Case Study
Tanday Pharmacy at Salisbury Medical Centre (Wiltshire), UK

Willach Pharmacy Solutions
Initial situation:
Moving the Tanday pharmacy to the newly built Salisbury medical centre in 2014 was a chance to realise a modern, state-of-the-art pharmacy. The prime location next to the surgery and the modern approach of the new pharmacy design together created the perfect opportunity to increase the number of customers.

Willach concept:
- Implementation of the Willach Triangle Workflow Management System
- Forward dispensing solution powered by a CONSIS.B2 robot and a CONSIS Labelmaster from Willach: prescriptions are processed directly at the sales counter in front of the customer
- Furniture and work benches were designed around the CONSIS robot to optimise workflow and working conditions
- The pharmacist and pharmacy assistants now spend most of their time at the front of the shop, where they are visible to the customers and patients and can offer more services
- Fast-moving items, comprising approximately 80% of daily packs dispensed, are stored in the CONSIS robot and are automatically labelled before they are dispensed
- Slow-moving items, bottles and large packages are stored in FAMA large-capacity drawers in the dispensary
- Ready scripts and weekly packs for collection are stored in FAMA double-high drawers close to the collection counters
- Split-packs of robot items are stored in FAMA drawers under the robot dispensing points behind the sales counters

Key figures:
- **Frequency:**
  250 customers per day
- **Distribution of turnover:**
  95% POMs/Rx, 3% P-meds, 1% retail, 1% NHS services
- **Capacity of the CONSIS B2 robot:**
  Approx. 6,800 packs (850 lines)
- **Degree of automation:**
  80% of daily dispensed packs (predominantly POMs/Rx)

Benefits:
- Increasing numbers of loyal costumers
- Dramatic reduction of dispensing errors through automated storing and dispensing
- With the time saved, staff can concentrate on giving customers better advice
- Improving customer service through faster preparation of prescriptions
- Reduction of waiting times
- Better stock control thanks to CONSIS Navigator stock management software
- FAMA drawers store ready scripts, weekly packs, split-packs and medicines which are not suitable for the robot all tidily and clearly arranged using the FAMA classification system
- The space efficiency and time saved enable the pharmacy to provide a broader range of (NHS) services
LOADING ROBOT
PREPARING REPEATERS
PREPARING WEEKLY PACKS
FORWARD DISPENSING
CONSULTATION ROOM
OFFICE
CONSULTATION ROOM
RETAIN
ENTRANCE 2 (MEDICAL CENTRE)
ENTRANCE 1 (CAR PARK)

6 CONSIS robot dispensing points:
1. Counter/till, to enable forward dispensing
2. Dispensary, for preparing repeat prescriptions
3. Dispensary/loading area

FAMA large-capacity drawers
Storing slow-moving items, bottles and large packages

FAMA drawers, double-high
Ready scripts for collection are stored alphabetically and close to the counter

FAMA drawers, double-high
Weekly packs are stored close to the collection counter

FAMA underbench drawers
Split-packs of robot items are stored directly under the dispensing points of the CONSIS robot

PHARMACIST
TECHNICIANS
SERVED CUSTOMER
WAITING CUSTOMERS
WORKFLOW TRIANGLE

PHARMACIST SPENDS MOST OF THE TIME AT THE CONSULTATION DESK IN THE FRONT, MOVING TO THE BACK TO CHECK REPEAT ORDERS
CUSTOMER MOVES FROM SCRIPTS-IN COUNTER TO THE WAITING AREA AND THEN TO THE CONSULTATION DESK
The design of our new pharmacy and the change to practise forward dispensing created a completely new experience compared to running a traditional pharmacy. The CONSIS robot with its integrated automated labelling device optimises the workflow and makes the pharmacy more profitable. Even the dispensing errors were reduced dramatically, which increases safety and customers’ satisfaction. All medicines are stored very accurately and now we have separate working areas for different tasks. Our staff are now more motivated because they can concentrate better on their work in the dispensary and spend more time with the customer.”

Harinder and Perdeep Tanday
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