



Paydens Pharmacy Group

Paydens group is an independent family-owned company established in 1969. The group operates more than 100 pharmacies across the South East of England. Traditionally repeat prescriptions had always been picked, labelled and sorted for dispensing manually by staff in all their branches.

The Solution

The group decided to put in place a hub and spoke model for its repeat prescription service. They implemented their first FLOWRx Hub Auto line in the spring of 2022 at their new centralised dispensing facility.

They then introduced a second FLOWRx Hub Auto line in the autumn of 2022 as they increased production and moved more stores to the hub and spoke model.

The FLOWRx Hub Auto solution interfaces with EMIS PMR, Omnicell Robotic Dispensing System and Universal Logistics Management software as well as Victoria OS.

The Challenge

Paydens were looking to relieve the enormous pressure that teams in store were under and wanted to free up staff so they were able to work at the top of their clinical licence. They were looking to reduce the amount of time spent in store on administrative and logistical tasks, so they had more time to focus on their patients and provide the best service possible to the local community.

The group were also looking to future-proof their pharmacy operation by looking at new ways of working that would allow them to adapt and grow as demand for healthcare services evolved.

“Investing in new technology is key to improving healthcare and adapting for the future. By moving to a hub and spoke model we are enabling our highly skilled, professional staff to provide an even better service to our communities.”

Alexander Pay, Director at Paydens Pharmacy Group.

The Results

The FLOWRx Hub Auto solution currently dispenses prescription items for Paydens highest dispensing branches. The operation runs during the day Monday to Friday. On average the hub produces around 33,829 packs per week for just under 9,000 patients giving plenty of scope for ramping up. The hub is currently dispensing 79.7% of repeat prescription original packs requested by the group's busiest stores.*

*data based on Paydens Hub Dispensing report for all stores fulfilled by the hub between 7/11/22 and 30/1/23

Staff time in these stores is no longer wasted on putting away stock and then re-picking it for labelling and dispensing to patients. These staff are now free to deliver a range of patient facing services including new medicines service, weight management and stop smoking clinics and blood pressure checks.

Impact in One of Paydens Highest Dispensing Stores**

Paydens Faversham branch is a busy store serving two local GP surgeries. The branch dispenses an average of 6,425 packs a week.



For every prescription, dispensing staff save on average **1 minute 10 seconds** picking medication. That's a time **saving of 55 minutes** for every **50 prescriptions**.



Pharmacists spend **73% less time** on average carrying out clinical and accuracy checks in store. This is now done at the start of the process.



An average **87%** of packs for OPD repeat prescriptions and **48%** of all the packs dispensed by the branch are now fulfilled by the hub, reducing stock holding and saving space.



Dispensing staff spend less time walking round and round the store picking medication, walking an average of **1km less** for every 120 prescriptions picked.



44 minutes saved every day on average on putting away deliveries of stock – that's the equivalent of 15 extra blood pressure checks per week.



Number of stock delivery totes with medication to put away in store reduced from an average of **7 totes per day** to **3 totes per day**.

**Impact data based on a) FLOWRx Hub Auto production data for Paydens Faversham Branch between 7/11/22 and 30/1/23 b) Time and motion study at Payden's Faversham Branch with data gathering carried out pre-install on 5/7/22 and data gathered post install 26/1/23. Data gathered based on average of 30 prescriptions.