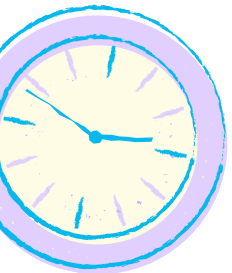
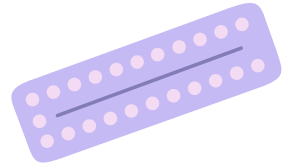


SUCCESSFULLY MANAGE YOUR TIME



Key steps to help drive the contraception service to Success
– Insights from Hana Ali, Pharmacy Manager, Superdrug Hemel Hemstead

The Challenge



“With the changing pharmacy landscape becoming more focused on services, it has been difficult to balance consultations for the Contraception service. Provision was given on a first come, first serve basis which meant some patients may be turned away or left disappointed.”

The Solution

Appointment Booking Systems – There are a number of free applications which can be synced to your pharmacy email

Pre-Screening Questionnaires – These save time during the consultation itself and can highlight any key factors quickly

Phone Consultations – Plan ahead and use phone consultations to allow you to complete consultations on days where you may have low staff or limited time

Involve Your Team – The new PGDs will include pharmacy technicians, allowing you to continue to oversee provision of this service but frees you up to focus on other services

Use Your Approved IT System – Save time on admin and utilise all stages of the consultation log on your IT approved system

Signposting Existing Patients – Identify patients who could benefit from this service and highlight it to them (especially those coming for EHC).

[Download](#)



[Pre-screening
Questionnaire](#)

The Impact

“Implementing these changes allowed for a more streamlined and flexible approach to contraception consultations. Set times were made available for phone/in person consultations with an organised approach. This led to a higher uptake of the service with more satisfied patients, more patient awareness and a positive pharmacy experience as well as a better balance of time which doesn't take away from other pharmacy services.”

