

Ten Steps Towards Profitable Dispensing

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Introduction

These are the core elements for a profitable dispensary.
Each step can be expanded into a training session in itself



Before you
even start...

Is there a workable
management structure?

Are there regular
communications and
discussions?

Is everyone on
board/motivated/keen to
embrace change?



Step One

Implement and understand
your Key Performance
Indicators [KPIs]
- What are they?



Step Two

Understand and use your PCSE statement with respect to Dispensing Income and to monitor your KPIs



Step Three

Implement and understand
meaningful Dispensary
Management Accounts... how?

Do you facilitate meetings that
just look at the dispensary
performance?



Step Four

Learn to analyse and understand your wholesaler/buying group statements

Do you meet with your buying group and pharmaceutical reps?

Step Five

Buy the right product from the right supplier to maximise profitability

Brands
Generics

LOOK for wins – Cat C items available as “generics” from a shortliner.

Step Six

Target high-cost therapeutic areas and medicine choices to make the biggest impact

- Asthma/COPD
- Diabetes
- Anti-coagulation
- Severe pain relief

Step Seven

Consider dispensary design and layout... and consider the use of space within the entire practice building.

AND look at your actual dispensing processes – how many times do you handle that green piece of paper?



Step Eight



Consider how automation can improve profitability, processes and retain patients.



Step Nine

Ensure prescriptions are written correctly to minimize returns, disallowed items and dispensing at a loss.



Step Ten

Consider staff bonuses!

What does it mean for the practice to retain their dispensary team?

What impact does improved profitability have on the practice services as a whole?

Step.....
Eleven!

If all else fails... please get in touch!



So what can
Dispensing
Doctor Experts
offer your
practice?

- Free lunchtime webinars covering numerous subjects
- Bespoke webinars by arrangement
- In person sessions tailored to suit
- Practice profitability and dispensary reviews
- Ongoing support to guide practice team through change
- Advice on all elements of an effective dispensary – automation, logistics, refits and layout



FREE Webinars!

Last ones of the year coming up:

28th Nov – Tuesday – Endorsing and reducing Referred backs – with Mark Gibbons [NHS BSA] and Greg Bull *sponsored by Flynn Pharma Ltd*

30th Nov – Thursday – How to Maximise Social Media for Your Dispensary – with Greg Bull and Cameron Booth *sponsored by Redmoor Health*



Further
Questions
And Subscribe
to our
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