

Case Study 2: Busy Pharmacy - 100 Methadone Patients.

- A pharmacy in Glasgow, dispensing about 8000 items.
- When MethaMeasure was installed - dispensing to 100 Methadone Patients.
- Staffing levels: One full time Pharmacist, one part time pharmacist, two counter assistants, two dispensers (full time), two part time dispensers (mornings).

QUESTION AND ANSWER SESSION:

How do you feel the system helped in your pharmacy - you have been using it for about 8 months now..?

"We had our MethaMeasure installed when we moved premises to a larger shop. We were in a very small shop, so we had our new one designed with a private consultation area and a hatch where methadone could be privately given out.

The move was terrible - very stressful, everything was everywhere, no one really knew what was going on for a few days. The only thing that I really remember in the first few days was being so grateful that the machine was keeping track of all the methadone for me. I used to make all the doses myself using an eppendorf. There is no way I would have been able to do that and keep up with all the prescriptions during the move.

Ever since then, I just calibrate it in the morning and get on with my work. Whichever dispenser is passing the hatch gives out the dose - it is all under my general supervision, and I can see what is going on at all times -> but I haven't given out a methadone dose in months. In fact, I feel terrible admitting it, but since we moved, I have hardly thought about methadone.

So , you are effectively telling me that you have delegated the running of the methadone service to dispensers?

"No no no! Its not like that... the machine keeps track of all the prescriptions, and I check the prescriptions when they are handed in - make sure the doses have been labelled and entered into the computer accurately. That only takes 2 seconds though.... It is more like the machine spends all day acting on my instructions. Because I calibrated it, it doesn't really matter who hands out the dose, as it is under my

general supervision. We used to have 2 dispensers making up loads of doses of methadone every day... one would label the days doses and the other would dispense them for me to check.... they don't do that anymore, in fact, one of them now runs the back office warehouse. The other one is training to be an accuracy checker... we could never have done that before we had the methameasure. It was a struggle just to keep up with every day...

Have you taken on many more methadone patients?

"We have never said no to a new patient, there are definately a few new ones in the last couple of months. I was asked by the CAT team how many spaces we had for new clients -> my answer was 'we currently have no upper limit'."

All in all, would you recommend the system to other pharmacies to use?

"Yes, are you putting this on your website?" **[yes]** " Well, I hope I get commision!" **[no!]**

Seriously, this makes life a lot easier for pharmacists. We have had a lot to take on with the new contract and all.... it has been invaluable.

What about value for money?

"Absolutely! I don't have a second pharmacist most of the time anymore! That must be saving a fortune. The other thing that you don't think about are all the plastic bottles that get thrown out. We used to go through hundreds, if not thousands a week. Now we only get a bottle order once a month. We managed to register over 1000 people for the new enchanced services within the first month... there is absolutely no way we could have done that without the methameasure. Since our move our scripts have gone up to about 10,000. I'd attribute that to us having more time to promote repeat prescriptions and having more time to talk to customers, and the fact that there is never a queue of methadone clients waiting to be served - that can be a bit daunting! It has been good all round really.. "

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