



# 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

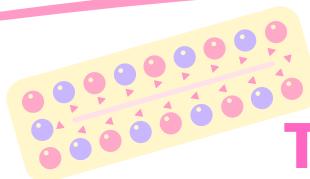
**Phone Consultations** – Plan ahead and use phone consultations to allow you to complete consultations on days where you may have low staff or limited time

**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).

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## The Impact



[Pre-screening Questionnaire](#)

“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.”

