



UCA NI

Community Pharmacy Management Programme

Day One

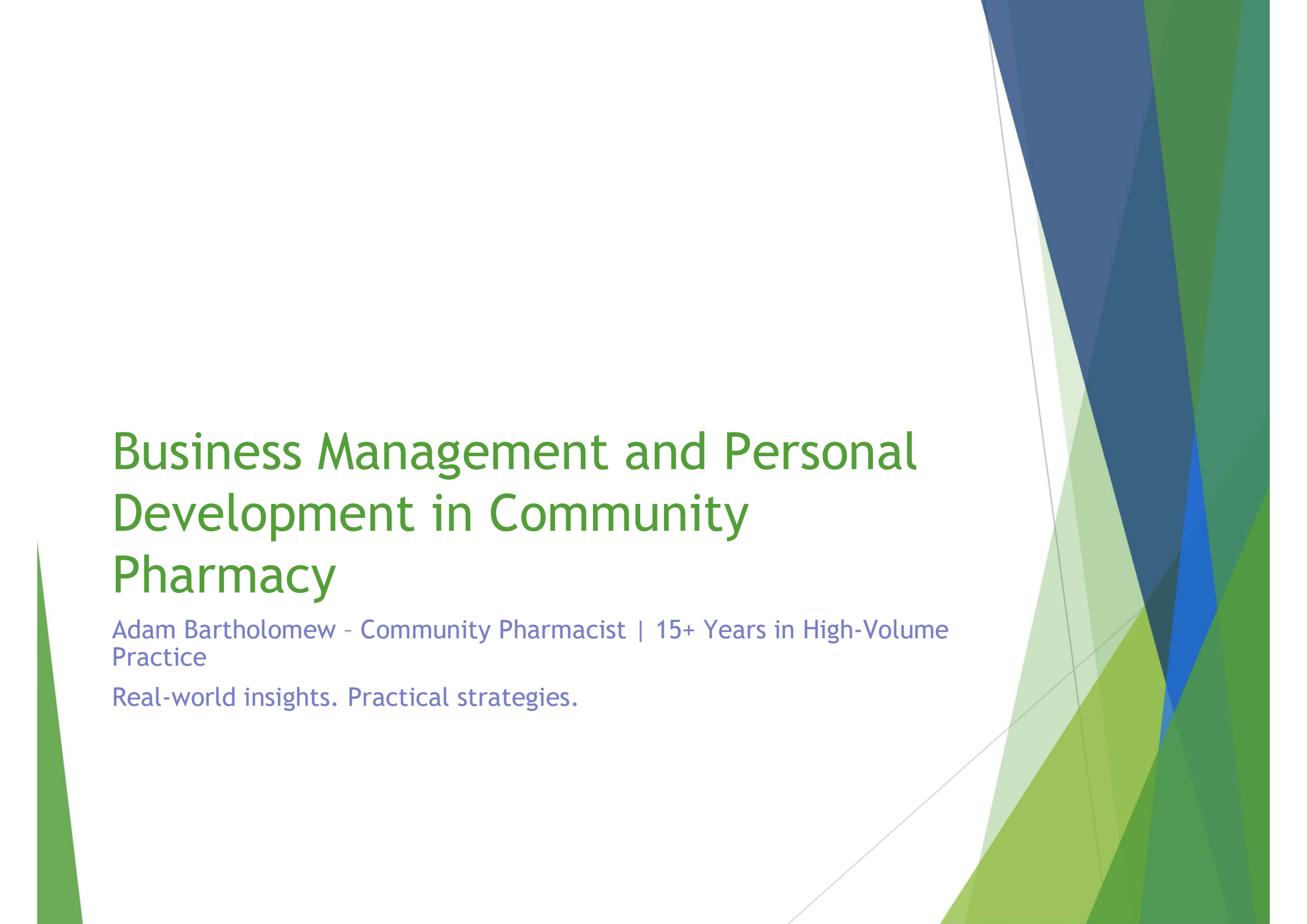
- ▶ Introduction
- ▶ Critical Thinking
- ▶ First steps as a Pharmacy Professional
- ▶ Effective Business Management
- ▶ LUNCH
- ▶ Successful Service Delivery
- ▶ Community Engagement

Introductions & Programme Overview

- ▶ UCA-NI
- ▶ Programme & Speakers
- ▶ Aims of the UCA-NI Programme
 - ❑ To prepare you for your career ahead working as a Pharmacist/Manager in a Community Pharmacy
 - ❑ To focus on the practical & operational elements of being a Pharmacist/Manager delivering health services to the community
 - ❑ To be Vaccination-Ready

What to Expect from your FTY Placement in Community Pharmacy?

- ▶ What will you achieve in 6 months?
- ▶ Working relationship with ES
- ▶ Working with the whole team
- ▶ Working with other professionals
- ▶ Support from NICPLD
- ▶ Looking ahead to the CRA
- ▶ Act like a Pharmacist



Business Management and Personal Development in Community Pharmacy

Adam Bartholomew - Community Pharmacist | 15+ Years in High-Volume Practice

Real-world insights. Practical strategies.

Why Are We Talking About Business?



EVERY COMMUNITY PHARMACY IS A BUSINESS THAT MUST STAY FINANCIALLY HEALTHY TO DELIVER PATIENT CARE.



SERVICES DON'T RUN THEMSELVES — THEY REQUIRE PLANNING, STAFFING, AND BUDGETING.



REIMBURSEMENT ERRORS, INEFFICIENT WORKFLOWS, POOR STOCK CONTROL = LOST INCOME AND LOST OPPORTUNITIES.



YOU WON'T ALWAYS LEARN THIS IN CLINICAL TRAINING — BUT IT'S CRUCIAL TO YOUR SUCCESS.

Learning Objectives for the Day



Understand how pharmacies generate income — and how money is lost



Learn how to make services efficient, profitable, and sustainable



Improve your decision-making and prioritisation under pressure



Explore real-life challenges — and how to overcome them



See how technology is shaping the future of community pharmacy

My Goals for You Today

A realistic picture of what community pharmacy actually involves — beyond the dispensary

Confidence to contribute to your pharmacy team from day one

An understanding of how business, people, and patient care all connect

A few tools and insights that will make your foundation year easier



What Can Go Wrong / Surviving the Day from Hell

Managing Pharmacy Chaos Scenarios

1. Prescription Pressure Cooker

Scenario Examples:

- A GP surgery sends through 50+ acute prescriptions just before lunch.
- A patient demands a CD prescription urgently, but it's written incorrectly.
- An item is out of stock and unavailable from multiple wholesalers.

Group Discussion:

- What do you prioritise?
- How do you communicate with the patient and GP surgery?

Tools to Manage:

- Triage workflow: 'Clinical first' mindset - check for urgent/controlled drugs.
- Use of PMR notes to track who's contacted, what was said.
- Stock management alerts and knowing your reps.
- Escalation scripts for difficult conversations with GPs or patients.

2. Staff Shortages / No-Shows

Scenario Examples:

Technician phones in sick. Counter staff member walks out mid-shift.

Trainee is overwhelmed and asking too many questions while phones ring non-stop.

Group Discussion:

- What roles are essential to cover immediately?
- How do you stay calm while still supporting the team?

Tools to Manage:

- Prioritisation grid: What must happen (CDs, MDS, urgent Rx), what can wait.
- Empowering staff: Encourage delegation and trust in others.
- Emergency contacts: Know who you can call in for backup (relief staff, locums).
- Contingency planning: Keep SOPs for skeleton staffing.

3. Angry / Aggressive Patients

Scenario Examples:

Patient shouting due to delay with methadone.

Someone accusing you of dispensing the 'wrong meds'.

Group Discussion:

- How do you de-escalate?
- What if you're alone or feel unsafe?

Tools to Manage:

- Conflict resolution phrases: E.g., 'I can see you're frustrated; let me help.'
- Safety first protocols: Panic alarms, staff code words, exit awareness.
- Incident reporting culture: Support from line manager/contractor.
- Follow-up letters or calls: Rebuilding trust after incidents.

4. Clinical Conundrums

Scenario Examples:

A patient on apixaban prescribed NSAIDs.

Child prescribed adult dose of amoxicillin.

Group Discussion:

- What references do you use?
- When do you stop the supply?

Tools to Manage:

- Clinical tools: BNF, SPCs, Stockley, local guidelines.
- Consulting the GP/dentist - how to phrase concerns respectfully.
- Documentation discipline - always record interventions for safety and protection.

5. IT / System Failures

Scenario Examples:

PMR system goes down mid-way through dispensing.

Group Discussion:

- What can and can't you do?
- How do you record what's been dispensed safely?

Tools to Manage:

- Paper backup protocols - essential forms printed and accessible.
- Contact numbers for IT support and NHS helpdesks.
- Manual labelling techniques - old-school still matters.
- Audit trails for reconstruction later.

6. Deliveries / Supplier Issues

Scenario Examples:

Controlled drug order doesn't arrive - methadone due.

Cold chain delivery fails, vaccines unusable.

Group Discussion:

- What are your steps?
- How do you communicate this to the patient?

Tools to Manage:

- Stock sharing with local pharmacies.
- Controlled drug SOPs - when to borrow/lend legally.
- Cold chain monitoring logs - protect yourself legally.

7.

Professional Isolation / Mental Fatigue

Scenario Examples:

You've had 4 hours of chaos, no break, and 20 scripts left at 5:30pm.

No one asks if you're OK.

Group Discussion:

- What's your breaking point?
- How do you recognise burnout in yourself or a colleague?

Tools to Manage:

- Time-out discipline - 10 mins is better than nothing.
- Peer support - WhatsApp groups, professional networks.
- Debriefing the team - shared experiences reduce stress.
- Mental health support resources (Pharmacist Support, union reps, etc.).

What I Wish I Knew in My First Year

- ❑ You cannot do everything perfectly.
- ❑ Protect your registration
- ❑ Documentation protects you.
- ❑ You don't have to absorb patient anger.
- ❑ Business awareness makes you clinically safer.
- ❑ Relationships with GPs matter as well as being “right”.
- ❑ Transition shock

Anxieties?

- ❑ Responsibility shock
- ❑ Imposter syndrome
- ❑ Fear of saying no
- ❑ Guilt for delaying patients
- ❑ First complaint anxiety

The reality of the first 6/12 months

Common feelings:

- ❑ “Everyone else knows more than me.”
- ❑ “I’m slowing the pharmacy down.”
- ❑ “I don’t want to look stupid.”
- ❑ “I’m scared to challenge a GP.”

Challenging colleagues / other HCPs

- ❑ “Hi Dr ____, can I just check something with you about this prescription?”
- ❑ “I may have misunderstood this, but could we run through it together?”
- ❑ “I just wanted to clarify your intention here.”
- ❑ “Can I quickly check something with you?”

Why this works:

It lowers defensiveness and frames it as shared problem-solving.



Phrases to Avoid

- ✗ “That’s wrong.”
- ✗ “You’ve made a mistake.”
- ✗ “The BNF says you can’t do that.”
- ✗ Anything that sounds accusatory.

Instead:

- “Can we check...”
- “Help me understand...”
- “I’m concerned about...”

Burnout

Early Burnout Signs

- ❑ Irritability
- ❑ Cynicism toward patients
- ❑ Avoiding complex cases
- ❑ Dreading work
- ❑ Emotional numbness



Practical Protective Habits

- ❑ Take your 10 minutes - or a few after a confrontation
- ❑ Debrief daily
- ❑ Don't take complaints personally
- ❑ Build peer network
- ❑ Exercise & sleep discipline

Protecting Your Registration

- ❑ Always document interventions
- ❑ Never rush a CD supply
- ❑ Clarify ambiguous doses
- ❑ Use escalation pathways
- ❑ Don't let workload pressure override clinical judgement

The business matters – but patient safety
always comes first.

Managing a pharmacy: Finances, purchasing, stock control, service development and coding principles

Adam Bartholomew MPSNI

Pharmacy Manager

The Health Centre Pharmacy

Carrickfergus



What we'll cover today – AM Session 1

- Why is it important to have a knowledge of the financial side of pharmacy?
- Understanding good stock control
- How pharmacy medicines are procured and how a pharmacy is paid – Understanding elements of the Drug Tariff
- Day to day application

What we'll cover today – AM Session 2

- Basic coding principles
- When to use different coding mechanisms
- Rules (and exceptions!)
- Understanding resources (Code Book)
- Worked examples /Day to day application

What we'll cover today – PM Session

- Service development
- Technological advances / IP

Why Business Awareness Helps *Your Career*

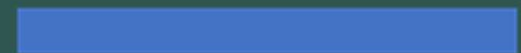
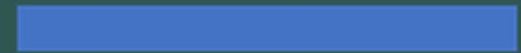
- Makes you promotion-ready
- Makes you locum smarter
- Helps you negotiate pay
- Helps you choose good employers
- Protects you from working in unsafe models

Pharmacy Finances

- How does a pharmacy operate as a business?
 - Dispensing
 - Commissioned and enhanced services
 - Private service provision
 - OTC and additional sales

Dispensing

- Factors to consider when dispensing a prescription
 - Clinical and accuracy checking
 - Stock availability / urgency for patient
 - Profit margin
 - What will happen in the future i.e. carrying through to completion



Example of financial factors to consider

Sertraline	100mg tablets	28	102	M
Sertraline	150mg tablets	20	1400	M

- Prescription for **Sertraline 100mg x 28**
 - Tariff price - £1.11
 - Wholesalers have stock?

PIP Code	Description	DT/ OTC Trade	Standard Sell Price	Numark Price	Single Promo Price	Promo Qty *	Availability
6780928	SERTRALINE SOLN 100MG/5ML PHD/EG 60ML	N/A	39.450	39.450	N/A	N/A	In Stock
8865768	SERTRALINE T 100MG PHD/EG 500	19.820	27.500	27.500	N/A	N/A	Not Available
1250679	SERTRALINE T 100MG TUB ACCORD 250	9.910	15.000	15.000	N/A	N/A	Not Available
1125152	SERTRALINE TABS 100MG TEVA 28	1.110	1.510	1.510	N/A	N/A	Not Available
1179407	SERTRALINE TABS 100MG ACTAVS 28	1.110	1.500	1.500	N/A	N/A	In Stock
8857047	SERTRALINE TABS 100MG PHD/EG 28	1.110	0.710	0.710	N/A	N/A	In Stock

Lustral (Sertraline) 100 mg tab Pack of 28	EAN:5013457013160 PIP: 0104919	VIATRIS UK HEALTHCARE	£29.16	0	Add	
Lustral (Sertraline) 50 mg tab Pack of 28	EAN:5013457013191 PIP: 0104901	VIATRIS UK HEALTHCARE	£17.82	0	Add	
Sertraline 100 mg tablets Pack of 28 tabs	EAN:5015525193026 EAN:8901175007462 PIP: 1132612	Almus	£1.45* List Price: £1.50	0	Add	
Sertraline 50 mg tablets Pack of 28 tabs	2 makes available EAN:5017123081132 EAN:5024655002702 PIP: 1132620	Almus	£1.19* List Price: £1.22	0	Add	
Alternatives						
	EAN:5017007031314 PIP: 1125145	TEVA	£1.29	0	Add	
SERTRALINE FC TAB 100MG TEV (SERTRALINE) Pack of 28	EAN:5017007031321 PIP: 1125152	TEVA	£1.79	0	Add	

- If we choose the first wholesaler (not inc. dispensing fee)
 - - Bought at **£0.71**
 - Tariff reimbursement is £1.11
 - Profit of **£0.40**
 - (scale up to 300 packs a month = **£120**)

If we choose the brand **Lustral** by accident (if script is generically written)

- Bought at £29.16
- = **loss of £28.05**

- Concessionary pricing
- What is it?

Apixaban 2.5mg tablets	60	248	▽	M
Apixaban 5mg tablets	56	221	▽	M

- Tariff reimbursement £2.21 for Apixaban 5mg 56pk
- Can only buy at **£12.49**

5400403	APIXABAN TABS 5MG ACCORD 28	1.100	4.750	4.750	N/A	N/A	Not Available	N
5400429	APIXABAN TABS 5MG ACCORD 56	2.210	9.500	9.500	N/A	N/A	Not Available	N
6775399	APIXABAN TABS 5MG PHD/EG 28	1.100	9.990	9.990	N/A	N/A	Not Available	N
6775407	APIXABAN TABS 5MG PHD/EG 56	2.210	12.490	12.490	N/A	N/A	In Stock	Y

- **Would result in a loss per pack**

Month	Drug	Pack	DT Price	Concession
Aug-24	Amantadine 100mg capsules	56	£6.19	£21.49
Aug-24	Amiloride 5mg tablets	28	£13.40	£15.70
Aug-24	Amisulpride 200mg tablets	60	£26.04	£28.42
Aug-24	Apixaban 2.5mg tablets	60	£2.48	£14.99
Aug-24	Apixaban 5mg tablets	56	£2.21	£14.99

Concessionary price is **£14.99**

Profit of **£2.50 per pack**

(scale up to 200 packs a month = **£500 profit** instead of a £10.28 loss per pack or **£2,056 loss** per month)

Drug tariff categories

M / A / C / ZD

Discount deduction rates

Group	Definition and products covered by the definition	Discount Deduction rate
Discount rate 1: Generics	Products listed in Part I, Category A and M of the Drug Tariff (excludes products granted price concessions for the given dispensing month)	18.48% (Subject to change)

Products listed in Part II or Part III of the Drug Tariff

This includes:

- Appliances listed in Part III e.g. dressings, elastic hosiery
- Incontinence Appliances listed in Part III
- Chemical Reagents listed in Part II

Discount rate

2:
Appliances

10.39%

(Subject to change)

The Appliances deduction rates applies whether the appliance is prescribed by brand name or generic name.

Products not covered by Appliances and Generics definition above. This includes:

- Products listed in Part I, Category C of the Drug Tariff
- Products prescribed by brand name, including branded generics
- Products NOT listed in Part I of the Drug Tariff i.e. non-Part I

Discount rate

3:
Brands

5.27%

(Subject to change)

What do these categories mean?

Why is there a 'clawback' on top of the Drug Tariff price?

What is the pharmacy actually getting paid for a particular item?

How does this impact purchasing and dispensing choices?

All non-zero discount products, granted a Concessionary price in the prescription submission months of April 2024 onward will have Zero discount applied. Click [HERE](#) to see the current **Concessionary price list** (3 previous months of archived Concessionary prices are also available).

Care with generically written prescriptions for lines that are available in multiple brands

Fluticasone 125micrograms/dose / Salmeterol 25micrograms/dose inhaler CFC free	■	120	dose	2345	C	Seretide 125 Evohaler
Fluticasone 125micrograms/dose inhaler CFC free	■	120	dose	2126	C	Flixotide Evohaler
Fluticasone 250micrograms/dose / Formoterol 10micrograms/dose inhaler CFC free	■	120	dose	4556	C	Flutiform
Fluticasone 250micrograms/dose / Salmeterol 25micrograms/dose inhaler CFC free	■	120	dose	2932	C	Seretide 250 Evohaler
Fluticasone 250micrograms/dose inhaler CFC free	■	120	dose	3614	C	Flixotide Evohaler
Fluticasone 400microgram/unit dose nasal drops		30 (6x ■ 5)		1599	C	Aspire Pharma Ltd
Fluticasone 50micrograms/dose / Formoterol 5micrograms/dose inhaler CFC free	■	120	dose	1440	C	Flutiform
Fluticasone 50micrograms/dose / Salmeterol 25micrograms/dose inhaler CFC free	■	120	dose	1746	C	Seretide 50 Evohaler
Budesonide 200micrograms/dose / Formoterol 6micrograms/dose dry powder inhaler	■	120	dose	2800	C	Symbicort 200/6 Turbohaler
Budesonide 400micrograms/dose / Formoterol 12micrograms/dose dry powder inhaler	■	60	dose	2800	C	Symbicort 400/12 Turbohaler

Discount rate

3:

Brands

- Products listed in Part I, Category C of the Drug Tariff

- Products prescribed by brand name, including branded generics

- Products NOT listed in Part I of the Drug Tariff

5.27%

(Subject to change)

Care with generically written prescriptions for lines that are available in multiple brands

Real world pricing											
DT	Price	Item	DT Category	Clawback %	Net True DT	Deduction	Issue	+/-			
28.00	26.6	symbicort 100	c	5.27	26.52	1.48	Above DT	-0.08			
28.00	26.6	symbicort 200	c	5.27	26.52	1.48	Above DT	-0.08			
28.00	23.8	duoresp 160/4.5 (200)	c	5.27	26.52	1.48		2.72			
28.00	26.6	symbicort 400	c	5.27	26.52	1.48	Above DT	-0.08			
28.00	22.15	duoresp 320/9 (400)	c	5.27	26.52	1.48		4.37			
									50	125	250
23.45	11.18	aloflute 25/125	c	5.27	22.21	1.24		11.03		3	
29.32	12.25	aloflute 25/250	c	5.27	27.77	1.55		15.52			1
17.46	12.39	combisal 25/50	c	5.27	16.54	0.92		4.15	1		
23.45	9.43	combisal 25/125	c	5.27	22.21	1.24		12.78		1	
29.32	13.32	combisal 25/250	c	5.27	27.77	1.55		14.45			3
17.46	12.47	avenor 25/50	c	5.27	16.54	0.92		4.07	2		
23.45	9.92	avenor 25/125	c	5.27	22.21	1.24		12.29		2	
29.32	13.31	avenor 25/250	c	5.27	27.77	1.55		14.46			2
17.46	17.23	seretide 50	c	5.27	16.54	0.92	Above DT	-0.69	3		
23.45	21.13	seretide 125	c	5.27	22.21	1.24		1.08		6	
29.32	23.41	seretide 250	c	5.27	27.77	1.55		4.36			6
23.50	14.6	sirdupla 25/125	c	5.27	22.26	1.24		7.66		5	
29.32	16.1	sirdupla 25/250	c	5.27	27.77	1.55		11.67			5
23.45	11.5	sereflo 25/125	c	5.27	22.21	1.24		10.71		4	
29.32	15.38	sereflo 25/250	c	5.27	27.77	1.55		12.39			4

How is this scaled up?

- Last method ok for individual or urgent items
 - Can't do that for every item each time
- Volume
- Several methods
 - Cascade ordering
 - Tendering
 - IT buying applications – Dataplast / Cambrian



Product	DT	Usage	S1	P1	S2	P2	S3	P3	S4	P4	S5	P5	S6	P6
	Re	Refine	Refine	Refi	Refine	Re	Refine	Re	Refine	Re	Refine	Re	Refine	Re
Sertraline 100mg tablets 250	9.91	0	AAH	9.65	YYPhoenix	14.81	YYUnichem	17.41		0.00		0.00		0.00
Sertraline 100mg tablets 28	1.11	0	AAH	0.63	Trident	0.64	Target	0.65	Clarity	0.70	Phoenix	0.70	AAHGTB1	0.90
Sertraline 100mg tablets 500	19.82	0	YYPhoenix	27.16		0.00		0.00		0.00		0.00		0.00

Product Name	Status
Apixaban 5mg tablets 56	Unobtainable below DT price. Retrying the order will ignore the DT price. Please order a minimal quantity after Retry

Choose the maximum price for Apixaban 5mg tablets 56

dtprice

YYTarget
9.35

YYPhoenix
9.38

YYUnichem
9.50

YYPhoenix1
12.33

YYBestway
13.69

YYCavendish
13.89

YYUnichem1
13.89

YYIMED
14.50

dtprev

YYUnichem2
23.53

YYUnichem3
34.58

YYAAH
37.52

YYTrident
37.91

YYUniche
54.60

Submit

Cancel

- Differences between MAIN LINE and SHORT LINE wholesalers
- **Main line** –
 - Usually carry a wider range of **branded** products
 - Have depots in Northern Ireland
 - Eg Sangers/AAH, Phoenix, Alliance.
 - May have deals on generics but usually more expensive to buy than SHORT liners
 - Might be the only means of getting a particular product

- Differences between MAIN LINE and SHORT LINE wholesalers
- **Short line** –
 - Usually carry a wider range of **generic** products
 - Often specialists in bulk / volume / imported or 'PI'
 - Few have depots in Northern Ireland.
 - Most mainland GB / Scotland.
 - Eg Ethigen, Lexon, Trident, Target, Clarity.
 - Carry mainly generic products

Tendering

- What is tendering?
- Why is it important?
- What role does it play in the overall buying picture of a pharmacy?

Tendering – Wholesalers send best price back for a list of lines.

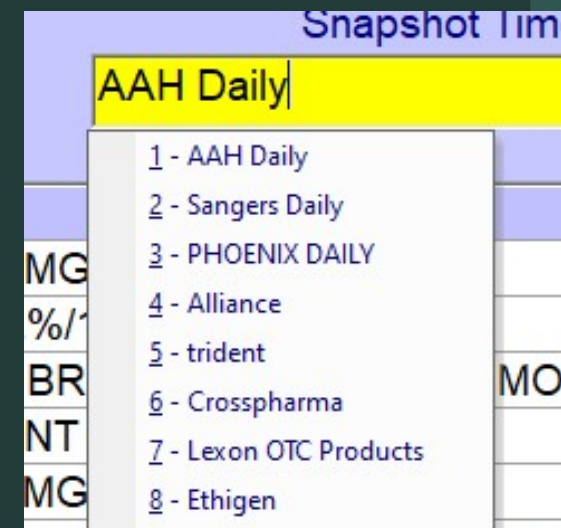
Product Name	Pack size	PIP	Target	Trident	Cavendish	AAH	Clarity	Lexon	Ethigen	Best Price as per submission
Sertraline 100mg tablets 28	28	8857047		£0.74	£0.63	£1.00	£0.70	£0.79	£0.98	Cavendish

Volume required can be calculated based on stock at hand and needs / time of year for seasonal lines. Any examples of this?

Product Name	Pack size	Remaining robot	Best Month from last 3	Overstock	Total	Suggested order
Sertraline 100mg tablets 28	28	27	311	200	227	180

Shipper sizes – Comes in a box of 120 so may be easier to order 2 boxes. Wholesale warehouse teams and your staff will thank you!

- **Pro** - Allows for the scaling up and ordering of bulk items
- **Con** - Can miss lower volume expensive items
- How can these be caught?
 - vigilance when transmitting daily orders. Ask whoever does to watch.
 - Checking main line order lists / cascades / spend reports regularly for items that shouldn't be there.
- (other buying mechanisms can be used
 - limitations of quotas / live pricing / doesn't include all your wholesalers)





Generic Listings



Select Month

November 2020 ▼

Search

Please Note: This Service is unavailable between 10:00 pm and 6:00 am

Total Goods Amount **November 2020: £74.73**

4 Records found

Records 1 to 4

Product Code	Product Description	Pack Size	VAT Rate	Units	Goods Value
GLY0341W	GLYCOPYRRONIUM BROMIDE 0.2MG/ML [MARTIND	10X1ML	A	1	10.04
NIT0182P	NITROFURANTOIN CAP 50MG [MORNINGSIDE]	30	A	2	30.84
ORL0014D	ORLISTAT CAP 120MG [AAH]	84	A	1	20.35
SAL0576H	SALINE SOLUTION STERIPOULES 2.5ML	20	A	1	13.50

Back**Print**

Item reports

- Provided by BSO each month in excel format
- Can sort based on value / pack size
- Look for trends / strange items

PrescriptionPrePrinted	Form Number	CHEMCODE	Quantity	DrugName	COST
		5535	30	Lactulose (Dt) Oral Solution 3.1-3.7G/5Ml	0.144
		3941	8	Zantac (2 X 30) Tablet 150Mg	0.173
		1232	1	Blue Dot Tape 2.5Cmx5M	0.19
		79091	1	Lamisil At Gel 1%	0.239
		13764	30	Kaolin And Morphine (Dt) Mixture	0.257
		12155	30	Chlorphenamine (Dt) Oral Solution 2Mg/5Ml	0.556
		2283	30	Piriton Syrup 2Mg/5Ml	0.556
		5879	1	Octasa Modified-Release Tablet 800Mg	0.449
		3684	4	Benadryl Capsule 8Mg	1.067

10	Lactulose (Dt) Oral Solution 3.1-3.7G/5MI	0.052	quantity?	correct
14	Nutrison 800 Complete Multi Fibre Liquid 1 Litre Gastroenteral Liquid	0.149	not coded over mls?	keying error quantity 14000
6	K Y Jelly Jelly	0.17	not coded over mls?	coding error quantity 492
56	Glycerol (Dt) Liquid	0.426	56 pk size indicates something else	coding error code 13953
15	Driclor Solution 20%	0.602	pack size?	keying error quantity 150

Nutrison example – should have been paid £149

KY Jelly - £14

8	Losartan (Dt) Tablet 25Mg	0.229	unusual quantity to dispense	coding error code 407
1	Viepx XI Tablet 150Mg	0.623	not dispensed?	unclear writing code 5579
56	Paracetamol 250Mg/5MI Oral Suspension (Dt) Oral Suspension 250Mg/5MI	0.644	should be neupro / rotigatine patches 299.99?	keying error code 14177
10	Pharmapore-Pu-I.V For Cannula Dressing 8.5Cmx7Cm	0.7	not dispensed?	unclear writing code 5826
1	Typherix Syringe 0.5MI	9.93	not dispensed?	correct

Paracetamol suspension incorrectly keyed in. Neupro patches dispensed at £300.

Would have been lost if not for checking the report. Vital to recognise coding trends within pharmacy i.e. inhaler doses etc.

Taking stock

- Regular stock checking is important
- Best day / minusing stock

Product Maintenance

Robot Stock On Hand: 282 Units or 10.07 Pack(s)

Product: LOSEC 20MG CAPSULES GR Substitute:

Pack Quantity Dispensed Today: 0.0

	Qty	Pk Qty	Qty BD	Pk BD
Oct	0	0.0	0	0.0
Sep	0	0.0	0	0.0
Aug	112	4.0	112	4.0
Jul	0	0.0	0	0.0
Best Ever	112	4.0	112	4.0

Product: LOSEC 20MG CAPSULES GR

On Wants:

Order List	Supplier	Qty
Ethigen	Ethigen	-6

Order List: Ethigen  Lock

Order Qty: 1 Currently -6 on this list

What issues may result in
items not coming in to the
pharmacy?

- Delivery issues

- Boats not sailing on time / problems at the warehouse
- Wasn't ordered in the first place
- Wrong product ordered / sent
- Have a means of using up unwanted stock i.e. Lustral

Ordering > Product Search

Hello, carickiergas you are logged on as 151110100, account 403N/151110100



Product Search

[New Search](#)

Add to availability tracker 
Add to my favourites 
Select Basket: Next Collection 
Select All ☐

Key	Status	Link Code	Description	Pack Size	Unit Price	Quantity	Select
		SER206Q	SERTRALINE TAB 100MG [AAH]	28	5.65	1	☐
		PPP2040M	PPP LUSTRAL TABS 100MG	28	27.99	1	☐

Add to availability tracker 
Add to my favourites 
Select Basket: Next Collection 
Select All ☐

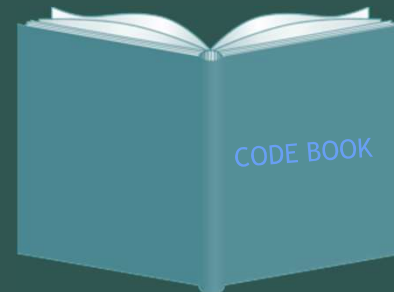
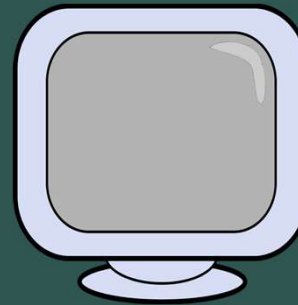
Prescription Coding

What we'll cover today - Session 2

- Basic coding principles
- Understanding exceptions
- Making sure you are paid correctly for what you dispense
- Script submission
- Day to day application

Prescription Coding

- ❑ Why code
- ❑ Fees paid
- ❑ Autocoding
- ❑ Error reduction



Why Code?

- ❑ Simple method to claim payment for dispensing activity
- ❑ Reimburse cost of medicines
- ❑ Claim costs of service

Be Familiar with the Code Book

- ❑ Very close parallel with the Drug Tariff
- ❑ Be aware of what is/not prescribable
- ❑ Don't work for free!

Code Payment

- ☐ Reimburse
medicine/item cost
- ☐ Take off discounts
where applicable
- ☐ Dispensing fee
- ☐ Extra fees
- ☐ Concessionary costs

DM&D vs BSO Codes

- ❑ Codes mostly based on DM&D
- ❑ Some based on BSO based quantity
- ❑ Code has two parts
 1. Description of item/activity
 2. Quantity of claim
- ❑ Write clearly! – Remember the pharmacy payment reports

DM&D Code	Description	BSO Unit Of Measure	Code No. devices dispensed
5420	Fostair 100micrograms/dose / 6micrograms/dose inhaler (Chiesi Ltd) 120 dose [BSO pack = 1]	BSO Unit Of Measure	Code No. devices dispensed
43272	Fostair 200micrograms/dose / 6micrograms/dose inhaler (Chiesi Ltd) 120 dose	doses	

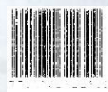
Applicable Extra Fees

- ☐ ZD
- ☐ CD
- ☐ MD (54321/1)
- ☐ RD Interventions
- ☐ Extemporaneous Dispensing
- ☐ Measured & Fitted
- ☐ OOP
- ☐ Extra Dispensing (98765/1)

Code Book

- ❑ Published monthly by BSO
- ❑ Divided into sections for easier reference
- ❑ Each entry is divided into columns
 - BSO code
 - Pack description
 - Unit of measure
 - Special container?
 - ZD applied

13569	(DT) Nicorandil 10mg tablets 60 tablet	tablets	(6 x	■ 10)
13570	(DT) Nicorandil 20mg tablets 60 tablet	tablets	(6 x	■ 10)
6059	Nicorette 15mg Inhalator (McNeil Products Ltd) 20 cartridge	cartridges		■
6071	Nicorette 15mg Inhalator (McNeil Products Ltd) 36 cartridge	cartridges		■

Northern Ireland Health Service			
HS 21CS Rev 10/08		Age	Name (including forename) and address
Pharmacy stamp		DOB	
No. of days treatment	CHI / H+C No.	Code numbers	
Atenolol 50mg tablets x 28		223/28	
Latanoprost 50mcg/ml eye drops x 2.5mls		13363/3	
Signature of Prescriber <i>D O'Connell</i>		Date	
			

Products with a decimal pack size (0.5ml/0.5g)

These are rounded for one pack and then multiplied by the number of packs. For example, latanoprost x 10ml – this is 4 x 2.5ml, the 2.5 is rounded to 3 first, then multiplied by 4, so coded /12.

The [code book preface](#) provides clear information on how the initial rounding is done.

HS 21CS
Rev 10/08

Northern Ireland Health Service

Age

Name (including forename) and address

DOB

Pharmacy stamp

No. of days
treatment

CHI /
H+C No.

Code numbers

Salbutamol
Inhaler 100mcg x
200 dose

1252/1

Sirdupla 25/125
Inhaler x 120
dose

14831/120

Signature of Prescriber

D O Getwell

Date



PATIENTS - please read the notes overleaf

Form Number

Northern Ireland Health Service

HS 21CS
Rev 10/08

Age _____ Name (including forename) and address _____

DOB _____

Pharmacy stamp _____

No. of days treatment _____ CHI / H+C No. _____ Code numbers _____

Natecal D3
600mg/400i
u tablets x
56

6392/60

Signature of Prescriber *DD Gellwell* Date _____

PATIENTS - ph



Table 1

Chemcode	Pack	UnitOfMeasure	Further instruction	ZD	Breakable		
8330	Maxitram SR 150mg capsules (Chiesi Ltd) 60 capsule 6 x 10 capsules	capsules		ZD			
6392	Natecal D3 600mg/ 400unit chewable tablets (Chiesi Ltd) 60 tablet	tablets				▪	
3875	Fluvoxamine 100mg tablets (Pfizer Ltd)	tablets					

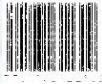
Autocoding

- ❑ Large 2-D barcode and small 2-D barcode contain different information
- ❑ Do Not Interfere with Barcodes!
- ❑ Large barcode should reflect item and quantity written on prescription
- ❑ Pricing follows business rules – logical steps
 - There are both general rules and item-specific rules
- ❑ Autocoding SHOULD help produce correct payments (!)
- ❑ Speeds up payment process on common items – allows more time for pricers on unusual items

Error Reduction

- ❑ Communication is key – Write Clearly!
- ❑ Transcription error is common – pricer is only human
- ❑ Be familiar with the Code Book
- ❑ Update PMR and computer reference sources monthly
- ❑ Use correct Code Book for the month

Hosiery

Northern Ireland Health Service			
HS 21CS Rev 10/08		Age	Name (including forename) and address
		DOB	
Pharmacy stamp			
No. of days treatment	CHI / H+C No.	Code numbers	
B/K stockings class 1 x 1 pair			
Signature of Prescriber <i>D O Getwell</i>		Date	
			
PATIENTS - please read the notes overleaf		Form Number	

Enough detail to dispense?

How many?

Measured and fitted?

Health Centre Pharmacy		65 DOB	18/03/60
<i>Pharmacy stamp</i>			
No. of days treatment		H+C No.	372

COMMUNITY PRACTITIONER NURSING REORDER

ActiLymph MTM Ease closed toe for lymphoedema garment ALO-CT Beige (L&R Medical UK Ltd). (4) device.

One item on form

- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X
- X

Signature of Prescriber 	Date 18/11/2025
------------------------------------	----------------------------------

Mrs Sonva Mitchell

ActiLymph MTM Ease

- Soft Fabric for Lower Extremities

Style	Product Code	Price per piece
Class 1 (18-21mmHg)		
Below Knee A-D	AL-EASE C1-AD	36.59
Thigh Length A-G	AL-EASEC1-AG	43.70
Thigh with Waist Attachment A-GT	AL-EASEC1-AGT	61.85
2 Legged Panty A-T (includes cycle style pants)	AL-EASEC1-AT	158.14
Class 2 (23-32mmHg)		
Below Knee A-D	AL-EASEC2-AD	38.15
Thigh Length A-G	AL-EASEC2-AG	47.05
Thigh with Waist Attachment A-GT	AL-EASEC2-AGT	66.47
2 Legged Panty A-T (includes cycle style pants)	AL-EASEC2-AT	174.55
Class 3 (34-46mmHg)		
Below Knee A-D	AL-EASEC3-AD	40.46
Thigh Length A-G	AL-EASEC3-AG	50.63
Thigh with Waist Attachment A-GT	AL-EASEC3-AGT	68.20
2 Legged Panty A-T (includes cycle style pants)	AL-EASEC3-AT	184.96
<i>NB: The above garments are available with optional extras. These are priced separately. See below</i>		
Closed Toe	ALO-CT	1.14
Oblique Toe	ALO-OBT	7.38
Silicone Band	ALO-BAND	8.55
Slip Form	ALO-FORM	7.51
T Heel Ankle Seam	ALO-SEAM	7.51
Full Compression Body Part (in A-T) (only available in Class 2 (only available in Class 2 and 3))	ALO-FCBODY	27.74

FORM PPCD(1)

Pharmacy Stamp

Name

000014

No. of Days
Treatment

30

Lisdexamfetamine
30mg (thirty milligram)
capsules.

Age if under
12 years

Yrs /Mths

1 (one) capsule to be taken
daily in the morning.

Please supply 30 (thirty)
capsules.

Paid
£93.66

CP disp
31/11/25

637

x 30 caps
wt + AL

Signature

C. L. Paton

Date

28/01/25

G000482

C L Paton
Diverse Diagnostics
Suite 7 Tribune Court
2 Roman Road
Bearsden Glasgow
G61 2SW

Prof No 151076S
TEL: 0141 463 8297

Please read notes overleaf and complete relevant parts BEFORE going to a pharmacy.

47000614356

09000900

000014

2942

Northern Ireland Health Service

PCDI

Rev 01/14

Pharmacy stamp

No. of days
treatment

30

Health
Care No.

**THIS FORM MUST ONLY BE USED
FOR THE PRIVATE PRESCRIBING OF
S2 AND S3 CONTROLLED DRUGS**

Methylphenidate MR
72mg (Seventy two
milligrams) a day in total:

Code numbers

1 Methylphenidate MR 54mg (fifty
four milligrams) - (one) tablet twice daily
with 30 (thirty) tabs
2 Methylphenidate MR 18mg (Eighteen
milligrams) - (one) tablet twice daily
with 30 (thirty) tabs

Signature of Prescriber

Date

16/1/25

DR SIOBHAN GRAHAM
VITALIS HEALTH, 58 HOWARD ST
LVL3 MERRION BUSINESS CENTRE
BT1 6PJ

400093

Dr. Slobhan Graham
Private GP

VITALIS
health

GMC 4746384

www.vitalishealth.co.uk

PATIENTS - please read the notes overleaf

Form Number

07212710125

Multiple Dispensing

Northern Ireland Health Service			
HS 21CS Rev 10/08		Age	Name (including forename) and address
Pharmacy stamp		DOB	
No. of days treatment	CHI / H+C No.	Code numbers	
Furosemide 40mg tabs x 28 1 daily Dispense weekly		104/28 54321/3	
Signature of Prescriber <i>D O Getwell</i>		Date	
			
PATIENTS - please read the notes overleaf		Form Number	

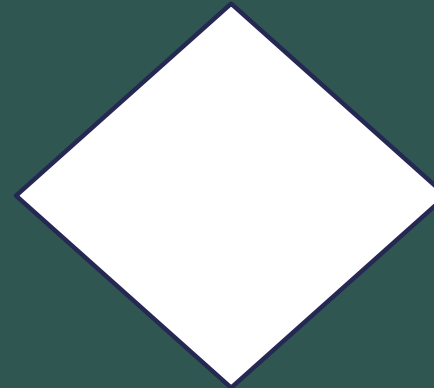
Calculate correct no. of dispensings

Use MD code - 54321

Write clearly!

No Code.....?

- May be new medicine
- Very low use item - code redundant
- Not a medicine
 - Check in Drug Tariff
- Code item with Diamond
- Add detail to main body of script
- Claim “Extra Fees” as appropriate eg ZD, CD, etc



Diamond Examples

- ❑ No Code
- ❑ Broken Bulk Claim
(BBC)
- ❑ Specials
- ❑ OOP

ACBS & Foods

Changes to coding for ACBS and foods

- Now using DM&D
- Code using pack size rather no. of packs i.e. over total grams / mls

Dispensing code for Extra Dispensings - 98765

- Full dispensing fees paid
- Distinguish from MD code (54321)

Broken Bulk Claim

- ❑ Reimbursement for very infrequent/unique dispensed items
- ❑ Claim for excess not dispensed
- ❑ Claim remains "live" for 6 months
- ❑ Diamond and endorse for extra fees if applicable
- ❑ If item will go out of date before able to be used - code full quantity and endorse 'short expiry'

Minor Ailments Scripts

- ❑ Hand written – write clearly!
- ❑ Use codes from Minor Ailment section of Code Book
- ❑ NRT codes from main section of Code Book
- ❑ Claim for Consultation Fee (don't work for free!)

Pharmacy Voucher PV1 forms

There are currently 4 schemes these forms are used for –

Pharmacy First, previously known as the Minor Ailment scheme

- Only use the 5-digit codes starting 79xxx listed in the minor ailment section of the code book. The pack size allowed and how to code it is also indicated in this section. A maximum of 2 items, or 2 packs of the same item, are allowed. These codes **must not** be used on any other form.
- Consultation fee is 79070/1 and must only be coded **once** on the form.

Other Scripts

- ❑ Stock prescriptions
 - May include stock-only items
- ❑ "Specials"/unlicensed medicines
 - Include OOP expenses
- ❑ Substitution
 - Supervised and Unsupervised - code for supervised/unsupervised quantities and a fee for each time
- ❑ Repeat Dispensing
 - May include Intervention code
- ❑ Oxygen
 - Codes in Code book
- ❑ Separate claim form each month for oxygen related expenses

Prescription Submission

- Two submissions each month
 - 1st – around 23rd of month – 60% of volume
 - 2nd – around 5th of next month
- Scripts sorted into categories according to HS30
- All scripts including-
 - Oxygen claim
 - Copy invoice for Specials & OOP claims
 - Previous returned scripts with required endorsement
- Seal pack and complete labels for collection by BSO

**Submission 1**

I hereby claim payment in accordance with my terms of service for drugs and listed appliances ordered on the prescription forms submitted with this declaration and supplied, to the best of my knowledge and belief, by me during the month of

_____ 2021

Signed: _____ Dated: _____

Pharmacy: **CARRICKFERGUS CHEMISTS LTD T/A HEALTH CENTRE PHAR**

	<u>Contractor Use</u>	<u>BSO Internal Use Only</u>		<u>Contractor Use</u>	<u>BSO Internal Use Only</u>
A. Fully Coded *	_____	_____	I. Pharmacy Vouchers	_____	_____
B. Part Coded/Uncoded	_____	_____	J. SP1/2 Forms	_____	_____
C. Amended	_____	_____	K. Substitute Prescribing	_____	_____
D. Specially Manufactured	_____	_____	L. Repeat Dispensing	_____	_____
E. Claimed As Urgent	_____	_____	Complete *	_____	_____
F. Stock	_____	_____	Amended	_____	_____
G. Oxygen	_____	_____	M. Total Forms	_____	_____
H. Multiple Dispensing	_____	_____		_____	_____
Complete *	_____	_____	N. Previous Month Returns	_____	_____
Amended	_____	_____	O. PCD1 & Private Requisitions (CDRF1)	_____	_____

* THESE BATCHES WILL BE SUBJECT TO BSO AUTOCODING PROCESSES

Contractor No. **6336**

1

For BSO Internal Use Only

Prepped By: _____ Date: _____

Scanned By: _____ Date: _____

Broken Bulk Claim

Northern Ireland Health Service			
HS 21CS Rev 10/08		Name (including forename) and address	
Age		DOB	
Pharmacy stamp:			
No. of days treatment	CHI / H+C No.	Code numbers	
Arimidex 1mg Tablets x 42			
<i>Broken bulk Claim for 56 £68.56 for 28 £137.12 for 56</i>			
Signature of Prescriber <i>D O Givell</i>		Date	
			
PATIENTS - please read the notes overleaf		Form Number	

Extemp Dispensed

Northern Ireland Health Service			
HS 21CS Rev 10/08		Age	Name (including forename) and address
Pharmacy stamp		DOB	
No. of days treatment	CHI / H+C No.	Code numbers	
HC 1% Oint 100g Mix with Emulsifying Ointment Total 400g			
Extemp Disp			
Signature of Prescriber <i>D O Givell</i>		Date	
			
PATIENTS - please read the notes overleaf		Form Number	

Specials

Northern Ireland Health Service			
HS 21CS Rev 10/08		Age	Name (including forename) and address
Pharmacy stamp		DOB	
No. of days treatment	CHI / H+C No.	Code numbers	
Magnesium Carbonate capsules 1gm x 100			
ZD Idis			
Cost £180.00/100			
Carriage £15.00 +			
VAT			
Admin £11.50 +			
VAT			
Signature of Prescriber <i>D O Getwell</i>		Date	
			
PATIENTS - please read the notes overleaf		Form Number	

Extra Dispensings

Northern Ireland Health Service			
HS 21CS Rev 10/08		Age	Name (including forename) and address
Pharmacy stamp		DOB	
No. of days treatment	CHI / HHC No.	Code numbers	
Ensure Plus 220ml x 28 (various flavours)		2482/6160	
4 flavours dispensed		98765/3	
Signature: <i>D O'Connell</i>		Date:	
			
PATIENTS - please read the notes overleaf		Form Number	

- Code for total dispensed
- Endorse and code for Extra dispensings
- Eg 4 flavours dispensed

Let's try some coding

021856 Northern Ireland Health Service 2249

HS 21CS
Pharmacy
TODAY 07
TAYLOR'S AVE. CL
(Pharmacy)
No. of days treatment

Prednisolone 5mg tablets. (42) tablet.
30 MG FOR 2 DAYS AND REDUCE BY 5 MG EVERY 2 DAYS UNTIL STOPPED

One item on form

Salbutamol inhaler
2 puffs QID pm
x 10p

1809/ 42
1252/ 1

Signature of Prescriber

Submit with amended scripts!

059889 Northern Ireland Health Service 2301

HS 21CS
TAYLOR'S AVE. CL
(Pharmacy)
No. of days treatment

Naproxen 500mg gastro-resistant tablets
1 TWICE A DAY AFTER FOOD
56 tablet

Omeprazole 20mg gastro-resistant capsules
OD WHEN TAKING NAPROXEN
28 capsule

Provera 10mg tablets (Pfizer Ltd)
one bd until gynae rv
56 tablet

Signature of Prescriber
Date
17/08/2022

Form Number

339/ 56
- 5756/ 28
3875/ 56

002692 Northern Ireland Health Service 2162

PVI/MA

CARRICKFERRI

07

TAYLOR, JANE

No. of days treatment

CLOTRIMAZOLE 2%
CREAM 20g
Apply BD

79095/ 20

FLUCONAZOLE
150MG CAPS
1 STAT

79087/ 1

Consultation fee x 1

79070/ 1

022140 Northern Ireland Health Service 2249

HS 21CS

Reg. No. of Health Plan

Pharm.

No. of days treatment

Address

Number

Atorvastatin 40mg tablets. (56) tablet.
1 TABLET ONCE AT NIGHT ✓

13302/ 56

Calceos 500mg/400unit chewable tablets (Galen Ltd). (56) tablet.
TAKE ONE DAILY – SAME AS ADCAL D3/NATECAL D3 ✓

8764/ 60

Hydroxocobalamin 1mg/1ml solution for injection ampoules. (1) ampoule.
1MG IM EVERY 3 MTHS ✓

393/ 1

Lansoprazole 15mg gastro-resistant capsules. (112) capsule.
TAKE ONCE DAILY DO NOT REDUCE ✓

2511/ 112

Four items on form

X
X
X
X
X
X
X
X

Signature of Prescriber

09/09/2022

1414

n Number

000747

79

CAR
C
TAYLO
23

Press

or Only

Number of Days Treatment	Dispensing Date	Y/N	BDO Drug Code	Adverse
11/8	Y	80003		
12/8	Y	16		8
12/8	N			
12/8	N	72711		
12/8	Y	6		
16/8	N	12		
17/8	Y			
18/8	Y			
19/8	Y			
20/8	N			
21/8	N			
22/8	Y			
23/8	N			
24/8	Y			

Carrickfergus, Carrickfergus Chemists

FP10MDA Buprenorphine 8mg S/L Tablet

Daily Dose: 2 S/L Tablet *Esprano 28*

Effective: 11/08/2022 to 24/08/2022 Inclusive

Please dispense:

11/08/22 - 2 S/L Tablet 18/08/22 - 2 S/L Tablet

12/08/22 - 6 S/L Tablet 19/08/22 - 6 S/L Tablet

15/08/22 - 4 S/L Tablet 22/08/22 - 4 S/L Tablet

17/08/22 - 2 S/L Tablet 24/08/22 - 2 S/L Tablet

Supervise consumption of daily dose of Esprano placed on the tongue. Dispense on Fridays for Saturdays and Sundays and on Mondays for Tuesdays. Instalments due on days when the Pharmacy is closed should be dispensed on the day immediately prior to closure.

Total: 28 S/L Tablet (twenty-eight S/L Tablet)

Start Date: 11/08/2022

Instalment prescribed for more than one day should be collected on the specified day. If this collection is missed the remainder of the instalment (i.e. the instalment less the amount prescribed for the day(s) missed) may be supplied.

Signature of Prescriber

Date:

031291

Northern Ireland Health Service

2318

HS 21CS

Rev 05/14

CARRIO

Pharmacy

No. of days

treatment days (1st, 2nd, 3rd, 4th, 5th, 6th, 7th, 8th, 9th, 10th, 11th, 12th, 13th, 14th, 15th, 16th, 17th, 18th, 19th, 20th, 21st, 22nd, 23rd, 24th, 25th, 26th, 27th, 28th, 29th, 30th, 31st)

days

Maxitram SR 150mg capsules (Chiesi Ltd) CD one cap mane

Twenty eight (28) capsule X4

DISPENSE WEEKLY

1) 9/9

2) cancelled

3)

4)

Signature of Prescriber

Date

05/09/2022

8330/7

Form Number

012473 Northern Ireland Health Service 2279

HS 21 CS
Rev 01/14
TAYLORS PHARMACY LTD
Pharmacy 2279

No. of days treatment

Natecal D3 600mg/400unit chewable tablets (Chiesi Ltd)
ONE TO BE TAKEN TWICE A DAY
112 tablet

Omeprazole 20mg gastro-resistant capsules
1 TWICE A DAY
56 x 2 capsule

Signature of Prescriber
Date 05/09/2022

4103

0041030505

PATIENTS - please read the notes overleaf

Form Number

6392/ 120

5756/ 112

036734 RICKFERGUS CHEMISTS LTD 2318

HS 21 CS
Rev 01/14
TAYLORS PHARMACY LTD
Pharmacy 2318

No. of days treatment

Melatonin 1mg/ml oral solution sugar free
4ml at night as per consultant
120 ml
150mls bottle should last 75 days if taking 2mls nocte

Signature of Prescriber
Date 30/08/2022

Full price included – BSO will pay full 150mls if unlikely to use within 28d expiry

051890 Northern Ireland Health Service 2301

HS 21CS Rev 01/14

Pharmacy

No. of days treatment

Desmopressin 200microgram tablets
One To Be Taken At Night
28 tablet

Laxido Orange oral powder sachets sugar free
(Galen Ltd)
Dissolve Contents Of One Sachet In Half A
Glass (125mL) Of Water And Take 1-2 sachets
daily as required
56 sachet

Signature of Prescriber Date

100/ 30

8630/ 56

019366 Northern Ireland Health Service 2332

HS 21CS Rev 01/14

Pharmacy

No. of days treatment

Hylo-Tear 0.1% eye drops preservative free
(Scope Ophthalmics Ltd)
apply 1 or 2 drops to both eyes qid and as
required
10 ml

Isotard 50XL tablets (Kyowa Kirin Ltd)
ONE TO BE TAKEN IN THE MORNING
3 x 28 tablet

Latanoprost 50micrograms/ml eye drops
One Drop To Be applied At Night In each eye
1 x 2.5 ml

Signature of Prescriber Date

4066/ 10

5092/ 84

13363 / 3

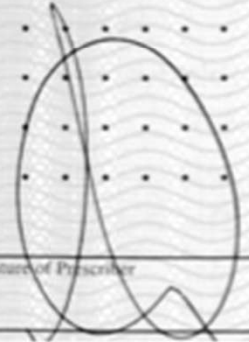
030520 Northern Ireland Health Service 2318

HS 21CS
Rev 01/14

Pharmacy

No. of days treatment

Zumenon 2mg tablets (Viatris UK Healthcare Ltd)
One To Be Taken Daily- please attend nurse for hrt review before next script
28 tablet

Signature of Prescriber  Date **12/09/2022**

4457

number

7248/ 28

038450 Northern Ireland Health Service 2318

21CS
Rev 01/14

Pharmacy

No. of days treatment

Clopidogrel 75mg tablets
One To Be Taken Each Day--Stop
ibuprofen/naproxen/any other non-steroidal anti-
-inflammatories
56 tablet

Fenofibrate micronised 160mg tablets
ONE DAILY (WITH FOOD)
2 x 28 tablet

Latanoprost 50micrograms/ml eye drops
Apply ONE drop to RIGHT eye ONCE daily as
directed by hospital
5 ml

Signature of Prescriber  Date **01/09/2022**

4103

number

1982/ 56

14005/ 28

13363/ 6

Take home message

1. Find out how monthly buying works in your business
2. Get involved in running the end of month processes in your pharmacy
3. Get Involved!

Takeaways

- Practical application – have in the back of your mind how the pharmacy is paying and being reimbursed for the item you're dispensing.
- Can you educate your co-workers / dispensers? – ultimately it's in their interests how their wages are paid. Bigger picture thinking.
- Link in with whoever does the pharmacy's buying / shadow



PM Session

- Service development
- Advances in CP
- Implications for Independent Prescribing in CP



Service development

- Private services are a growing market for community pharmacy
- Difficult to rely on dispensing alone
- What are some ways you may be able to generate revenue for your pharmacy?

Advantages of running a clinic

UK Pharmacy is rapidly evolving from a traditional prescription dispensing-based business model to a more clinical service-led one. Increasingly, pharmacists are training to offer multiple services to their customers, often within a specific area of healthcare. Pharmacies are beginning to rebrand their shops as 'clinics', concentrating on a range of areas including men's health, minor ailments, seasonal health, sexual health, skincare, travel health, vaccinations and women's health. Pharmacy owners and pharmacy staff are recognising the significant direct and indirect business potential of offering services, including:

- Increased footfall
- New revenue streams
- Less reliance on NHS funded services
- Competitor differentiation
- Professional development

Acne

Alcohol reduction

Ear infection

Erectile
dysfunction

Flu jab

Hepatitis B

Measles

Meningitis ACWY

Meningitis B

• Examples of
private
services or
'Clinics'

Smoking cessation

Strep A test 'n'
treat

Travel health

UTI test 'n' treat

Vaccinations

Vitamin B12

Weight
management

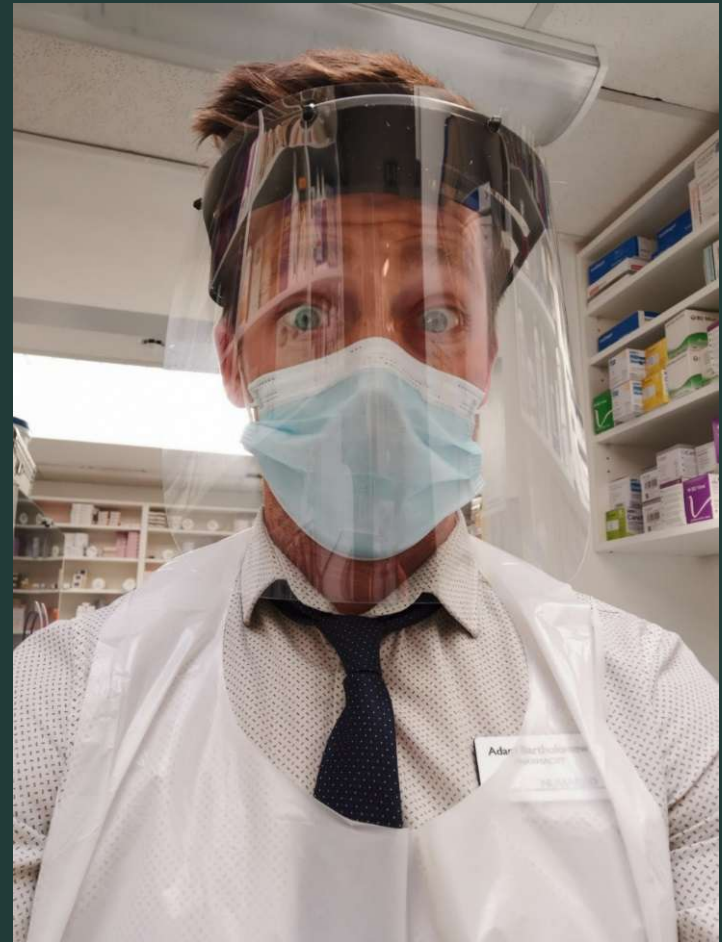
Women's health

- Let's develop a private travel clinic for our pharmacy

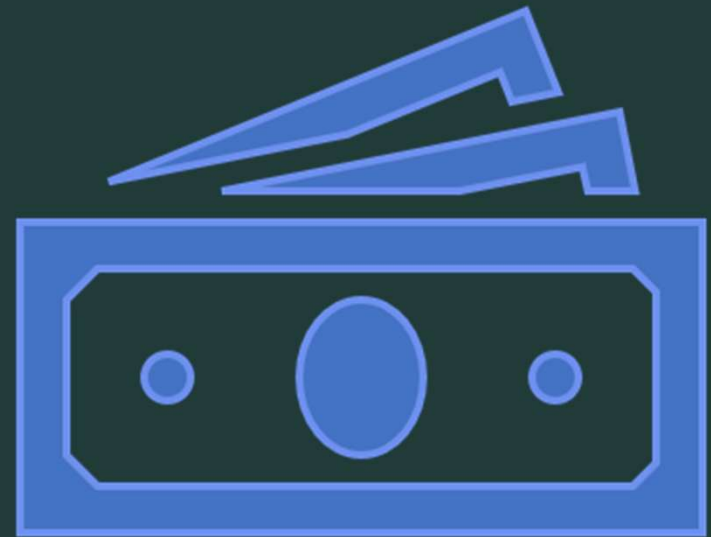
Factors to consider

- Take a few minutes to write down some things which may impact the financial viability of a private travel vaccination service.

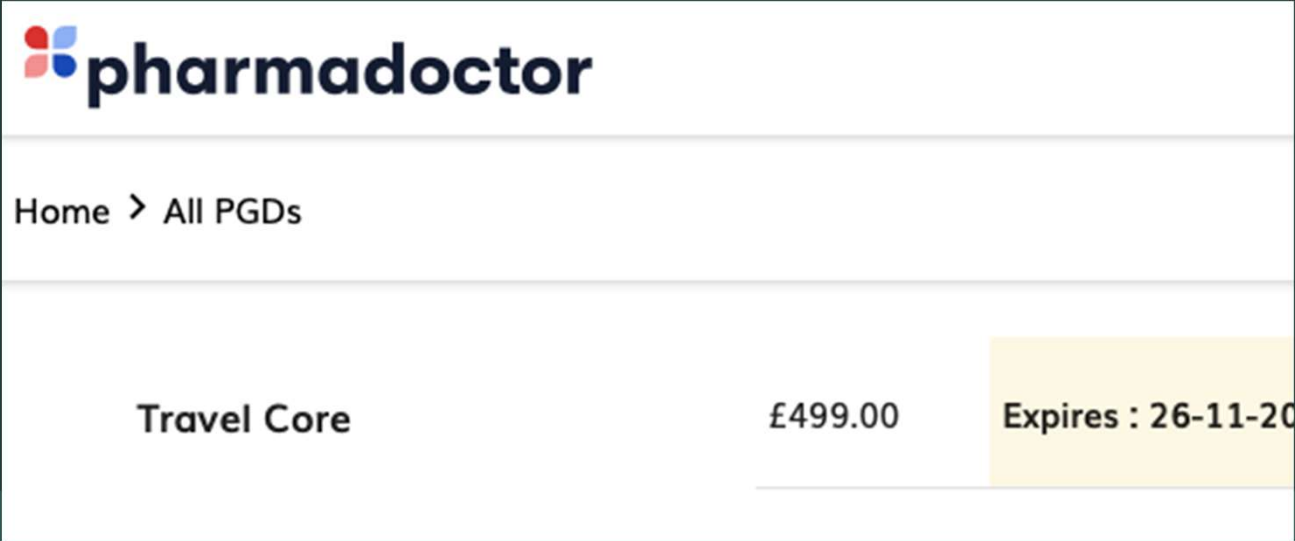
- Vaccine cost / shipping
- Training
- Enhanced insurance?
- Marketing
- Staffing cover to run the clinic
- Booking systems
- Storage
- Off site capability?
- Additional equipment
- Competitors?
- Demand?



Let's cost out a
service



- What will it cost to set up the clinic?
- Training costs **£499** per pharmacist (inc. PGDs)



The screenshot shows the Pharmadocor website interface. At the top is the Pharmadocor logo. Below it is a breadcrumb trail: Home > All PGDs. A table lists PGD programs. The first row is 'Travel Core' with a cost of '£499.00' and an expiration date of 'Expires : 26-11-20'.

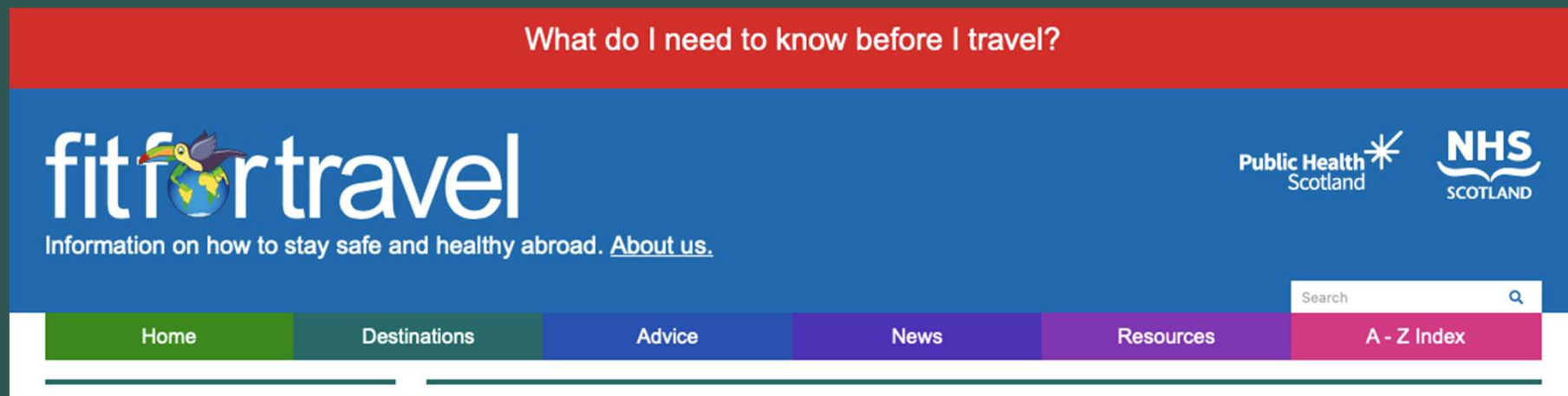
pharmadoctor		
Home > All PGDs		
Travel Core	£499.00	Expires : 26-11-20

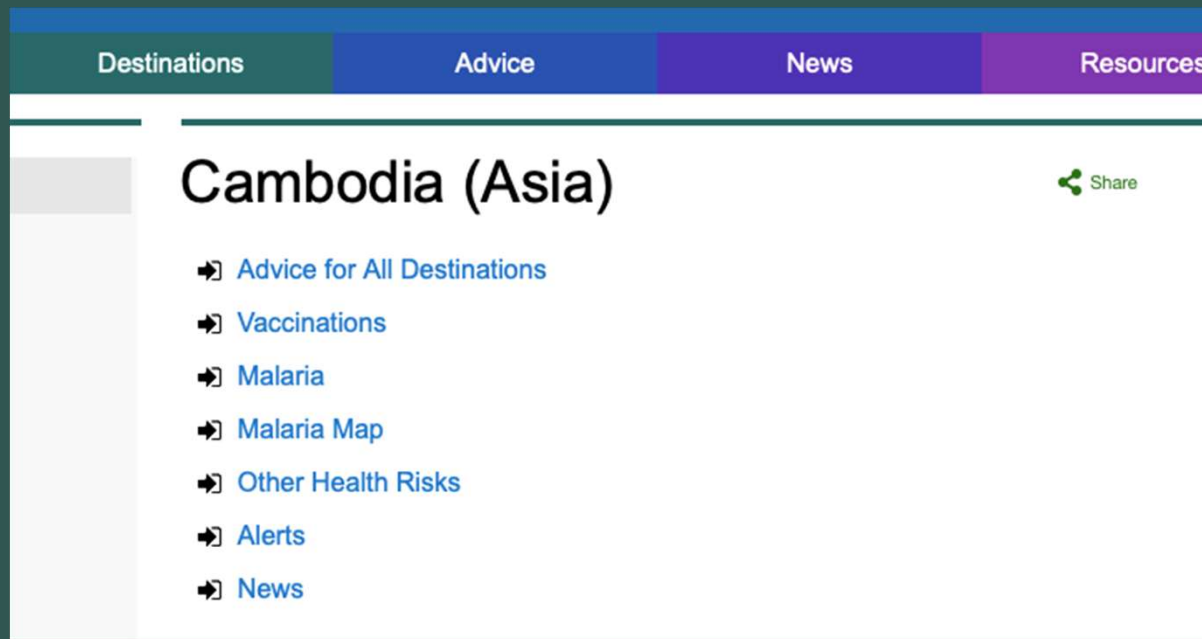
- Additional materials cost **£20** – Cotton wool, plasters, sharps bin etc
- Marketing costs **£100** – Leaflets / local paper advert
- **Total = £619**

Costing a consultation



- Customer presents seeking protection for upcoming trip to Cambodia for 2 weeks





Vaccinations

- › **Confirm primary courses and boosters are up to date as recommended for life in Britain** - including for example, [seasonal flu vaccine](#) (if indicated), [MMR](#), vaccines required for occupational risk of exposure, lifestyle risks and underlying medical conditions.
- › **Courses or boosters usually advised:** Hepatitis A; Tetanus.
- › **Other vaccines to consider:** Hepatitis B; Rabies; Typhoid.
- › **Selectively advised vaccines - only for those individuals at highest risk:** Cholera; Japanese Encephalitis.
- › **Yellow fever vaccination certificate required** for travellers aged 1 year or over arriving from countries with [risk of yellow fever transmission](#) and for travellers having transited more than 12 hours through the airport of a country with risk of yellow fever transmission.

Cambodia Malaria Map



Low to no risk
antimalarials not
usually advised

Low risk
with additional
advice – see text

High risk
antimalarials
usually advised

**Surrounding
countries with
malaria risk**

What malaria precautions are necessary?

- Malaria [precautions](#) are essential. Avoid mosquito bites by covering up with clothing such as long sleeves and long trousers especially after sunset, using insect repellents on exposed skin, and, when necessary, sleeping under a mosquito net.
- Check with your doctor or nurse about suitable antimalarial tablets.
- See [malaria map](#) – additional information can be found by clicking on the Regional Information icon below the map.
- **High risk areas:** [atovaquone/proguanil](#) OR [doxycycline](#) OR [mefloquine](#) is usually advised.
- **Low risk areas with additional advice:** antimalarial tablets are not usually advised, however, they can be considered for certain travellers who may be at higher risk e.g. longer stay in rural areas, visiting friends or relatives, those with medical conditions, immunosuppression or those without a spleen. [Atovaquone/proguanil](#) OR [doxycycline](#) is advised for those at risk.
- **Low to no risk areas:** antimalarial tablets are not usually advised.

Atovaquone/proguanil -

Atovaquone with proguanil hydrochloride

BNF



Highlight search ☐ Evidence

Indications and dose

Prophylaxis of falciparum malaria, particularly where resistance to other antimalarial drugs suspected
[using 250 mg/100 mg tablets]
By mouth

Adult (body-weight 40 kg and above)
1 tablet once daily, to be started 1–2 days before entering endemic area and continued for 1 week after leaving.

What is our total profit for the consultation?

Cambodia						
Medicine / Vaccine	Purchase cost	How many?	Total cost to pharmacy	Mark up x1.5 (patient cost)	Profit	
Hepatitis A	£21.72	2				
Typhoid	£11.16	1				
Dipht/Tet/Polio	£7.80	1				
Hepatitis B	£12.99	3				
Rabies	£53.17	3				
Atovaquone/Prog (12)	£19.00	23				
		Totals				

What is our total profit for the consultation?

Cambodia						
Medicine / Vaccine	Purchase cost	How many?	Total cost to pharmacy	Mark up x1.5 (patient cost)	Profit	
Hepatitis A	£21.72	2	£43.44	£65.16	£21.72	
Typhoid	£11.16	1	£11.16	£16.74	£5.58	
Dipht/Tet/Polio	£7.80	1	£7.80	£11.70	£3.90	
Hepatitis B	£12.99	3	£38.97	£58.46	£19.49	
Rabies	£53.17	3	£159.51	£239.27	£79.76	
Atovaquone/Prog (12)	£19.00	23	£36.42	£54.63	£18.21	
		Totals	£297.30	£445.95	£148.65	

Remember - £619 to set up. Already a quarter of the way to recouping original investment.

Other factors

- Competitor hears of your wonderful service and wants in on the action, charging less (i.e. a markup of 1.2?)
- Can you increase business by offering off site vaccination? Insurance cover? Cold chain?
- What to do with unused stock? Forecasting for next season?
- Cost for your own time?



What will the role of a pharmacist look like in 5 / 10 / 15 years?

- Take 5 minutes to discuss with your group what you think your own role, and the sector of pharmacy might look like in the near and distant future.

Technology in Community Pharmacy

- How are advancements in technology providing opportunities for streamlining workflow in the pharmacy?

Technology in Community Pharmacy

- **Automated dispensing & robotics** → frees up pharmacist time, improves accuracy, reduces errors.
- **Electronic prescription services (EPS)** → smoother prescribing, less paper, better tracking of scripts.
- **Patient communication tools** → text reminders, apps, and portals for repeats, adherence, and bookings.
- **Stock management systems** → real-time monitoring, reduced waste, better cash flow.

Technology in Community Pharmacy

- **Business intelligence dashboards** → track income, service delivery, staff performance.
- **Remote consultations & telehealth** → expand access to care, especially in rural areas.
- **AI-supported clinical checks** → flagging interactions, risks, and helping with decision support.
- **Workflow optimisation software** → rota planning, task allocation, and service scheduling.

Technology in Community Pharmacy

- **Pharmacogenomics** – targeted treatment based on genetic make up
- **3D medication printing** – allows for customization of dose / formulation

Technology in Community Pharmacy – Booking platforms

Calendly «

+ Create

Scheduling

Event types Single-use links Meeting polls

P PharmacyAdmin

- ☐ **Emergency hormonal contraception**
20 min • In-person meeting • One-on-One
Weekdays, hours vary
- ☐ **Urinary Tract Infection service**
20 min • In-person meeting • One-on-One
Weekdays, hours vary
- ☐ **Private Flu Injection**
10 min • In-person meeting • One-on-One
Weekdays, hours vary
- ☐ **Period delay service (private)**
15 min • In-person meeting • One-on-One
Weekdays, hours vary
- ☐ **Follow up Weight Management Clinic (existing patients)**
30 min • In-person meeting • One-on-One
Weekdays, hours vary

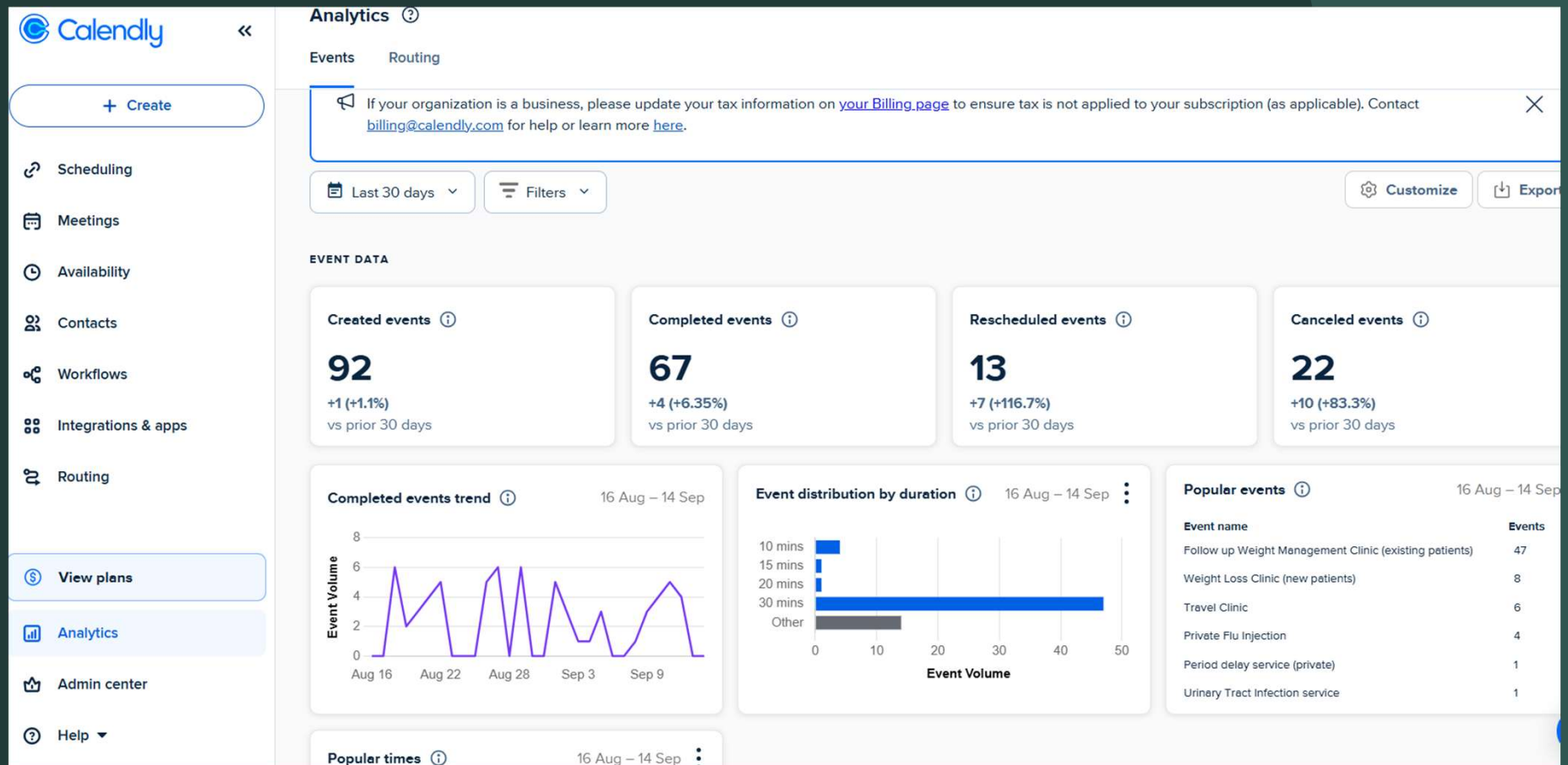
View plans

Analytics Admin center Help ▾

Technology in Community Pharmacy – Booking platforms

Limits and buffers	▼
 Buffer times, max limits	
Free/busy rules	▼
 Allow invitees to book over selected meetings on you...	
Booking page options	▼
 /new-meeting • 10 min increments • auto time zone	
Invitee form	▼
 Asking for name, email, +1 question	
Payment	▼
 Collect payment for your event	
Notifications and workflows	▼
 Email confirmations + 3 workflows	

Technology in Community Pharmacy – Booking platforms



Technology in Community Pharmacy – Robotic Dispensing



Benefits of Robotic Dispensing Systems

- **Accuracy & Safety** → reduces dispensing errors, consistent labelling and selection.
- **Efficiency** → faster retrieval of medicines, handles repetitive tasks automatically.
- **Time Savings** → frees pharmacists and technicians to focus on patient-facing services.
- **Space Optimisation** → compact storage design increases stock capacity in the same footprint.
- **Stock Management** → real-time inventory tracking, expiry date monitoring, reduces waste.
- **Business Impact** → improved workflow = higher prescription volume capacity without extra staff.
- **Staff Satisfaction** → reduces repetitive/manual workload, lowers stress.
- **Patient Benefit** → shorter waiting times, more time for clinical care, advice, and services.

Drawbacks of Robotic Dispensing Systems

Financial & Setup

High initial cost → expensive to purchase and install
Ongoing maintenance and servicing costs
Staff training required to operate effectively

Operational

Downtime / breakdowns → can disrupt workflow
Limited flexibility → may struggle with unusual pack sizes or non-standard items
Space requirements → footprint may still be significant depending on pharmacy layout

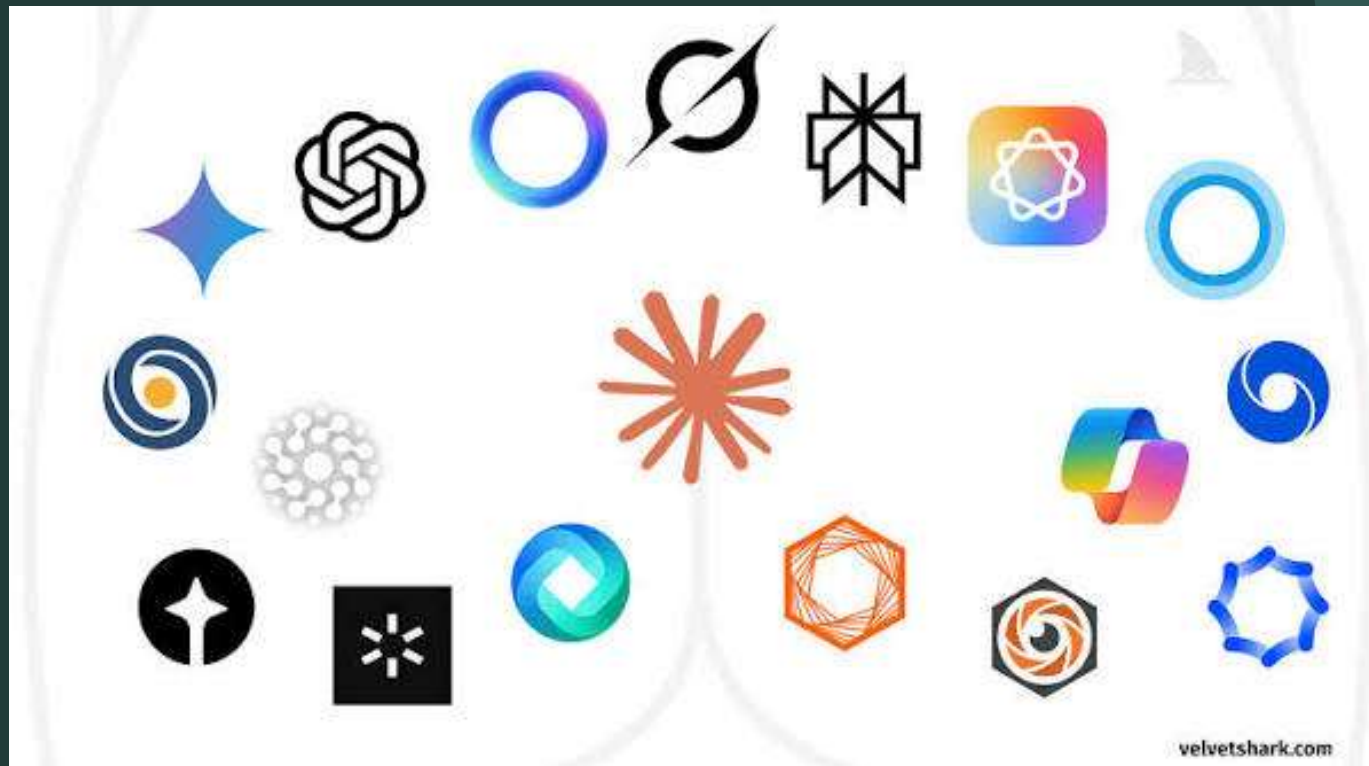
Human Factors

Can reduce staff engagement with stock handling → less hands-on familiarity
Over-reliance → staff may become less vigilant, assuming the robot is always correct
Change management → staff resistance if not involved in implementation

Patient/Service Considerations

Not a replacement for clinical judgment → robot cannot verify appropriateness of a prescription
Possible perception by patients that service is “less personal”

Artificial Intelligence in Community Pharmacy



Northern Ireland Community Pharmacy Brief

14 September 2026

Owner-manager summary: Four items merit action this week: implement the new lansoprazole SSPs, tighten the unlicensed-import prescription and submission process, prepare for vaccine ordering on 25 September, and prevent September Drug Tariff disallowances on deleted pen needles.

1. Lansoprazole orodispersible tablets: new SSPs

Confirmed change: A Tier 2 shortage affects lansoprazole 15 mg and 30 mg orodispersible tablets, with limited supply expected until early January 2027. SSP088 and SSP089 took effect on 9 September 2026 and expire on 15 January 2027. They allow a pharmacist to reduce a prescription for more than one month to a one-month supply; they do not authorise a formulation switch. The SSPs cover NHS and private prescriptions.

Operational effect: Multi-month prescriptions can be reduced, but once one month is supplied no further supply can be made from that prescription. If stock is unavailable, the prescriber must review need and prescribe a suitable capsule or alternative PPI. Remaining orodispersible stock should be prioritised for patients who cannot use alternatives, including some patients with enteral tubes, sensory needs or clinically important interactions such as clopidogrel.

Action now: Brief all pharmacists and dispensary staff; load or print the current SSP versions; add a PMR alert for both strengths; review outstanding and repeat prescriptions over one month; and agree a referral process with Castle Practice and Scotch Quarter Practice. Record SSP supplies correctly and counsel patients to reorder promptly.

[BSO supply alert MPS 3544](#) · [BSO SSP page](#)

AI in Community Pharmacy

Using AI to Analyse BSO Monthly Payment Reports

Error Detection & Reconciliation → flags coding errors, missing or duplicate claims

Trend & Pattern Analysis → identifies recurring errors, anomalies, and seasonal trends

Decision Support → suggests corrective actions based on historical patterns

Reporting & Visualisation → converts raw data into dashboards with KPIs

Efficiency & Accuracy → frees staff from manual reconciliation, reduces human error

Important → AI supports decision-making but human verification remains essential

AI in Community Pharmacy

Using AI to Analyse BSO Monthly Payment Reports

	A	B	C	D
1	Pack Size	Product	Price	
2	10	4Sure Beta-Ketone Testing Strips Nipro Diagnostics (Uk) Ltd 4S-810-4183401-001,	9.92	
3	100	4Sure Hypodermic Insulin Needles For Pre-Filled / Reusable Pen Injectors Screw On 5Mm/31Gauge Nipro	3.95	
4	200	4Sure Lancets Sterile Single Use 0.195Mm/33Gauge Nipro Diagnostics (Uk) Ltd 0.195Mm/33Gauge	5.8	
5	100	4Sure Testing Strips Nipro Diagnostics (Uk) Ltd	15.98	
6	100	4Sure Testing Strips Nipro Diagnostics (Uk) Ltd	15.98	
7	20	Aaculose Hypromellose 0.3% Eye Drops Trion Pharma Ltd 0.3%	1.28	
8	10	Aaculose Hypromellose 0.3% Eye Drops Trion Pharma Ltd 0.3%	0.64	
9	20	Aaculose Hypromellose 0.3% Eye Drops Trion Pharma Ltd 0.3%	1.28	
10	10	Aaculose Hypromellose 0.3% Eye Drops Trion Pharma Ltd 0.3%	0.64	
11	10	Aaculose Hypromellose 0.3% Eye Drops Trion Pharma Ltd 0.3%	0.64	
12	10	Aaculose Hypromellose 0.3% Eye Drops Trion Pharma Ltd 0.3%	0.64	
13	10	Aaculose Hypromellose 0.3% Eye Drops Trion Pharma Ltd 0.3%	0.64	
14	10	Aaculose Hypromellose 0.3% Eye Drops Trion Pharma Ltd 0.3%	0.64	
15	10	Aaculose Hypromellose 0.3% Eye Drops Trion Pharma Ltd 0.3%	0.64	
16	10	Aaculose Hypromellose 0.3% Eye Drops Trion Pharma Ltd 0.3%	0.64	

What does a pharmacist actually
do?

THEN

- Dispense
- Check
- Supply
- Counsel

NOW

- Dispense
- Check
- Diagnose
- Treat
- Prescribe
- Prevent
- Manage long-term conditions

“Independent prescribers are responsible and accountable for the assessment of patients with undiagnosed and diagnosed conditions and for decisions about the clinical management required, including prescribing.”

“Newly registered pharmacists [will have] a greater role in providing clinical care to patients and the public.”

NI Dept of Health

- **Responsible**
- **Accountable**
- **Assessment**
- **Clinical management**
- **Prescribing**



Does this need a pharmacist?

- *Count 28 tablets*
- *Order 10 boxes of amlodipine*
- *Check a barcode*
- *Monitor treatment*
- *Accuracy check a prescription*
- *Decide when to refer*
- *Assess a patient's symptoms*
- *Diagnose a condition*
- *Decide whether treatment is appropriate*
- *Prescribe*



1. Doesn't need a pharmacist
2. Could involve a pharmacist
3. Absolutely needs pharmacist judgement

What happens to the routine stuff?

Imagine it's 2036...

- Your pharmacy dispenses 80% of routine prescriptions automatically.
- Electronic prescribing is universal.
- Patients book their own appointments.
- AI flags potential clinical problems.
- Stock is automatically ordered.



A patient walks into your pharmacy



A patient walks into your pharmacy

- **57 years old**
- **BP: 168/96**



- "I've been getting headaches. Can you do anything about these?"

What would you do?

- A few minutes – discuss with your table

Before you prescribe, you need to assess:

The patient

- Symptoms
- History
- Previous BP
- Family history
- Lifestyle

The medicines

- Current treatment
- Adherence
- Interactions
- Contraindications

The clinical picture

- Appropriate investigations
- Renal function
- Cardiovascular risk
- Possible secondary causes

The decision

- Treat?
- Monitor?
- Refer?
- Investigate further?

Prescribing is actually
quite a small part of
prescribing.

Independent prescribing ≠ independent working.

An IP still needs to:

- recognise limits
- seek advice
- refer
- use evidence
- assess risk
- document
- arrange follow-up

The pharmacist of 2036

Less time spent on:

-  Routine supply
-  Stock handling
-  Administration
-  Repetitive tasks

More time spent on:

-  Assessment
-  Prescribing
-  Clinical decision-making
-  Patient relationships
-  Monitoring
-  Complex problems
-  Working across healthcare

The IP Mindset Shift

From:

- Checking prescriptions

To:

- Owning clinical decisions
- Managing risk directly
- Taking responsibility for follow-up
- Pricing your time as a clinician

The value of the pharmacist increasingly comes from what happens around the medicine, rather than simply supplying the medicine.

IP doesn't necessarily mean
hypertension clinic

Where could it take you?

It's 2036.

You arrive at work.

The robot has dispensed the routine prescriptions.

The computer has flagged the clinically unusual ones.

Patients have booked consultations themselves.

Your appointment list contains:

Hypertension review

Potential new diagnosis

Medication optimisation

Contraception consultation

Complex patient referred by GP

What would be good or exciting about this job?

What would be difficult?

Takeaways / Questions?

- Practical application – How can I integrate my IP status in CP moving forward?
- Opportunities for service development?
- What areas of technology can be utilised to the pharmacy's advantage?
- Have an idea of the process of setting up a service and how it can be developed to increase revenue and establish a foothold in the community
- What does the future hold for community pharmacy and how can I begin to shift my mindset to prepare for this?

Your First Year Goals.

Not:

- . Be perfect.

But:

- . Be safe.
- . Be teachable.
- . Be financially aware.
- . Build resilience.
- . Protect your future self.



OUTREACH & COMMUNITY ENGAGEMENT

u Adrienne Clugston

Why do it?

- Contractual Obligation
 - Living Well
 - Health Plus Pharmacies
- Increase your contact with hard-to-reach groups
- Boost your pharmacy image in the community
- Increase footfall & potential income
- Promote your pharmacy services
- Part of a local business initiative
- Project close to your heart
- Boost staff morale

The Living Well service

- PHA-led
- Key public health messages and advice delivered through community pharmacies
- Aim: address risk factors which contribute significantly to the overall prevalence of disease in Northern Ireland
- 6 x 2-month campaigns scheduled annually
- Aligned with public health priorities
- Display and provide information as well as give advice on targeted campaign topics
- Contractors are paid £500 per campaign

Living Well Campaign schedule 2025-2026

Campaign	April May 2025	June July 2025	August September 2025	October November 2025	December 2025 January 2026	February March 2026
Be cancer aware	Start: 01/04/2025 End: 31/05/2025 Survey opens: 02/06/2025 Survey closes: 30/06/2025					
Know your units		Start: 01/06/2025 End: 31/07/2025 Survey opens: 04/08/2025 Survey closes: 01/09/2025				
Physical activity			Start: 01/08/2025 End: 30/09/2025 Survey opens: 06/10/2025 Survey closes: 03/11/2025			
Stay well (incl. AMR)				Start: 01/10/2025 End: 31/11/2025 Survey opens: 01/12/2025 Survey closes: 12/01/2026 *extended due to holidays*		
Mental health					Start: 01/12/2025 End: 31/1/2026 Survey opens: 02/02/2026 Survey closes: 02/03/2026	
Childhood immunisation						Start: 01/02/2026 End: 31/3/2026 Survey opens: 03/04/2026 Survey closes: 08/05/2026 *extended due to holidays*

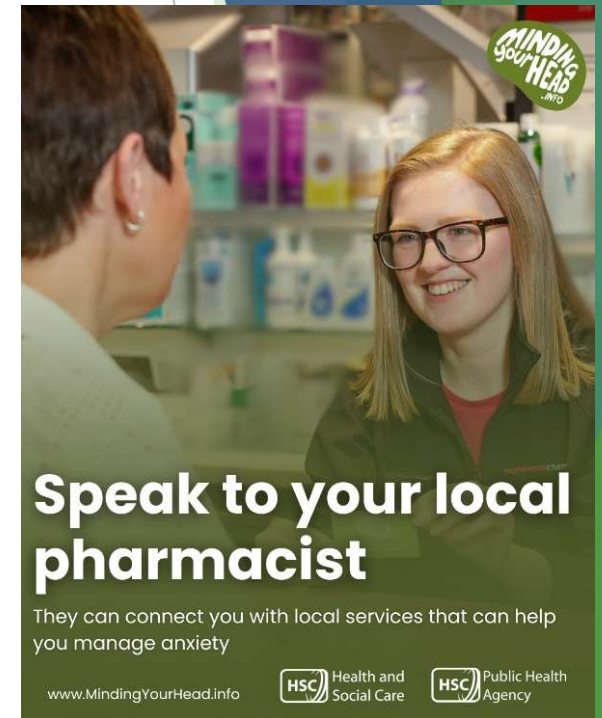
**** This schedule may be subject to change if a public health issue is recognised as an urgent priority ****

The background features abstract geometric shapes in various shades of green and blue. On the left, a solid green shape tapers to a point. On the right, there are overlapping, semi-transparent shapes in dark blue, medium green, and light green, creating a layered effect. The central text is positioned in the white space between these shapes.

What could a campaign
look like?

Mental Health

- Window & leaflet display
- Social Media campaign to raise awareness and let community know they can talk to you
- One to one discussions with patients/clients
- Seminars in local schools
- Presentations on Take 5 for mental health for user groups
- Mindfulness / Yoga sessions at local community centre

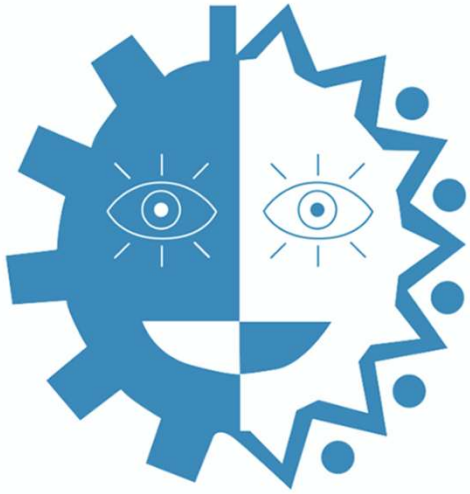


Physical Activity

- Window & leaflet display
- Social Media campaign to raise awareness and let community know they can talk to you
- One to one discussions with patients/clients
- Local community centre involvement
- Presentations to community groups
- Host walking or running group
- Have a sponsored exercise bike-ride in the pharmacy

Be Cancer Aware

- Window & leaflet display
- Social Media campaign to raise awareness and let community know they can talk to you
- One to one discussions with patients/clients
- Talks to local user groups
- Host an information day with local cancer support group in the pharmacy
- Run video displays in pharmacy



Community Development
& Health Network

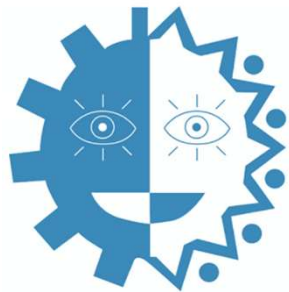
BCPP - Building the Community-Pharmacy Partnership Programme

Benefits of BCPP

- Funded programme connected with a user group
- In-depth knowledge and understanding of people and issues affecting their life & health inequalities
- Insight into local services and networks available for signposting
- Ability to help people improve their health literacy
- Improve understanding of pharmacy services and how you can help
- Improve interaction of community with your pharmacy and health services in general
- You grow as a person and as a pharmacist
- Your pharmacy grows as a service

Find out more here:

<https://www.cdhn.org/bcpp>



Community Development
& Health Network

Social Media

Why do we need it?

- Important way to interact with general public
- Remove geographic and physical access barriers to communication
- Variety of messages & channels can find a broader range of patients
- Provides access to information 24/7 and away from the pharmacy setting
- Helps build community relationships and strengthens engagement with your patients

Use for health messages or promote your services:

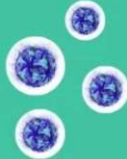
**MCKEEVERS
CHEMISTS**

Medicated Weight Management Service



Our Pharmacists can support you to achieve and sustain your weight loss goals.

Book your Consultation | 🕒 Online and in-store appointments available 7 days a week
🌐 www.mckeeversdirect.com/weight-loss ☎️ 077 5913 1532



This week we will be discussing hints and tips to boost your immune system



IMMUNE
SYSTEM

Period Delay Treatment

If you want to delay your period for an upcoming holiday, wedding or some other special event, we can help.

ENQUIRE TODAY

**MCKEEVERS
CHEMISTS**



**A Huge Thank
You to
everyone who
donated their
time and
money to raise
funds for such a
worthy
charity!!**

**We have
raised an
amazing
£1600**



*Thank
you*



**MCKEEVERS
CHEMISTS**

Travel Vaccination Clinic

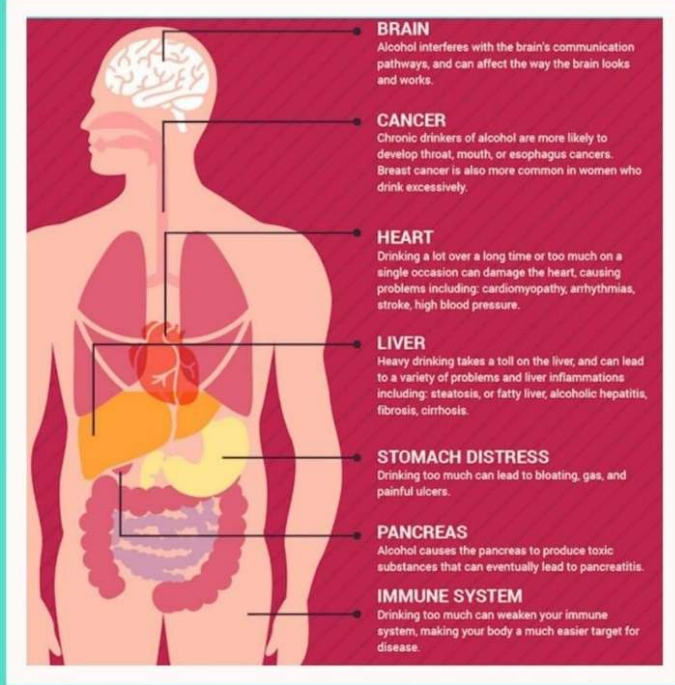
We offer a range
of vaccinations to
protect you on
your travels.

Book your Consultation today.

🕒 Online and in-store appointments available 7 days a week
🌐 www.mckeeversdirect.com/travel-vaccine ☎ 077 5913 1532

FULLY DESIGNATED YELLOW FEVER VACCINATION CENTRE 🦟

Effects of Alcohol on your body

BRAIN
Alcohol interferes with the brain's communication pathways, and can affect the way the brain looks and works.

CANCER
Chronic drinkers of alcohol are more likely to develop throat, mouth, or esophagus cancers. Breast cancer is also more common in women who drink excessively.

HEART
Drinking a lot over a long time or too much on a single occasion can damage the heart, causing problems including: cardiomyopathy, arrhythmias, stroke, high blood pressure.

LIVER
Heavy drinking takes a toll on the liver, and can lead to a variety of problems and liver inflammations including: steatosis, or fatty liver, alcoholic hepatitis, fibrosis, cirrhosis.

STOMACH DISTRESS
Drinking too much can lead to bloating, gas, and painful ulcers.

PANCREAS
Alcohol causes the pancreas to produce toxic substances that can eventually lead to pancreatitis.

IMMUNE SYSTEM
Drinking too much can weaken your immune system, making your body a much easier target for disease.

Top tips

- Use images & videos - people engage more.
- Don't be afraid to go in front of the camera to discuss a health initiative in the pharmacy or a service you wish to promote.
- Canva.com is a great tool for creating posts (Free)
- Step outside your comfort zone, you may surprise yourself.
- Be mindful of what you post, ensure it is legal and professional, you can be fun but ensure it's done tastefully and doesn't break any rules!
- NB Private services can be marketed differently to NHS services. (Guidance docs available)
- Social media is a way for you to showcase your pharmacy, your community and yourself as a healthcare professional.

Use ready-made images or create your own – but watch out for image copyright.

Pharmacy First for help with everyday health conditions

HSC Health and Social Care

For **FREE** confidential advice and treatment ask your pharmacist **FIRST**

SAVE TIME AND AVOID WAITING TO SEE A GP



- ✓ Acne
- ✓ Athlete's foot
- ✓ Diarrhoea
- ✓ Ear Wax
- ✓ Groin area infection
- ✓ Haemorrhoids
- ✓ Head lice
- ✓ Mouth Ulcers
- ✓ Oral Thrush
- ✓ Scabies
- ✓ Threadworms
- ✓ Vaginal Thrush
- ✓ Verrucae

Pharmacy First for help with everyday health conditions

HSC Health and Social Care

The morning after pill

Emergency Hormonal Contraception

- ✓ **FREE** confidential and discreet service
- ✓ **FREE** supply of the morning after pill
- ✓ Available up to 120 hours after unprotected sex

I DON'T WANT TO GET PREGNANT



Available from your local community pharmacy

Charity work



- Raise money & have fun
- Great way to interact with the community & boost staff morale
- Patient in need, local issue, employee support
- Can link well with other projects or services offered
- Promote sensitively

Big Picture

- ❑ Pharmacy & Pharmacists have a lot to offer
- ❑ Think about what your community needs
 - How will it improve the serviced provision for your local community?
- ❑ Think about what your business needs
 - How will it raise the profile of your pharmacy and of the profession?
- ❑ Create a plan for the year ahead
 - What help & support can I access e.g. grants, free courses through the council
- ❑ Go for it!

Resources available from HSC Trusts:

Belfast & South-Eastern Trust area -
www.crishealthinfo.co.uk

u Email other Trust areas:-

u Northern Trust - healthandwellbeingteam@northerntrust.hscni.net

u Southern Trust - pwb.resources@southerntrust.hscni.net

u Western Trust - Erin.Evers-Doherty@westerntrust.hscni.net

TAKE HOME TASKS 2

- u What community engagement is your pharmacy doing?
- u Find out about community groups in your area that are helping patients - for signposting.
- u Look at your pharmacy's social media - how could you contribute/improve it?
- u Lead a Living Well campaign
- u Get outside the dispensary and talk to patients!

Feedback Please

Vaccination Training +

Day 1 – Effective Business Management

Next Training:

Training Day 2 – Effective People Management

Wednesday 11th November 9.30am-4.30pm