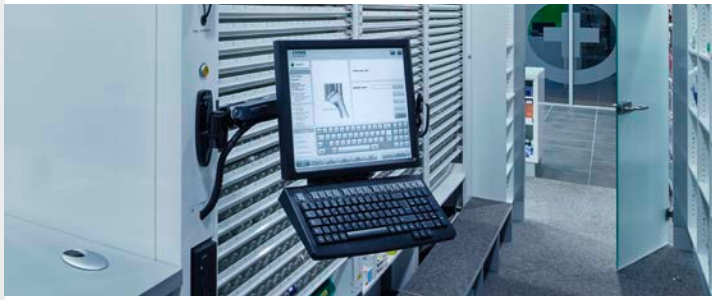
- Forward dispensing solution powered by a CONSIS.B4 robot: prescriptions are processed directly at the sales counter in front of the customer
- Implementation of the Willach Workflow Triangle (see diagram on page 3)
- The CONSIS robot is central to workflow; dispensary benches and FAMA drawers are configured to minimise distance travelled, improving speed and efficiency
- Pharmacy staff now spend more time customer-facing at the medicines counter, which means they can serve customers faster and offer additional services

Benefits:

- Reduction of customer waiting times
- Significant decrease of dispensing errors through automated dispensing
- Releases staff time to give better customer service
- Working environment is better as the pressure of the dispensing process is relieved by the CONSIS
- Prescription numbers doubled in the first year after reopening, without having to engage extra staff

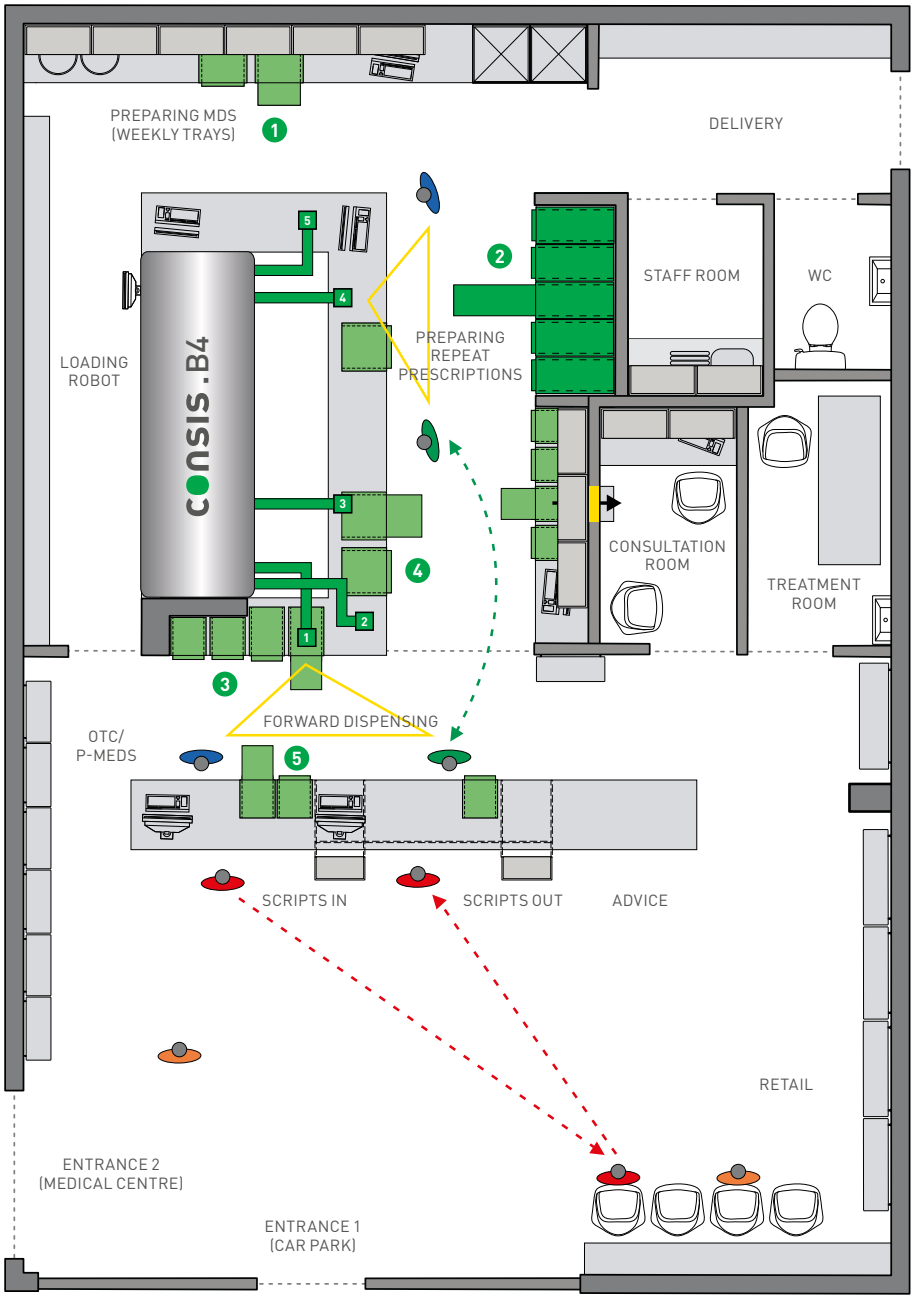
Dispensing speed
Up to 480 packages per hour can be dispensed. If the multi-pick function is enabled then this number is increased significantly.

Gravity chutes
All packages are delivered via chutes using gravity (eliminating the need for expensive conveyor belts).



CONSIS Navigator
The CONSIS Navigator software makes reloading packages quick and easy due to its user-friendly touchscreen interface.

FAMA
drawer systems



PHARMACIST
SERVED CUSTOMER
WAITING CUSTOMER
TECHNICIANS
WORKFLOW TRIANGLE

PHARMACIST SPENDS MOST OF THE TIME AT THE CONSULTATION DESK AT THE FRONT, MOVING TO THE BACK TO CHECK REPEAT ORDERS

CUSTOMER MOVES FROM SCRIPTS-IN COUNTER TO THE WAITING AREA AND THEN TO THE SCRIPTS-OUT COUNTER

5 CONSIS robot dispensing points:

1 2 Counter/till, to enable forward dispensing
3 4 Dispensary, for preparing repeat prescriptions
5 Dispensary, for preparing MDS (weekly trays)

1 FAMA M/comfort drawers
Weekly trays are stored in double-height underbench drawers.

2 FAMA GX drawers
Suitable for storing slow-moving, heavy and large items, split packs and bottles.

3 FAMA M/comfort drawers
Prescriptions ready for collection are stored alphabetically and close to the till.

5 FAMA M/comfort
Ultra-fast-moving items are located directly at the counter for quick access.

4 FAMA M/comfort drawers
Assorted storage of repeatable batch prescriptions and repeat authorisation forms.

"I am extremely happy with my CONSIS.B4 robot. Automation has allowed us to double our prescription volume without having to engage extra staff. The staff find it easy to load, and we have virtually eliminated picking errors. Multiple channels allow us to deal with several 'walk-ins' at the same time, and our clients are delighted that they don't have a long wait."

Linda Jones
pharmacy owner

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