

Ogle Pharmacy, Pershore (Worcestershire)



Initial situation:

Gerry Ogle relocated his pharmacy to the existing premises within Pershore where the pharmacy was originally founded. He decided to use the move as an opportunity to update the business by reorganising its logistics and introducing innovative technology.

Objectives:

The objective was to create maximum efficiency on the smallest footprint. This was to be achieved through the following measures:

- Optimisation of workflows and processes
- Efficient staff planning
- Maximisation of return per unit area (cost benefit optimisation)
- Reduced waiting times
- Optimum customer service through good advice

Key figures:

Frequency: Average of 150 customers per day, plus a reasonable amount of deliveries with a well above average number of prescriptions a month.

Distribution of turnover: 80% POM's, 5% P-meds, 10% retail, 5% NHS 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 approx. 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 drawers directly at the sales counters and in the dispensary

Willach solution:

- CONSIS B2 robot
- Fama MX underbench drawers at the sales counter (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 CONSIS robot means 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. The packs are sent directly by chutes to the places they are required.

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
- Rise in turnover through increase in customer frequency and improved range of services
- The use of modern technology makes customers feel that they are in safe and competent hands
- Improved working conditions allows staff also to free up more time for advice



CONSIS
robotic dispensers

Fast dispensing: The back of the CONSIS robot with stocking station. Medicine packs from the CONSIS robot arrive directly at the sales counter as well as in the dispensary area.

FAMA
drawer systems

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

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: 43 m² (25 m² dispensary / 18 m² front of shop)

Model of the CONSIS robot: CONSIS B2 integrated into the dispensary between the consultation counters/till and the dispensary itself.

Space requirement: 3.3 m² footprint

Capacity: Approx. 7,520 packs (850 articles)

Dispensing points:

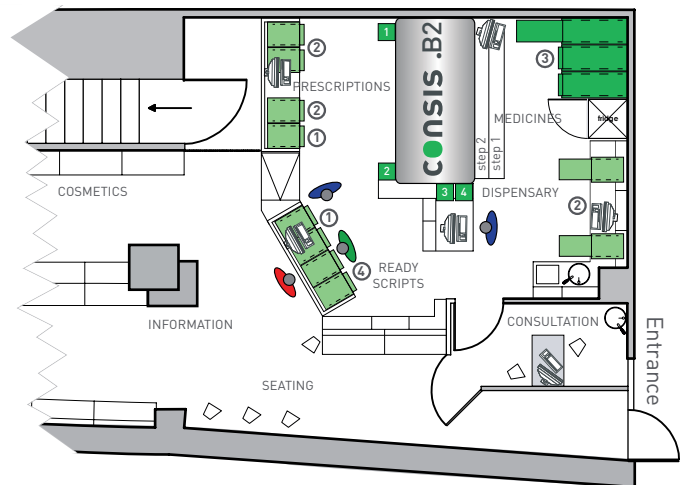
- 3 dispensing points in total
- 2 dispensing points directly at the consultation counters /till points for forward dispensing
- 1 dispensing point in the dispensary for preparing collected prescriptions and nursing home deliveries.

Conveyor equipment:

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

Start of operation: October 2011

- 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 CONSIS robot dispensing points



“We relocated the pharmacy to the existing original premises within Pershore where the pharmacy was originally founded. We decided to use the move as an opportunity to update the business by reorganising its logistics and introducing innovative technology. Willach supported us through the project. It was an exciting challenge to gain maximum efficiency on the smallest footprint. We can handle over 12000 prescriptions a month in a relatively small pharmacy of 43 m² thanks to the Willach solution.”

Gerry Ogle
Pharmacy Owner

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