

Modern Community Pharmacy Practice



A business strategy for now and for the future



www.mcppp.uk



The purpose



Inspire Change

Drive community pharmacy forward



Enable Decisions

Guide strategic planning

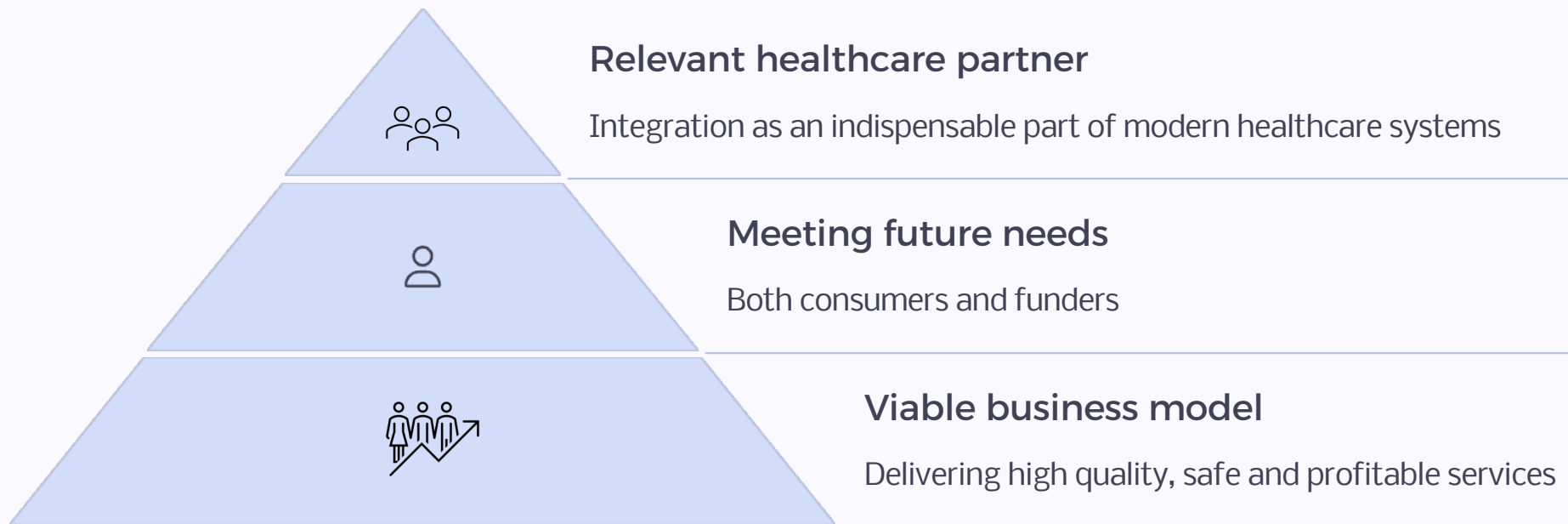


Future Focus

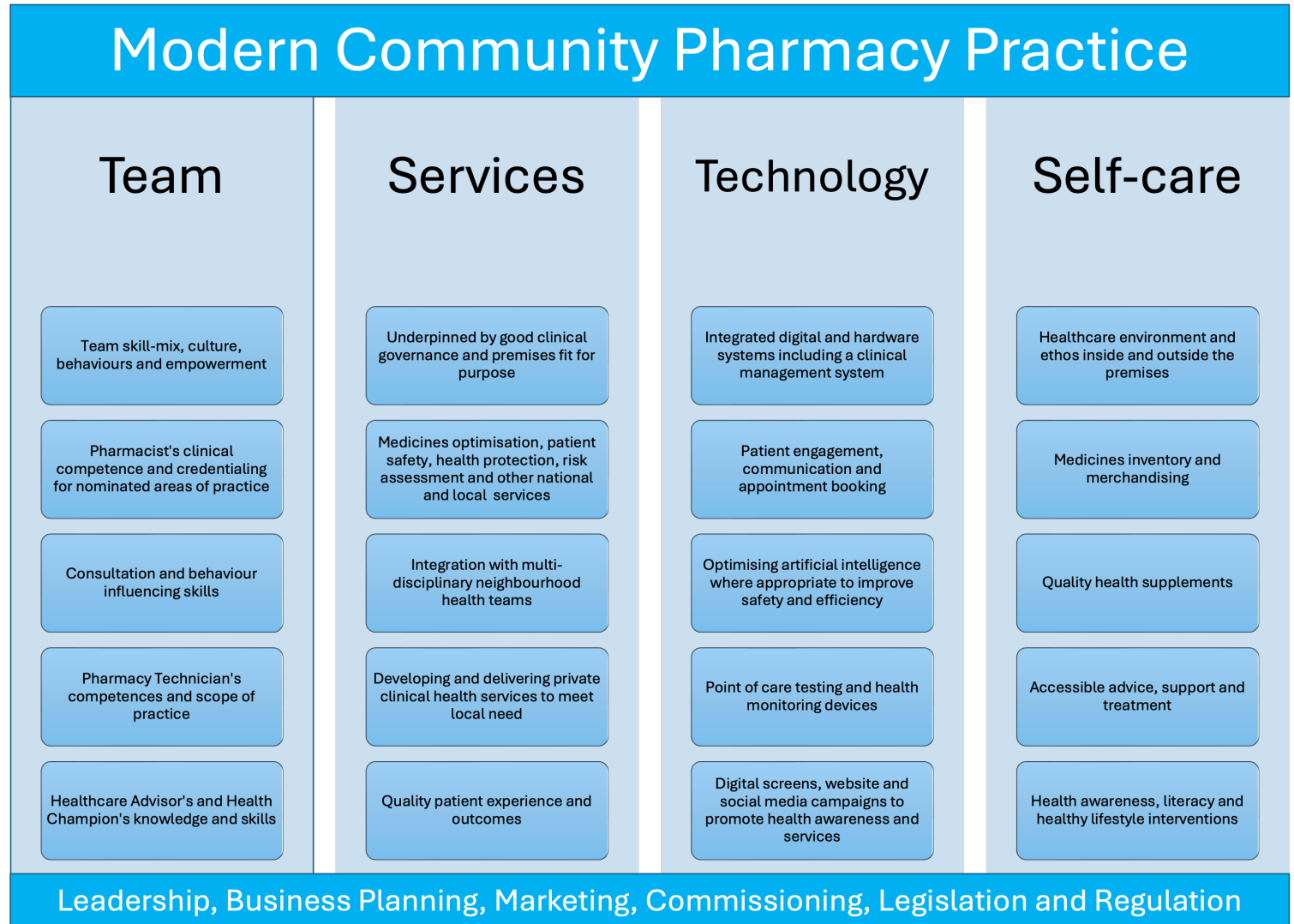
Adapt to individual vision and opportunity



The drivers for change



The Model



Team:

Climate, culture and behaviours



Leadership

Creating the right climate



Culture

A shared and owned vision and plan



Behaviours

Ethos and teamwork



Skill-mix

Capabilities, confidence and empowerment





Funded Services



Prescription Processing

Safe, efficient dispensing
creating footfall



Interventions

Shift from transactions to
interactions and service
interventions



Team Engagement

Patient recruitment,
delivery and
administration



Public Awareness

Digital and social
marketing



Private Services



Market Opportunity

Essential for financial sustainability



Local Need Analysis

Shape Atlas and Fingertips sources



Quality Requirements

Clinical competence and governance frameworks



Management Systems

Templates, frameworks and outcome capture for service delivery

Services: Patient Experience

Pre-Visit Engagement

Website, social media, apps

Physical Environment

Premises, signage, digital screens

Service Delivery

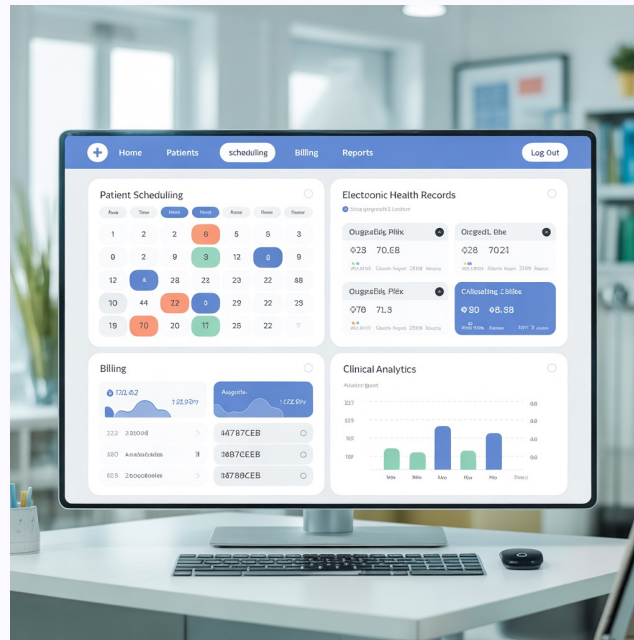
Quality, efficiency, outcomes

Follow-Up Interaction

Feedback, loyalty building



Technology: Integrated Systems



Connected technologies enhancing efficiency, safety and patient engagement and experience across all pharmacy operations

Technology: Health Monitoring



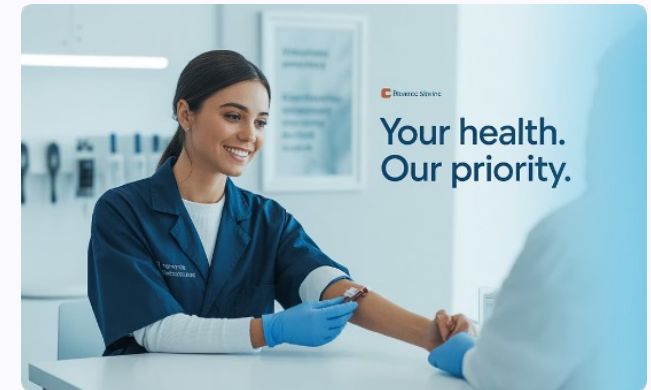
Wearable technologies

SMART watches and monitoring devices



Point of Care Testing

Advanced diagnostic equipment



Laboratory Services

Phlebotomy and analysis

Self-care service

External and Internal

Signage, layout, consultation rooms, lighting, fittings

Product Presentation

Healthcare-focused inventory

Team Presentation

Appearance and behaviours

Healthcare Ethos

Health destination, not retail outlet



The benefits



Financial Sustainability

Viable business model



Excellence in Care

Patient experience and outcomes



Team Integration

Multi-disciplinary approach



Professional Fulfillment

Rewarding careers for the whole team



The Roadmap



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