



# The shape of things to come.

A further update on our exciting transformation journey

## Improvements to ways of working in our Pharmacy

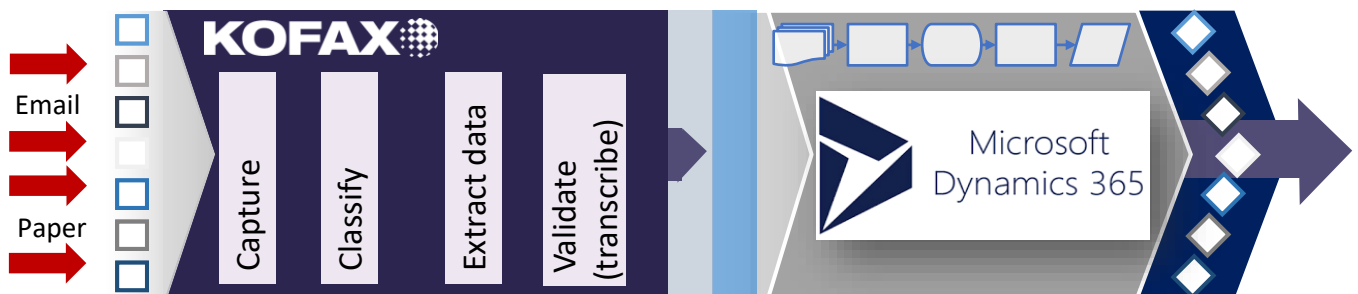
Our Pharmacy operation is key to ensuring that the patient experience is successful and they receive the right medication at the right time, every time.

Our transformation journey continues with exciting changes taking place in our Pharmacy that will revolutionise and improve our ways of working, making the processes more efficient and more accurate.

## What's changing?

One of the biggest changes is the implementation of a Kofax scanning solution which uses optical character recognition (OCR) to improve the way we transcribe prescriptions.

Colleagues will be able to quickly scan, index and export prescriptions for fast and easy retrieval. The scanners will extract text from specific locations in an email or paper document and then produce a scanned document which means that we will be able to process large batches of prescriptions together improving our speed and accuracy.

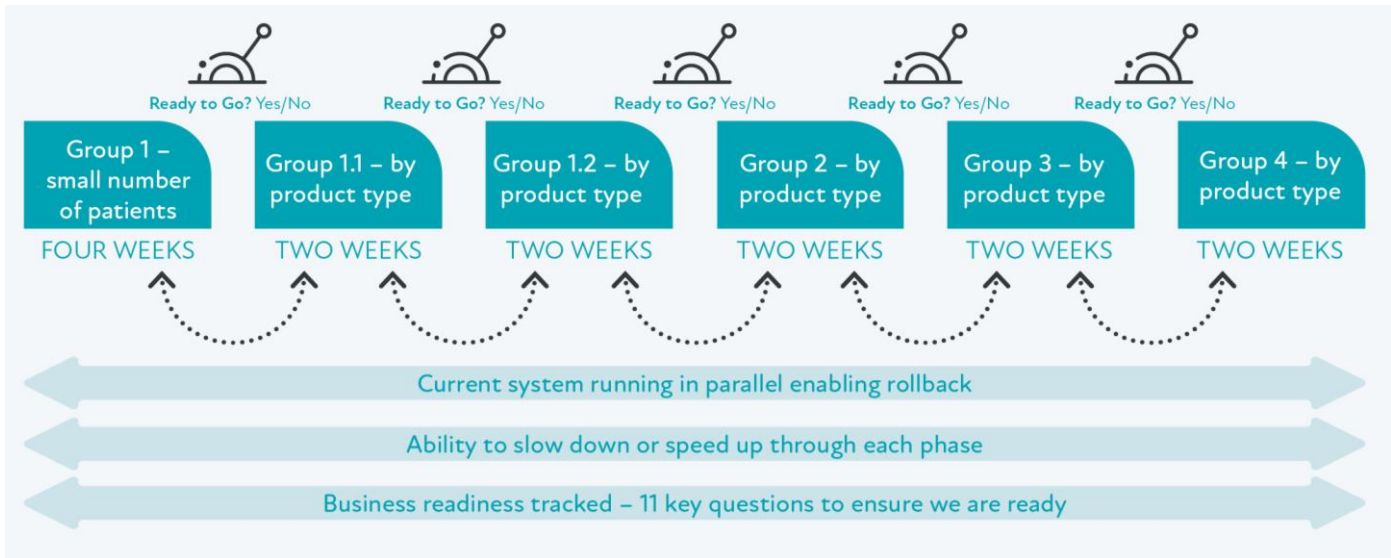


Alongside this there will be a number of enhancements to our processes including:

- an additional upstream accuracy check which, along with validation by the pharmacist and setting up the drug labels, will only need to be completed once per prescription.
- At the end of the process we will carry out a four-way cross check to verify the order, the picked drug, the label and the prescription ensuring everything is in line with requirements.
- D365 will use an automated algorithm to generate prescription requests which means that the information included will be more timely, robust and reliable.

# Prescription Reports

You will be aware that during our rollout we will be starting with small numbers of patients before we start a controlled, phased, transition of patients by products type – here’s a reminder of what that will look like:



As we migrate patients we will have some prescriptions that will be processed through our legacy systems, and some in our new system. Although the volumes will be small at first, this will grow over the different phases.

As our processes will be fully automated our systems will generate two Prescription reports which will look similar but contain slightly different information, as one email will be sent from our legacy systems prior to patients transitioning and the other will include prescriptions for the patients who have transitioned to the new system.

You can expect to start to see these duplicate reports from the end of August/start of September and we will update you nearer the time on what the new reports will look like so that you are able to recognise and action both of these reports so that deliveries to patients aren't impacted.

## Contact point for queries

If you have any queries please contact your Regional Business Manager.