Lloyds Pharmacy opens in outpatients

01 June 2012

Helen Howe, chief pharmacist, cut a ribbon and thanked both teams for their magnificent effort in pulling the project through to such a very speedy and successful outcome.

Guy Littlewood and his team in the newly refurbished outpatient pharmacy were congratulated on having delivered a virtually seamless handover. Within just two months of a steep learning curve, the patient experience is already significantly improved:

- Average waiting times have dropped to 25 minutes on average
- Consultations can be undertaken in a newly created private room
- With advice, patients, visitors and staff can safely purchase a range of over the counter medicines to assist them with their wider health care needs
- CUH staff may take their private and FP10 prescriptions along to Lloyds for a "drop-off and collect later" service. Just ask one of the team for further information.

Caroline Smith, director of healthcare services at Lloyds Pharmacy, said: "We are delighted to be partnering with Cambridge University Hospitals NHS Trust. We bring with us experience of working successfully with a number of other hospital trusts, where we have helped reduce patient waiting times and create real cost efficiencies. Working with the Trust to set up the contract has been a pleasure and will form a great foundation for the future of the partnership."

"We look forward to providing a dedicated, efficient, high-quality dispensing service for CUH, which supports the hospital's aim of delivering a more personalised and efficient experience for its patients."
Lloyds Pharmacy also thanked Vanessa Eggerdon, Wendy Gooding, Kay Brader and Rebecca Lee and other CUH staff working in the adjacent clinical trials dispensary during the early days, for all their support, encouragement and for making it so easy to develop a strong professional relationship that's kind, safe and excellent.

**Clinical trials dispensary**

Now that Lloyds Pharmacy is dispensing for all our outpatients, the clinical trials dispensary can dedicate its service to research and development. The future for that service is looking bright and will ensure capacity for growth to reflect the Trust's strategic intention of supporting research in keeping with its status as a biomedical campus.

Research and development staff are invited to visit the new facility and to find out what it can offer and support. Please contact Vanessa Eggerdon or Wendy Gooding on ext. 2332 to arrange a visit and discussion.

Pharmacy would like to acknowledge its grateful thanks to Professor Bradley for his support in this venture.