



# We Know Pharmacy.

Maximising revenue opportunities  
and patient care for the  
healthcare sector

# Proposition framework

We offer	Addressing	Supporting	With the aim of	What we typically find		So what?
				Mature operations	Evolved operations	
<b>Bronze Package</b> (Approx. 2 weeks)	"Everyone says they are too busy and stressed"	Dispensers and Counter Assistants	Improving acute and repeat script dispensing to release pressure and capacity from dispensary staff	<ul style="list-style-type: none"> <li>Potential to release &gt;50hrs per month from each dispensary team</li> <li>&gt;25% reduction in time to dispense acute &amp; repeat scripts</li> </ul>	<ul style="list-style-type: none"> <li>Potential to release &gt;32hrs per month from each dispensary team</li> <li>&gt;20% reduction in time to dispense acute &amp; repeat scripts</li> </ul>	<ul style="list-style-type: none"> <li>It stimulates a dissatisfaction with their current performance and creates a pull toward change</li> <li>It's clear what needs to change to have the biggest impact in the shortest time and how much capacity could be released</li> <li>It provides a choice whether they can attempt the necessary changes on their own or would benefit from further support</li> </ul>
	"The patients are always complaining"	Patient experience	Reducing the time a patient must wait to pick up their items	<ul style="list-style-type: none"> <li>'Best' waiting times &gt;7 minutes on average</li> <li>Potential for &gt;48% reduction in average waiting times</li> </ul>	<ul style="list-style-type: none"> <li>'Best' waiting times &gt;3 minutes on average</li> <li>Potential for &gt;40% reduction in average waiting times</li> </ul>	
Secondary goal: Begin the process of instilling a culture of improvement through evidencing how small changes can have a marked impact						
<b>Silver Package</b> (Approx. 2 weeks)	Includes Bronze Package	Pharmacists	Improving the Pharmacist Ways of Working to redirect effort toward maximising patient care and revenue opportunities	<ul style="list-style-type: none"> <li>The baseline effort of a Pharmacist to focus on core activities, averages 31.81%</li> <li>Potential to rise to 58%</li> </ul>	<ul style="list-style-type: none"> <li>The baseline effort of a Pharmacist to focus on core activities, averages 51.35%</li> <li>Potential to rise to 65%</li> </ul>	<ul style="list-style-type: none"> <li>It quantifies how much Pharmacist time can be practically released and if there is enough dispensary capacity to allow any delegation</li> <li>It allows a verification of whether there is enough service opportunity to match the Pharmacist capacity</li> <li>It provides a choice whether the Pharmacist and staff are capable and willing to change their ways of working</li> </ul>
				<ul style="list-style-type: none"> <li>A potential to release up to 40hrs per month from a Pharmacist in each store</li> </ul>	<ul style="list-style-type: none"> <li>A potential to release up to 26hrs per month from a Pharmacist in each store</li> </ul>	
Secondary goal: Increase the awareness of how well automation is/ or could be adopted and the impact of the operating environment on performance						
<b>Gold Package</b> (Approx. 10 weeks)	Includes Bronze Package Includes Silver Package	Owners	Accelerating the design of fit for purpose solutions, measuring the impact of the change after implementation	<ul style="list-style-type: none"> <li>Pilot 1 - Reduced patient waiting times by 60%</li> <li>Pilot 2 - 100% retrieval of bags right first time, with 51% reduction in time taken</li> </ul>	<ul style="list-style-type: none"> <li>Pilot 3 - Released 30 h per month of Pharmacist time</li> <li>Pilot 4 - Improved repeat dispensing times by 30%</li> </ul>	<ul style="list-style-type: none"> <li>It combines the best of external and internal thinking to co design fit for purpose pilot solutions</li> <li>The change is managed at pace with dedicated focus</li> <li>It assures the recommendations are implemented to realise the maximum benefit</li> </ul>
				Secondary goal: Begin the process of instilling a culture of improvement through evidencing how small changes can have a marked impact		

Mature operations: <11 stores, >8k items, with automated dispensing

Evolved operations: <11 stores, >15k items with AI enabled PMR, Automated Dispensing and self-serve collection plus a degree of Hub & Spoke implemented

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