The results

The new OPD is seeing more patients than ever before. As the hospital continues to evolve and develop in the ways it can serve all its patients, the partnership with LloydsPharmacy will be an important factor in the drive to improve patient experience.

The benefits of the new OPD for patients

- The new OPD design provides a pleasant location for patients to request and receive their medication.
- Increasing the number of bays for patients to hand in and receive prescriptions reduces waiting times. Whilst the larger space and proximity to atriums equipped with ample seating has improved the waiting area.
- More waiting space, privacy screens and a consultation room have increased the ability of patients to have private conversations with pharmacy staff when receiving advice and counselling about their treatment.
- The dispensing robot not only helps medication to be dispensed more quickly, but also more safely, by checking expiry dates and medication details.

The benefits of the new OPD for staff

- The new OPD is bright, modern and more spacious than the previous location, making it a more pleasant working environment.
- The robot manages routine tasks like medication storage, which frees up pharmacy team members to spend more face-to-face time with patients.
- Using a network of conveyor belts and chutes, the robot delivers medication directly to pharmacy staff at dedicated workstations, reducing the need for constant movement around the pharmacy and improving workflows.
- The improvements in speed and efficiency within the pharmacy also make it quicker for nurses and other hospital staff to collect prescriptions on behalf of patients, minimising the amount of time they need to spend away from the wards.

"The new OPD has improved morale. It means we can get medication out to patients in a fast and timely manner and improve patient safety because the robot automatically reads the expiry dates of medication."

Najam Zahid
LloydsPharmacy Multi-site Pharmacy Manager

Meeting patient needs now, and well into the future

Outpatient dispensary

Case study from Guy’s and St Thomas’ NHS Foundation Trust

The Trust

Guy’s and St Thomas’ is one of the UK’s busiest NHS foundation trusts. The Trust has one of the largest critical care units in the country, and one of the busiest emergency departments in London. As well as providing a full range of hospital services for the local community, the Trust also offers a number of specialist services.

The Trust has a commitment to providing high-quality, personal care for all patients, and seeks to put patients first.

To find out more about our modular pharmacy services, contact Gwyn Williams, National Healthcare Development Manager on 07736 472 693 or gwyn.williams@lloydspharmacy.co.uk
A robotic solution for a personal approach
BD Rowa built a robot specifically designed to meet the bespoke requirements of the hospital pharmacy.

In the past, medication storage, dispensing and stock management have been the responsibility of the pharmacy team. Now this revolutionary technology can manage these routine tasks allowing staff to spend more time with patients. The robot’s ProLog automatically reads the label and expiry date of the medication and is able to pick around 600 packs an hour – increasing the number that can be dispensed.

Pharmacy design fit for the future
The Trust made the decision to re-develop the outpatient dispensary (OPD) located within Guy’s Hospital in order to ensure a high quality service that would meet patients’ needs and give them the best experience now, and in the future. Through partnership with LloydsPharmacy, BD Rowa Technologies and T3 Pharmacy Design, this vision has become a reality.

The decision to re-develop the OPD really stemmed from the concrete experience of working with LloydsPharmacy in the past to deliver this kind of service and the confidence that comes from working with an experienced partner.

David Webb
Clinical Director & Chief Pharmacist
Guy’s and St Thomas’ NHS Foundation Trust

The patient experience is so much better now with the new OPD. It is a pleasant environment for patients to wait in.

Kirsteen Docherty
Pharmacy Operations Manager

95% of OPD patients were satisfied or very satisfied with their pharmacy visit
96% of OPD patients only waited between 1-20 minutes to receive their prescription
89% of OPD patients were extremely likely/likely to recommend this OPD service to a friend or family member

Pharmacy design fit for the future
T3 Pharmacy Design have a long-standing relationship with LloydsPharmacy and are a trusted partner for delivering pharmacy designs that meet the bespoke needs of patients within each location. For this project, they worked closely with LloydsPharmacy as well as the Trust and BD Rowa to ensure that the new space would be fit for purpose and would make best use of the space and technology on offer.

This OPD is a modern, bright and professional space that sings healthcare right through from start to finish.

Martin Walsh
LloydsPharmacy Property Team, Project Manager

The solution
LloydsPharmacy provided the support and expertise required to develop a new, fit-for-purpose and patient-centric outpatient dispensary within Guy’s Hospital. Working with T3 Pharmacy Design, the LloydsPharmacy shop fitting team used their expertise to create a bright, modern and airy space that enables patients and staff to better circulate within the pharmacy. LloydsPharmacy also brought in the expertise and innovation into the new OPD by bringing BD Rowa, the supplier of the dispensing robot, on-board.

For the Clinical Director & Chief Pharmacist David Webb, the purpose of the OPD redevelopment was to embody the Trust’s ‘We Care’ vision. In order to achieve this, working with partners who shared this commitment of doing the right thing for patients was crucial. Having past experience of collaborating with LloydsPharmacy provided the Trust with the confidence required to take the leap and to commission the project.

The patient experience is so much better now with the new OPD. It is a pleasant environment for patients to wait in.

Kirsteen Docherty
Pharmacy Operations Manager

With a robot you get the best of both worlds, you get the speed and throughput of a robot as well as maximising patient safety.

Mark Rayleigh
Senior Key Account Manager, BD Rowa

95% of OPD patients were satisfied or very satisfied with their pharmacy visit
96% of OPD patients only waited between 1-20 minutes to receive their prescription
89% of OPD patients were extremely likely/likely to recommend this OPD service to a friend or family member

The fit out was a good example of cross functional co-operation and knowledge sharing, both between in house teams and third parties.

Martin Walsh
LloydsPharmacy Property Team, Project Manager

This OPD is a modern, bright and professional space that sings healthcare right the way through from start to finish.

Core Values
LloydsPharmacy Managing Director
T3 Pharmacy Design

The challenge
The Trust made the decision to re-develop the outpatient dispensary (OPD) located within Guy’s Hospital in order to ensure a high quality service that would meet patients’ needs and give them the best experience now, and in the future. Through partnership with LloydsPharmacy, BD Rowa Technologies and T3 Pharmacy Design, this vision has become a reality.

"LloydsPharmacy were responsive to everything we asked them to consider. They were very easy to work with."
Kirsteen Docherty
Pharmacy Operations Manager

"The patient experience is so much better now with the new OPD. It is a pleasant environment for patients to wait in."
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