



# USING A COLLECTION POINT TO IMPROVE PATIENT EXPERIENCE

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# WHAT IS A COLLECTION POINT?

- Essentially a vending machine for dispensed prescriptions
- Familiar format for patients similar to Amazon Locker or In Post
- Patients sent a code and have 7 days to collect
- Patients able to collect 24/7 365 days a year
- Located in main entrance next to 20 min parking bays



# OBJECTIVES FOR TODAY

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- What were the main drivers for the project?
- How does the vending machine work?
- How has it improved patient experience?
- How has it benefitted the pharmacy team?
- Legal and Ethical Considerations
- How do we manage governance and risk?
- Reflection on the project and potential future uses.





# DRIVERS FOR THE PROJECT

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- Dispense over 75,000 prescriptions per year
- 50% are for pre-planned prescriptions for chronic conditions
- These drugs are largely DMARDS or drugs to treat MS and not suitable for shared care agreements
- Patients are stabilised and collect on a 3 monthly basis
- Each prescription requires 2-3 minutes of staff time
- Equivalent to almost 14 working days per month for one staff member



# DRIVERS FOR THE PROJECT - CONTINUED

## COVID

- Clinically vulnerable patients extremely reluctant
- Allowed patients or carers to collect away from clinical areas during quiet periods

## Renal Transplant Drug Repatriation

- 250 patients repatriated back as part of national initiative.
- Patients had been receiving via community pharmacies
- Maintained access for patients

HOW DOES IT WORK?



## HAS IT IMPROVED PATIENT EXPERIENCE?

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- Initially used a test cohort of 100 patients for 3 months
- No issues identified and positive feedback from patients
- Around 50% of patients using machine collect during evening or at weekends when pharmacy is closed
- During the time the vending machine had been installed have seen a 15% increase in prescription numbers but waiting time have remained the same.





## BENEFITS TO THE PHARMACY TEAM.

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- Currently around 130 patients per month use the vending machine.
- This still relatively low number frees the equivalent of just over 5 hours of staff time per month.
- Intention is to grow to around 1000 prescriptions per month via the vending machine.
- Goal is to ensure that staff time is spend making sure patients get the most out of their medicines.





# LEGAL AND ETHICAL CONSIDERATIONS

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- This is not intended to replace interactions with pharmacy staff
- Use of the vending machine falls under GPhC guidance of providing services at a distance.
- Must be installed in an area that is not part of the registered pharmacy premises
- Prescriptions are technically 'delivered' to the vending machine



# MANAGING GOVERNANCE AND RISK

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- New random 6 digit code generated per patient so no risk another patient could access
- Clear SOPs in place to manage all associated processes
- Only pre-planned prescriptions collected from vending machine which are dispensed 2 weeks prior to being needed



## REFLECTION ON PROJECT AND FUTURE USES

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- Use of the vending machine has been a success for both staff and patients
- Both staff and patients can see benefits
- Looking at rolling out to other STSFT sites to further widen patient access
- Currently exploring how the vending machine could support other initiatives such as collection of oral chemotherapy

