



Friday, November 18, 2022
Intercontinental O2 Hotel, London

2022 **SHORTLIST**



BUSINESS INNOVATION AWARD

Greater Manchester local pharmaceutical committee (GMLPC) and Novo Nordisk

GMLPC identified a need for community pharmacy to engage with initiatives to reduce the sector's carbon footprint, in line with the Greener NHS agenda.

Novo Nordisk approached GMLPC to work on and help launch PenCycle, a first-of-its-kind recycling initiative for insulin pens with the aim of reducing landfill plastic waste. The scheme has led to greater awareness of the environmental impact of disposable pens and provides an easy way for patients to reduce their carbon footprint. PenCycle has enabled partnership working across the healthcare sector and has established community pharmacy as a key partner to contribute to a Greener NHS.

GreenPen.co.uk

GreenPen.co.uk is the free-to-use analytics and valuation platform for pharmacies. This innovative website uses both NHS and economic data, to calculate individual pharmacies' key performance indicators, market value, prescription and services averages. The tool helps managers to understand their business and enables pharmacies across Britain to work more effectively, showing personalised trends and how these impact on the pharmacy's bottom line. This is the simple business analytics tool built with the community pharmacist in mind.

Landys Chemist

Landys Chemist saw an opportunity to help customers find supplements that matched their dietary requirements. This had not previously been done by any retailer in the UK so the independent pharmacy had to collate the data and build the functionality from scratch. The impact has been astounding: customers spend up to 70% longer browsing the vitamin pages on Landys' website and commerce has also risen substantially as a result.

Medipharmacy

Medipharmacy has invested in two robots to strengthen its hub-and-spoke dispensing model across its 25 community pharmacies. One robot produces MDS trays and the other robot dispenses repeat medicines in original packs.

Separating the pharmacist from the majority of the dispensing process has allowed them to now enjoy a more clinically orientated role, performing the clinical and accuracy checks on screen. They also have more time to provide services, all helping to improve staff morale. The company has been able to acquire additional branches due to a more efficient dispensing process.

Pearl Chemist Group

Pearl Chemist Group were branded trailblazers for being the first medium-sized pharmacy chains to implement a hub-and-spoke dispensing model across its relatively small group of 20 pharmacies. Initially the model was used for MDS trays and repeat dispensing in original packs – something that had previously only been attempted by much larger pharmacy chains. As a result of its innovation, Pearl Chemist Group is able to deliver more patient services while dispensing at a higher volume.

Pharmacy Mentor

In response to the rapid evolution of mobile technology and digital health, the change in patient behaviour post-COVID-19, and an increase in demand from its clients, the Pharmacy Mentor team developed the Ultimate Pharmacy Website (UPW). The UPW package allows pharmacies to: prescribe and dispense prescription-only medicines online via patient group directions or independent prescribers; speak with patients virtually; take clinic bookings and payments; process NHS and private prescriptions; and message patients directly. Feedback from pharmacies using the online initiative is that it is helping generate new streams of income while saving time administratively. Meanwhile, patients are benefitting from greater access to healthcare and a more timely, hands-on pharmacy service.

PharmaPlace

PharmaPlace has been setup to more effectively bring retailers and independent suppliers together. Normally a buyer must go to suppliers individually to setup an account and order. But PharmaPlace has brought the suppliers to one place, with no need to setup accounts with each supplier, to allow retailers to improve their retail OTC offering and reduce the administrative time. PharmaPlace is a free platform for pharmacy owners to help them adapt to the changing retail environment. There is no charge for retailers, and no margin is added to the products.

REMEDI HEALTH

The team at REMEDI HEALTH admits that its business model reverses the traditional community pharmacy approach – providing clinical services first, with medicines part of the solution rather than the first point of entry. While there are no plans to obtain an NHS contract, the team is approaching NHS commissioners to add NHS services to its private offerings, which includes: DNA technology; allergy and food intolerance testing; blood testing; ear health service; menopause clinic; sexual health screening; foetal gender identification; and cancer genetic screening. REMEDI HEALTH garnered a seven-figure turnover in its first year of trading and plenty of "gold-star service" reviews from clients and medical practitioners.

COMMUNITY PHARMACIST OF THE YEAR

Ahmed Lulat, Day Lewis Pharmacy, Felixstowe

Ahmed has a wonderful demeanour, according to his team. He manages his extremely busy pharmacy, but makes the time to not only train all of his colleagues, but also provide services to a high quality. His 28,000-item-a-month pharmacy had a lot of isolating patients over the pandemic, so Ahmed teamed up with a local charity transport company, to help manage the increased demand in deliveries to patients. No matter what the obstacle, Ahmed handles it with ease and a positive attitude, and his team are extremely proud.

Shehzad Rasul, Boots UK

Shehzad is described as an “exemplary” pharmacist by his team, with an incredible work ethic and passion for his role. He lives to help his patients, and that shows in his outstanding record in patient care. He has received 150 recorded compliments in the past six months alone. Shehzad has also been influential in leading in the training of his fellow pharmacists, developing key links with other healthcare professionals in the area, and producing exceptional numbers in his day-to-day work, with more than 3,700 flu vaccinations taking place under his watch this year.

Girish Desai, Landys Chemist

Girish has been a community pharmacist for over 50 years. In that time he has evolved and developed his skills – becoming a doctor of homeopathy and nutritionist – and has built close, working relationships with local NHS and private practitioners, chiropractors, podiatrists and a sports masseuse. Such is the breadth of his clinical knowledge that patients who have since moved continents still call to seek his advice. Girish has also demonstrated incredible leadership, imparting knowledge on how drugs work to help empower his team. But none of this is done in a dull way – he’s described as the life of the party at work, often sharing jokes and telling stories.

Amish Patel, Hodgson Pharmacy

Amish is a pioneering pharmacist creating, developing and offering unique and innovative services in addition to all NHS advanced and enhanced services available in the area. As owner of Hodgson Pharmacy, Amish has designed, manufactured and now sells his own branded wellness products, which no other independent pharmacy is doing. Amish believes in creating a truly holistic and end-to-end service for patients and attracts patients from all over the country as well as far as Dubai and New York. But he admits he couldn’t do it all without his trained and empowered pharmacy team.

David Smith, Peak Pharmacy

David works in a pharmacy currently coping with prescription figures in excess of those seen during the worst of the pandemic due to local pharmacy closures. But despite this workload he carries out other services, including a successful travel vaccination service, flu service and hypertension case-finding service. He also provides antibiotics for infected insect bites, eczema, impetigo and urinary tract infections via PGDs. In his spare time, David administers COVID-19 vaccination boosters and has raised over £120,000 for charity since 2000. This helped buy a defibrillator for outside the pharmacy, which last year was used to save a patient’s life.

Shabbir Mellick, Croydon GP Collaborative (CGPC)

Shabbir’s heart is with the community and he tirelessly works on community projects to help inspire the public. He is also an artist and uses raw materials, paint and texture to create unique conceptual dimensional images. Shabbir regularly gives talks and is filming with Foundervine (in partnership with Lloyds bank) to make curated, bite-size learning videos to educate, inspire and build community engagement. Shabbir is also working on a mental health and wellbeing television series titled ‘Mindfulness Minutes’, in which he will discuss the principles of mental health and wellbeing in bite-sized tutorial videos.

Shammi Radia, Laycock Pharmacy, Radpharm

Shammi has been a community pharmacist in Hastings for over 35 years. He has been involved with the COVID-19 vaccination programme from the early days, running the pharmacy programme, administering the vaccines and ensuring was always on hand to offer advice. As a result of being so hands-on, he ensured a patient was seen in a timely manner and received life-saving treatment. Despite an incredibly challenging year, Shammi has launched a travel vaccination service and ear suction clinic, both receiving great feedback and results.

Jaya Authunuri, Westhill Pharmacy

As a community pharmacist and owner of Westhill Pharmacy, Jaya needed to develop a good relationship with local GPs and understand their needs in order to help address them through pharmacy services. The relationship building has been a success – one senior GP mentored Jaya during his independent prescribing qualification, which he has since used to develop his skills around heart failure and cardiometabolic medicine. He has developed a specialist pathway to integrate the PCN into the local cardiology multidisciplinary team and also managed the PCN-led COVID-19 vaccination site, resulting in Jaya being named both lead pharmacist and cardiometabolic lead for the PCN.

DIVERSITY AND INCLUSION AWARD

Bedminster Pharmacy

The Bedminster Pharmacy team has consistently supported the community by designing, initiating and leading social prescribing schemes to address fuel poverty, period poverty and social isolation. Their famous “pulse in the pub” initiative aims to reach those who perhaps wouldn't get their blood pressure checked otherwise, while Bedminster's campaigns to raise cancer symptom awareness and advocate for evidence-led direct cancer referrals have gained national attention. The team regularly supports city-wide initiatives to ensure black, Asian and ethnic minority groups access health and wellbeing services and the team's work has fed into the NHS England health Inequalities directorate.

Health Education England

Health Education England's National Recruitment Scheme (NRS) for pharmacy trainees aims to greatly reduce bias at the point of entry into the profession. For the first time, the NRS offers a centralised, standardised recruitment process for pharmacy trainees to access almost 4,000 training places across the UK. It is based on an employer-approved set of professional attributes, values and behaviours, rather than academic achievement, school of pharmacy, ethnic background or gender, and applicants are permitted to choose their employer. Internal analysis has shown that representation of ethnic minorities is greatly improved after undergoing the NRS. In 2021, Scotland joined the NRS permanently.

Kingston University

Kingston University pharmacy department has embedded multiple sessions to support understanding and discussion of equality, diversity and inclusion issues, using lived experiences and real life scenarios. Topics ensure the university team, and the pharmacists of the future are upholding the standards for pharmacy professionals and the initial standards for pharmacy education. This includes individualising and personalising care, proactively seeking to learn about and understand communities and cultures. Current and future pharmacists must be prepared to combat discrimination and address health inequalities.

Knights Pharmacy, Redditch

Knights Pharmacy's Redditch team took the initiative to boost COVID-19 vaccination uptake in their community's Eastern European and Muslim populations through direct, ground-level education and communications. As well as speaking directly to these communities to understand and correct their misconceptions, the Knights team went out of their way to make the vaccination process as simple as possible,

boosting uptake from around 65% to over 85% in the process. This work was recognised by the Prime Minister and at the NHS Parliamentary Awards.

Masters UK

Towards the later part of 2020 and early 2021 as the NHS COVID-19 vaccination programme plans were being put into place, the Masters Pharmacy group were successful in being awarded several vaccination centres across the West Midlands area. It was one of the first centres to be put in place as a vaccination site by a pharmacy. The group took the initiative for these vaccination centres to be placed at mosques such as Al-Abbas Islamic Centre and Green Lane Mosque in Birmingham, to help reach every member of the local community and increase uptake among ethnic minorities.

Nuffield Department of Primary Care Health Sciences, University of Oxford Clinical Trials Unit

Delivery of research studies during the pandemic has proven to be a significant challenge for many. The PRINCIPLE trial (University of Oxford) is one of the world's largest clinical trials in primary care, standing out as a flagship primary care COVID-19 study. Commonly, recruitment into clinical trials of people living in socioeconomically deprived areas and ethnically diverse communities is generally low compared to the larger population. The trial is innovative and focuses on how pharmacy and its wider network could be better utilised in reaching underserved communities.

Tees local pharmaceutical committee

Tees LPC is committed to being a representative body for contractors. As such, the LPC ensures that a diverse group of individuals, with a range of backgrounds, genders and cultures, are encouraged to be part of the team.

Tees embraces the need to ensure reasonable adjustments are in place to maximise the opportunities for staff to be the best they can be and key areas of focus for the LPC's population and teams include: mental health; women's health; cultural health; and inequalities. Sharing of best practice in this area is a key strength.

UK Black Pharmacist Association

The UK Black Pharmacist Association (UKBPA) has led the way in highlighting the racial inequalities that exist in the pharmacy profession. The support it has provided its community pharmacist members has resulted in positive outcomes, benefitting trainees undertaking the foundation training year. Furthermore, the continuous advocacy for equality, diversity and inclusion has resulted in community pharmacists being recognised and appointed to leading positions in the sector.

HEALTH INITIATIVE OF THE YEAR

Boots UK

Building on the success of the Macmillan partnership and recognising the difficulty terminally ill cancer patients had accessing healthcare during the pandemic, Boots launched a free palliative care service alongside Macmillan and the NHS. As part of the service, existing Boots Macmillan information pharmacists were trained to give specialist end-of-life advice and access to medicines. Boots also worked with the NHS to create a national formulary of the most vital palliative and end-of-life medicines. An online stock checker launched to give patients live availability of these medicines has helped make palliative care and medicines readily available on the high street and the model was shared with PSNC to adapt for all contractors in England.

CGPC Croydon GP Collaborative (CGPC)

The CGPC started a community anticoagulation service to serve the increased rates of strokes associated with atrial fibrillation. Clinics are available six days a week from nine convenient locations across the borough. Patients are seen much quicker for initial assessments and ongoing monitoring and treatment.

As independent prescribers, the CGPC team is able to prescribe, supply and administer anticoagulation reversal agents such as vitamin K in line with local protocols.

Kingston University, South East London integrated care system, Bromley, Bexley and Greenwich and Lambeth, Southwark and Lewisham local pharmaceutical committees (LPCs)

Across south east London in 2021, there were areas of high COVID-19 prevalence with low vaccination uptake. South east London clinical commissioning group, working with the LPCs identified a need to continue engaging the local community in the vaccination programme to increase uptake. Between July and September 2021, 123 pharmacies were involved in the COVID-19 champion scheme, completing 8,539 interventions. From all conversations, 71.4% agreed to vaccination, with 2,019 hesitant patients being converted. These results show the value of community pharmacy on public health. This scheme also highlights positive outcomes from collaborations across the healthcare system.

Knights Pharmacy, Durham

Knights Pharmacy was founded in 1984 with a government grant and a vision for better access to medicines. The Knights group of pharmacies all share the same vision – to provide an exceptional service for the community.

Their work over the COVID-19 pandemic and beyond in the purchase of the mobile clinic has shown this to be

truer than ever by giving valuable healthcare in the form of COVID-19 vaccines and flu jabs to the most vulnerable within their communities. The service shows no signs of slowing down and they are proud to be supporters in their communities' healthcare.

North East London local pharmaceutical committee (LPC)

An innovative service utilising the expert knowledge of a community pharmacist to support patients in making informed decisions with respect to the COVID-19 vaccination. The LPC worked in areas with high levels of deprivation and a high proportion of ethnic minorities to support these patients in getting information regarding the COVID-19 vaccination. Receiving this from a healthcare professional in an informal way helps to reduce the widening gap of health inequality.

RJRChem

The RJRChem team has delivered 240,000 vaccinations to date. It has 14 mass vaccination sites with over 120 staff and over 30 pharmacists, not including the administration team. The team worked with the military during the first wave of vaccinations and has pushed the programme via the radio and appeared on TV, as well as in local papers. RJRChem has pushed its presence in ethnic minority areas to educate locals about the vaccine and reassure the public about the benefits, as oppose to the preconceived risks. Patients have applauded the team for being "organised and efficient" and the staff members' friendliness was also praised.

Tees local pharmaceutical committee (LPC)

A range of training programmes have supported the development of cancer champions across the Tees area. In collaboration with Cancer Research UK, key campaigns and routes of referrals have been established to ensure rapid and appropriate access to screening and early identification and treatment.

Pharmacy is rapidly being seen as the gateway to healthcare and the readying of the workforce for such important areas like cancer care are vital for the ongoing health of the population in which teams are situated.

INDEPENDENT PHARMACY OF THE YEAR

Fferyllwyr Llyn Cyf

Fferyllwyr Llyn is a company that continually looks for opportunities to improve the care it offers to patients. The last 12 months has been no different despite the continued challenges posed by the COVID-19 pandemic. As well as a radical overhaul of its dispensing process and introduction of barcode validation to free pharmacists from the checking bench, Fferyllwyr Llyn Cyf became the first pharmacy in Wales to offer COVID-19 vaccinations. It offers an NHS funded independent pharmacist prescriber led acute conditions service from all its branches, giving timely access to advice and treatment to local patients and temporary residents.

Hodgson Pharmacy

A pioneering pharmacy offering unique and innovative services – that no other pharmacies offer – in addition to all NHS advanced and enhanced services available in the area. Hodgson Pharmacy manufactures and sells unique and own-branded wellness products, which no other independent pharmacy is doing. The team creates a truly holistic and end-to-end service for patients, with patients coming to the pharmacy from all around the country and internationally as far as Dubai and New York.

Landys Chemist

Landys Chemist has shifted its focus to become increasingly focused on wellness in a holistic sense. Providing a huge range of supplements alongside homeopathic remedies and even topical solutions and fragrance, allows Landys Chemist to find a variety of ways to help improve their patients' lives. Landys also employs a wide variety of professionals including naturopaths, homeopaths, make-up artists and skincare specialists, alongside our traditional pharmacists, to ensure that people can always get the advice and help they need.

Manchester Pharmacy and Health Clinic

In August 2021, the Manchester Pharmacy team bought a former Boots branch, closed down its internet pharmacy and transferred its operation to the Longsight area of

Manchester. A full refurbishment of the building includes a dispensing robot, spacious consultation rooms and even a dedicated training room for staff. The team has introduced services such as ear wax removal, ear piercing, minor illness clinic and a travel clinic, and has launched several humanitarian projects. The COVID-19 medical response scheme saw the pharmacy distribute free multivitamins and minerals to the vulnerable, while its Refugee Wellness Project offers a free mental health service for refugees.

PharmaCare Pharmacy, PharmaCare Solutions

The PharmaCare team has gone from strength to strength following a relocation in 2019. Prescription volume has grown from an average of 20,000 to 30,000 a month and service income from £2,000 to £12,000 a month. This has been reinvested back into the pharmacy, improving the premises – with a dedicated tea room and offices for team members to work in – and heavy investment in staff training. However, patients continue to be at the heart of PharmaCare Pharmacy's operation: with nine languages spoken across the 36-strong team; weekly calls to vulnerable or lonely patients; and a variety of NHS and private services to meet the needs of their diverse community.

Prayosha Healthcare, Sevenoaks Pharmacy

In January 2021, Sevenoaks Pharmacy was the first pharmacy in Kent – and one of the first 100 pharmacies nationwide – to offer COVID-19 vaccinations. Since then, it has strived to introduce more and more services in to the pharmacy including: travel clinics; ear micro suction clinics; and working with Goodbody clinics to provide blood testing. These are all services that have filled a real gap in healthcare in Sevenoaks.

MANAGER OF THE YEAR

Adrienne Brown, PCT Healthcare Peak Pharmacy

Adrienne Brown, Peak Pharmacy's private services and vaccination manager, is a force to be reckoned with, according to the pharmacy team.

Her direct and pragmatic approach to developing and launching new services encourages teams to get involved, for the good of their patients. The new services the pharmacy is able to offer adds new fulfilment to the colleagues providing the service, improving their job satisfaction knowing they are valued by the company and able to assist their patients. Adi's charm and knowledge engages colleagues and fellow healthcare professionals with ease. Her results speak for themselves.

Andrea McRobert, Lloydspharmacy

Andrea has spent the last six months on secondment from her base pharmacy, travelling the length and breadth of Scotland to help deploy and coach the LS system in Lloydspharmacy branches. While Andrea has been seconded to the LS coach role, she has been working huge amounts of overtime back in her base pharmacy to ensure the store remains operational and successful.

Andrea is the epitome of what a pharmacy manager should be and embodies all that is good in a colleague/co-worker.

Andy McKenna, Mellors Avicenna

Andy has been the pharmacist manager for one of the oldest pharmacies in England for 14 years, and during that time, has focused all his energy on delivering the best possible service for the local community. To do this, he has prioritised recruitment, training and development of himself and the team, to give everyone the skills needed to help patients. Capitalising on a recent move to a medical centre, Andy has introduced cutting edge pharmacy developments, with a new PMR system that gives the team the time to offer even more innovative services.

Khurshid Hussain, West Midlands Ambulance Service

As pharmacy lead for the West Midlands Ambulance Service NHS 111 team, Khurshid helped recruit, train and develop a group of 62 pharmacists from various backgrounds – community, GP, hospital and mental health – to form a clinical pharmacist workforce to support WMAS's 5.6 million-strong population. During COVID-19, WMAS was met with an additional 120,000 calls. Khurshid maintained morale through clear leadership, regular appraisals and feedback and personally trained the team on the computer aided dispatch programme. They also provided mentorship and one-to-one supervision where needed and helped upskill the pharmacist team for subsequent roles, including five advanced clinical practice and four independent prescribing placements.

Lesley-Anne Graham, Lindsay & Gilmour Pharmacy

Lesley-Anne is instrumental in the success of the VBM hub, Lindsay & Gilmour's hub-and-spoke solution. This is a significant undertaking for the business. Managing the project from inception to delivery and now operation was complex and involved dealing with many stakeholders. She has demonstrated leadership and a unique ability to remain calm under pressure – particularly useful when dealing with technology! Her continued contribution in managing the ever-increasing MDS workload to improve patient care cannot be underestimated.

ONLINE INITIATIVE OF THE YEAR

GreenPen.co.uk

GreenPen.co.uk is the free-to-use analytics and valuation platform for pharmacies. This innovative website uses both NHS and economic data, to calculate individual pharmacies' key performance indicators, market value, prescription and services averages. The tool helps managers to understand their business and enables pharmacies across Britain to work more effectively, showing personalised trends and how these impact on the pharmacy's bottom line. This is the simple business analytics tool built with the community pharmacist in mind.

Health Education England London and South East, Community Pharmacy Surrey and Sussex and Kent local pharmaceutical committee (LPC)

The development of an interactive careers map and website aimed to change perceptions of what a career in pharmacy entails. When it comes to attracting people pharmacy, research suggests that: it is not a visible profession to young people; there are misconceptions about pharmacy, and a lack of understanding of what pharmacy professionals do; pharmacy is not seen as dynamic, varied, or flexible career choice; the benefits of undertaking a degree in pharmacy are not always apparent. The pharmacy careers map aims to change this narrative, through the creation of engaging careers content, case studies and social media resources.

Landys Chemist

Landys Chemist took to social media to help people discover accurate and helpful health information. The team's social media content has attracted hundreds of thousands of views and has been shared by people across the world. With a particular focus on women, much of the content has helped people to find ways to cope with many of life's difficulties and also created a community in which people can share their concerns and get support and advice.

NHSE Midlands and Collaborate Consulting

Over 700 pharmacists and technicians from all sectors have participated in the Midlands Region Connected Pharmacy Programme, which has built local networks. The entire programme was delivered virtually using Zoom/MS Teams with a Basecamp platform to host materials and enable local connections to grow. The company Collaborate and the Midlands steering group have never met face-to-face. The programme has connected pharmacy teams across interfaces to provide seamless care and aid integrated pharmacy service delivery for patients. It has created time to highlight and address current challenges and built personal and team resilience.

Pharmacy Mentor

In response to the rapid evolution of mobile technology and digital health, the change in patient behaviour post-COVID-19, and an increase in demand from its clients, the Pharmacy Mentor team developed the Ultimate Pharmacy Website (UPW). The UPW package allows pharmacies to: prescribe and dispense prescription-only medicines online via patient group directions or independent prescribers; speak with patients virtually; take clinic bookings and payments; process NHS and private prescriptions; and message patients directly. Feedback from pharmacies using the online initiative is that it is helping generate new streams of income while saving time administratively. Meanwhile, patients are benefitting from greater access to healthcare and a more timely, hands-on pharmacy service.

PharmData Pharmailer

Pharmailer provides pharmacies with a novel marketing solution – mailshots targeted at newly local residents, who are more likely to be looking for a new pharmacy. Pharmacies can sign up on the Pharmailer website, choose a radius around the pharmacy that they want to target, upload a design for an A5 postcard or A4 letter, and then Pharmailer will automatically print and post to newly local residents. Pharmacies can choose from several editable template designs or use PharmData's partnered bespoke design service. Pharmacies can use Pharmailer to make a positive first impression and increase their EPS nominations in the process.

Pre Reg Shortcuts

The Pre Reg Shortcuts online programme has grown exponentially over the past few years, from 50 trainees to over 400 trainees annually. The online community currently has over 900 members; the YouTube channel has over 120 free educational videos and over one million minutes of viewing time. The organisation's pass rate has been consistently above national average with 370 out of 400 trainees passing in June this year (92.5%). The online programme has over 170 excellent Trustpilot reviews with a Trustpilot (4.9/5) rating and high trainee recommendation.

SignatureRx

SignatureRx is a revolutionary e-prescription tool that digitises private prescriptions. Through this system, patients receive an SMS and email with a prescription ID, which they can use at any pharmacy in the country. The system minimises paper waste and increases the safety of private prescriptions. SignatureRx is connecting private GP services and Telehealth companies with community pharmacies. In July 2022, over 8,000 prescriptions were collected across community pharmacies in the UK.

Digital Health Group Surveyfocus

Surveyfocus is designed to help community pharmacies achieve their annual patient questionnaire targets in a timely manner, with access to real-time data and analysis of the data. It gives patients the best opportunity to complete the pharmacy questionnaire with multi-device survey forms.

Surveyfocus is designed with the end-users in mind. It empowers the pharmacy team to take control of the annual community pharmacy patient questionnaire (CPPQ). Through its multi-platform survey forms, they can target a full spectrum of patients, which will enable them to get a more rounded view about the delivery of NHS services

Treatlocal

Treatlocal is a digital platform that enables pharmacies to offer innovative private pharmacy services. By identifying the tools and support needed to offer successful pharmacy services, Treatlocal offers a level playing field to independents. Over 90 pharmacies nationwide have joined the Treatlocal platform to offer new private services and generate extra revenues.

Knights Pharmacy Chemist.Net

Chemist.net underwent a major revamp of its user experience in order to improve services across the board. This has resulted in the implementation of forward-thinking features such as a digital pharmacist. As well as expanding the commercial reach of chemist.net, this initiative is helping rural communities, with direct feedback from PGDs, ensuring that product lines are relevant to the site's expanding audience.

MicroPharm

Yasir Sacranie says he has always been proud of his role as a pharmacist, however, he's aware that the profession is often misunderstood and undervalued. He decided to create a social media platform to provide a detailed insight into the role of a pharmacist to both healthcare professionals and the public, and provide free to low-cost education at the same time. The MicroPharm social media platforms have surpassed over 100,000 followers and the website has been accessed by individuals in over 90 countries worldwide. MicroPharm has also delivered over 35 webinars for free to over 1,500 trainee pharmacists.

PharmDel

After researching the market for delivery software to help ease the huge task of medicines deliveries, Nrendra Singh couldn't find anything suitable, so decided to design and build his own app. PharmDel is a paperless, bespoke pharmacy delivery app designed by and for pharmacies. It is intuitively designed, simple to set up and easy to navigate with barcode scanning and scheduling for all deliveries from your phone. Integrated with the PMR system, it allows pharmacy staff to track deliveries and monitor what and how much is being delivered. The app has gained over 200 pharmacy users since it launched in January 2022.

PHARMACY DESIGN OF THE YEAR AWARD

Avicenna Retail, Mellors and Wallsend Pharmacies

The opportunity to fit out a new unit from scratch gave Avicenna the chance to create a new pharmacy concept. Starting with the Mellors and Wallsend branches, gondolas were installed on wheels to allow easy adjustment of space and many materials used are environmentally sound. A 24/7 medicines collection point and digital touchscreens have been installed to improve patient access and experience. A dedicated space for staff has become a priority in any refit, while accessibility is of high importance, including wide aisles and consultation rooms large enough to accommodate a chaperone, wheelchair or buggy. One pharmacist manager said the new, open design has improved his interaction with patients.

G.M. Graham Pharmacies, North Street Pharmacy

The pharmacy relocated to a new location, so was designed with a blank canvas. The team installed a 24-hour medicine collection machine, which allows more flexibility for patients. The space is larger, so allows for social distancing and is more welcoming with a large counter space. This in turn allows more space for working. The redesign has created a positive working environment and teams are keen to maintain the new high standards.

Knights Pharmacy, Bedale

Knights Pharmacy in Bedale was once located on the high street, but was in need of modernisation and improved access for patients. The pharmacy relocated to a space in Bedale health clinic, as part of a £2.7 million upgrade to the site, joining three hospital trusts. Patients and staff are now benefitting from enhanced space, with additional parking and large consultation rooms. LED lighting, movement sensors and efficient heating systems ensure this redesign is sustainable and environmentally conscious, while Knights' history isn't forgotten – the old fashioned counter from the previous site has been installed, pride of place, adorned with old fashioned medicines and bottles.

Landys Chemist

The Landys Chemist team refurbished its pharmacy to achieve a fresh, modern and clean appearance, but in an environmentally responsible way. The outcome is that patients have a beautiful and bright space in which to collect medication or discuss their health concerns and the Landys team have a nice space to work in.

Lindsay & Gilmour Pharmacy, VBM Hub

Lindsay & Gilmour extensively redesigned its pharmacy in West Calder and has created an extensive monitored dosage dispensing hub with the long-term potential to serve the

medication needs of all 32 pharmacies across the estate. The new hub is freeing up capacity across the pharmacy group to allow pharmacists and pharmacy teams to spend more time providing patient-facing activities and improving health outcomes in the communities we serve.

REMEDI HEALTH supported by Black Circle and Dose Design

The REMEDI HEALTH business model reverses the traditional community pharmacy approach. It delivers outstanding clinical services and diagnostics, with medicines part of the solution and pathway, not the entry point. The design had to reflect innovation, be accessible and welcoming, clinical and professional; meet exacting standards set out by the regulators, be open while offering a discrete and confidential service and functional. With clients paying for their private healthcare, the design had to be of the highest quality. REMEDI HEALTH has over 190 google reviews, with a five-star rating and has recently won the Winchester Business Awards 2022 – New Business.

The Abbey Pharmacy

For more than 230 years, The Abbey Pharmacy has served the community of Sherborne, Dorset. The pharmacy was pivotal to so many throughout the pandemic, but it highlighted the limitations of its listed building, which struggled with a single consultation room with poor access. The team embarked on an ambitious and exciting project not only to expand the pharmacy, but to completely transform the way it works. The result is stunning: five consultation rooms; bright and inviting retail spaces; and dispensing facilities which will be able to use the best in automation.

The Pharmacy Bebington Black Circle Retail Design

The vision for The Pharmacy was for a fresh clean look with a colour scheme to reflect the branding, and a modern more clinical appearance to support the direction of the business. Extra dispensary bench space and two consultation rooms were essential in order to develop the clinical services further, and ensure the growing team had a spacious place to work in. The refit needed to create an environment that was not only fit for purpose, but was also a pleasant place to spend time in for both the team and for customers.

PHARMACY STAFF MEMBER OF THE YEAR

Calum Davidson, Landys Chemist

Accuracy checking technician (ACT) Calum may have only joined the Landys Chemist team a year ago, but has had a dramatic impact on patients and also his fellow staff members in this short time. From implementing a new system for storing prescriptions, to identifying opportunities to help elder patients remain independent, he is diligent, caring and focussed on his work. Calum is friendly and helps others to develop. He actively takes responsibility for training a young apprentice on the team, as well as the dispensers who are training towards an ACT qualification.

Danielle Russell, Grove Street Pharmacy Limited of Pepys Pharmacy

Dispenser Danielle sprang into action when a young man was stabbed in the chest and leg near her pharmacy in southeast London. Without hesitating, Danielle applied pressure to the man's injuries to reduce the amount of bleeding. An ambulance was called and the paramedic on the phone further helped guide her so she could tend to the man. The paramedics arrived shortly after and took over, and the young man was airlifted to St Thomas' Hospital for immediate treatment. Danielle's heroism under pressure saved the young man's life.

Lynette Boshoff, Day Lewis Pharmacy, Harold Hill

Assistant manager Lynette has been described as a "true diamond" by her colleagues. She works non-stop to make sure everything is running smoothly and that patients get the care they need at the busy Harold Hill branch, which is open 12 hours a day. Putting the team and patients first is at the core of her being, whether it's ensuring that the vaccination centre is running efficiently, or the dispensing robot is working – and she'll do this with a smile. Lynette has been able to build fruitful relationships with the four GP surgeries nearby, meaning patients are consistently being referred to the pharmacy for its ambulatory blood pressure monitoring service.

Rebecca Sweet, Day Lewis Pharmacy, Congresbury

Rebecca joined the Congresbury branch with no experience, but persevered through the peak of the pandemic to become a pharmacy technician. Her determination and lust for knowledge means she has become a hub of knowledge for her team members and patients, and she regularly supports the pharmacist manager to identify patients eligible for services. Her colleagues nominated her for the position of assistant manager and she most recently was appointed regional support manager elect, so other pharmacies are benefitting from her knowledge and helpfulness. Her team says she is friendly, positive and a pleasure to work with.

Sarah Hunter, Avicenna

Sarah Hunter is a valuable team member at Avicenna. In her role as pharmacy technician, she is tasked with working with a wide range of colleagues, from pharmacy store staff – not just her own branch – senior management and other head office departments. She is always willing to provide support to any colleague. She has completed some brilliant work with the introduction of hub-and-spoke offsite dispensing in a very challenging time for pharmacy, which has benefitted patients, staff and other healthcare providers.

PHARMACY TEAM OF THE YEAR

Boots, Newark

The team at the Boots branch in Newark is an exceptional case of a pharmacy growing through the sheer dedication, capability and passion for patient care of its team members. The team continues to perform brilliantly despite increasing demands on their time, as well as the introduction of new services sorely needed in the area. The team also has connected brilliantly with local pharmacies and other healthcare professionals in the area to cement their place as a healthcare hub.

Day Lewis Pharmacy, Oswestry

The Day Lewis Oswestry team are praised as individuals – technician Jess commended for coaching colleagues and helping patients with passion; Mark for delivering medicines to isolating patients and checking in on them during the pandemic; pharmacist Alex for his excellent customer care and support he provides for patients. But it is when these individuals come together that they make a “phenomenal” team. They took their COVID-19 vaccination operation in-house when the site lease expired, despite the already busy pharmacy workload, because they wanted to support residents. The friendly team is truly at the heart of their community.

Knights Pharmacy, Oakwood Pharmacy, Birstall

The Oakwood Pharmacy team has gone above and beyond in order to support its community and its patients, from COVID-19 vaccinations to charitable donations. The team has engaged with wider campaigns wholeheartedly, offered fantastic opportunities for individuals to join the world of professional healthcare and taken the responsibility of being such a key member of the local community to heart.

Lewis Pharmacy

The skill and achievement of the Lewis Pharmacy team has grown in a wonderful way this year, with every individual playing their part. The result is enhanced job satisfaction, capacity for teaching new staff and releasing pharmacist time. Due to improved efficiency, skill mix and learning as a team, the Lewis Pharmacy team has extra capacity to help patients with an increased volume of queries (on stock shortages, COVID-19 and ailments), provide their medication swiftly and maximise the NHS pharmacy services to help them best. Enhanced team working has enabled the pharmacy to help other pharmacies and GP surgeries this year.

Lloydspharmacy, Chapel Lane, Telford

One of the busiest pharmacies in Telford, this Lloydspharmacy team has built great relationships with patients and other healthcare professionals through their

charity work – raising over £4,730 for Alzheimer's UK, and walking over 14 miles for the charity's 'memory walk' – and initiatives in the community: Handing out COVID-19 tests to local shops and stall holders; taking 'pop up shops' into care homes; and contacting local support groups when hard-to-access hormone balance medication has come into stock. Patients praise the team's efforts in ringing round to source medicines, and local nurses regularly pop in for supplies.

Molineux Pharmacy, Gill and Schofield Pharmaceutical Chemists

In the heart of a deprived community (Byker Newcastle upon Tyne) Molineux Pharmacy has grown to an operation dispensing over 30,000 items a month and providing 3,300 MDS cassettes a month to its patients.

Shortly to become the hub to five pharmacy spokes providing their MDS, Molineux sees the release of staff, supporting pharmacists to deliver more patient-facing services. Innovative schemes with asylum seekers, collaboration with GP care navigators and the inclusion of the superintendent as a prescribing partner of a surgery, demonstrate the team's commitment to evolve and serve health needs of its community.

Rowlands Castle Pharmacy

The eight-strong diverse team at Rowlands Castle comprises of people of multiple races, aged from 16 to 72. Dispensing an average of 10,500 items a month, and serving 120 NOMAD patients, the team also provides blood pressure monitoring, smoking cessation and supervised consumption. The team has taken a leading role in the area for vaccinations, delivering in excess of 4,000 flu jabs and 30,000 COVID-19 vaccinations over a six-month period. Working with carers and mental health teams, the pharmacy staff identified patients without support during COVID-19 and visited them to provide at-home health checks. The team also raised £19,850 for the provision of medical supplies for the people of Ukraine.

Peak Pharmacy, GORS

The Gorsey Brigg, Dronfield (GORS) team is a close-knit and supportive team who are always there for each other and for their patients. According to their award nomination, they've worked tirelessly and without complaint through good times and bad times, where their resilience has been challenged and they always come out smiling. Even with soggy feet and their sparkly new dispensary in complete disarray! Their caring nature shines through in all they do. The compassion and patience they exhibit is a credit to them all.

TRAINEE PHARMACIST OF THE YEAR

Arzoo Dar, Trainee Pharmacist at the Mid Yorkshire Hospitals NHS Trust

Arzoo's goal throughout his pharmacy education was to become a competent and confident pharmacist. However, after a deferred training year due to COVID-19 and some personal reflection, Arzoo wished to transform into a well-rounded pharmacist, willing to learn, explore and experience new things. As a trainee, beyond passing the registration exam and meeting required competencies, completed other activities that equally add to the growth of a pharmacist, from presenting research at national/international conferences to networking with pharmacists globally, to podcasting and completing leadership courses.

Cerys Eardley, Lloydspharmacy

Cerys is an amazing example of a community pharmacist to be, according to her Lloydspharmacy team. She works very hard to support her colleagues, locums, other pharmacies and patients, and regularly covers when there are staff absences. She focused on improving the CPCS GP referral service, working with the GP surgery reception team to understand the process, increase referrals and ensure patients were seen to promptly. She also joined local campaigns supporting the hypertension case-finding service and supported patients with healthy living advice. A true rising super star in community pharmacy.

Gemma Bryce, Lindsay & Gilmour Pharmacy

During the year that Gemma Bryce spent at Lindsay & Gilmour's Forth branch in Lanarkshire, she demonstrated what was described by her manager, Noreen Larsen, as a "genuinely exceptional commitment to learning and achieving the best possible patient outcomes above all else". Gemma's unwavering devotion to serving the needs of her patients in the small community is what made her stand out as the obvious candidate to win this award.

Olaotan Padonu, Kellaway Pharmacy

In just 46 weeks, the "irreplaceable" Ola has: trained to become a COVID-19 vaccinator; championed pharmacy's role in tackling health inequalities, including liaising with the city asylum and refugee lead medical practitioner to develop joined-up solutions; hosted a talk for the Bristol Inner City family health campaign for BAME groups; developed a guide, which was shared with other pharmacies, to encourage wider engagement in the hypertension case-finding service; and proactively addressed the low CPCS referrals by linking with nearby GP surgeries – leading to a 300% increase. She knows the patients not just by their names, but their stories and regularly checks in on every member of the pharmacy team.

Shiv Sharma, Well Pharmacy

Shiv took on a highly sought-after GP-community split placement and while there faced challenges, as he juggled building relationships with two different teams, adapting to different ways of working, but he took it all in his stride. Shiv puts the needs of his patients first and took every opportunity to ensure he delivered patient-centred care to the best of his ability. He has a passion for developing himself and seized all opportunities to develop and put his learning into practice. Shiv is a genuine, caring healthcare professional who will lead us into the future.

TRAINING AND DEVELOPMENT AWARD

Adenola Olayide, Day Lewis Pharmacy

Ade is instrumental to the success of the trainee pharmacist programme at Day Lewis. His years in pharmacy and hunger for developing himself makes him a fantastic person to learn from. He is kind and nurturing in his approach to the trainees, but also a fountain of knowledge and a leading light for them. Day Lewis is extremely proud of him and the contribution he has made.

Health Education England

Dental issues are among the most common reasons for calls to NHS 111, particularly at weekends. Many A&E patients could be managed by community pharmacies, who have a huge role in maintaining and improving oral health. Dental and pharmacy teams collaborated to create a series of dental factsheets to support and refresh knowledge across the entire community pharmacy team. Since launch, this free-to-access resource has been used in emergency departments, for CPD, within NHS 111, as learning aids for pharmacy trainees, and as behind-the-counter guides for pharmacy staff, as well as self-help guides for patients and even inmates in prison.

Lloydspharmacy

In 2021, Lloydspharmacy rolled out its development programme for pharmacists – Evolve. It recognised that changes to the community pharmacy landscape would create new roles for pharmacists requiring new clinical skills to fulfil them. Evolve would support its pharmacists with this, as well as providing a career development framework that would motivate them to embrace the opportunities that were arising. Evolve offers a wide range of clinical, personal and management development opportunities, tailored for trainees, newly qualified and experienced pharmacists. It empowers them to take ownership of their development to suit their personal and professional ambitions.

Pre Reg Shortcuts

The Pre Reg Shortcuts online training programme has grown exponentially over the past few years, from 50 trainees to over 400 trainees annually. The online community currently has over 900 members; the YouTube channel has over 120 free educational videos and over one million minutes of viewing time. The organisation's pass rate has been consistently above national average with 370 out of 400 trainees passing in June this year (92.5%). The online programme has over 170 excellent Trustpilot reviews with a Trustpilot (4.9/5) rating and high trainee recommendation.

ProPharmace

High quality supervision is essential to the development of all pharmacy professionals and has been directly linked to patient safety. ProPharmace has developed training programmes and a suite of resources that provide an innovative and flexible approach to support supervisors in their roles and to ensure effective supervision is delivered. The programmes have received excellent feedback and have enabled more than 1,000 supervisors to develop their skills and get certified.

RevisePharma

Inclusivity, philanthropy, and excellence – three qualities which shine through RevisePharma. Within one year of launching the Instagram page, 20,000 healthcare professionals worldwide, and 1,500 trainee pharmacists took advantage of the abundance of free content being regularly posted. A company that puts its students first, gives back to those struggling in their training year, and has core ethic of philanthropy – donating to educational institutions where needed.

Skills 4 Pharmacy

Skills 4 Pharmacy director Amerjit Singh has taken his passion for education and training, investing in the future pharmacy workforce, and launched a successful level 2 GPhC accredited programme. The Skills 4 Pharmacy curriculum design ensures that all apprentices are at the centre of a broad, varied and interesting learning experience. It has been specifically geared towards high levels of academic challenge that is knowledge-rich and develops more than excellent subject knowledge. The team not only wants Skills 4 Pharmacy apprentices ready for workplace success, but also ready for further study.

Tees Local Pharmaceutical Committee

After research identified that many pharmacy teams had little knowledge of the sexual health services pharmacists were providing, and didn't know how they could support, Tees LPC designed a training programme to raise awareness and equip pharmacy staff with the skills to conduct assessments, identify onward referrals and signpost patients to other services. The impact on patients is the reduction of stigma associated with sexual health conditions and the understanding that there is a need for prevention, as well as treatment. There is now a waiting list of people wanting to attend training, interest from the local authority, and work is ongoing with charities to look at more streamlined routes of referral.

ABOVE AND BEYOND INDIVIDUAL

Zeshan Rehamni, Manchester Pharmacy and Health Clinic

Zeshan volunteered with an international charity to help support refugees displaced by war and conflict in countries such as Syria, Yemen and Ukraine. In May 2022, he raised over £1 million for charity to support on-the-ground coverage of humanitarian aid work. Having launched a brand-new community pharmacy in June, Zeshan introduced The Refugee Wellness Project, teaming up with the charity Action For Humanity to launch a free mental health service for those that have sought refuge in the UK, escaping conflict. The service operates from the pharmacy's consultation room and provides one-to-one therapy to help deal with conditions such as PTSD, trauma and anxiety.

Danielle Russell, Pepys Pharmacy

Dispenser Danielle sprang into action when a young man was stabbed in the chest and leg near her pharmacy in southeast London. Without hesitating, Danielle applied pressure to the man's injuries to reduce the amount of bleeding. An ambulance was called and the paramedic on the phone further helped guide her so she could tend to the man. The paramedics arrived shortly after and took over, and the young man was airlifted to St Thomas' Hospital for immediate treatment. Danielle's heroism under pressure saved the young man's life. Luckily, his condition stabilised and he was discharged from hospital – all thanks to Danielle's efforts.

Mohammed Nanji, Netherton Pharmacy

Peterborough's Netherton Pharmacy suffered a fire that damaged much of the interior. The extraordinary response to the incident from the pharmacy team – led by owner Mohammed – went over and above what was expected of them. Shortly after the fire, it became clear that the team would be unable to operate out of the shop's premises for some time. But Mohammed was determined to get the pharmacy's operations up and running as soon as possible so that patients would not be inconvenienced. The team temporarily relocated to another nearby pharmacy site so that they could still serve their customers and help the other team deal with the increase in footfall.

Shabbir Mellick, CPCG

Shabbir conducted mentorship sessions for students and collaborated with the community to help them discover the benefits of creativity. He has collaborated with as many local initiatives as possible to help support people's mental health, including hosting presentations, mentoring students, and assisting local individuals and companies with their development and wellbeing. He also collaborated on

a scheme to connect aspiring female entrepreneurs with established female leaders, and has worked with a raft of companies including Boots and Lloyds Bank on producing materials and webinars in dealing with different facets of mental health, including stress, loneliness, and embedding a wellbeing culture within an organisation.

Marvin Munzu, Pre Reg Shortcuts

After the chaotic June 2022 General Pharmaceutical Council (GPhC) registration assessment, trainee pharmacist educator Marvin was overwhelmed by hundreds of messages from candidates who expressed their frustrations over the assessment. In July, he organised a historical protest outside the GPhC's Canary Wharf headquarters to fight for fairness and equal treatment for all trainee pharmacists. Marvin, along with three trainee delegates, successfully spoke with GPhC CEO Duncan Rudkin about their experiences and put forward a list of requests for the GPhC to consider. A number of the protesters' requests were granted and an impressive 80% of candidates passed the exam, with over 2,000 newly qualified pharmacists joining the profession.

Lynette Boshoff, Day Lewis Pharmacy, Harold Hill

Assistant manager Lynette has been described as a "true diamond" by her colleagues. She works non-stop to make sure everything is running smoothly and that patients get the care they need at the busy Harold Hill branch, which is open 12 hours a day. Putting the team and patients first is at the core of her being, whether it's ensuring that the vaccination centre is running efficiently, or the dispensing robot is working – and she'll do this with a smile. Lynette has been able to build fruitful relationships with the four GP surgeries nearby, meaning patients are consistently being referred to the pharmacy for its ambulatory blood pressure monitoring service.

Mohammed Rafiq, Mortimer Pharmacy

Pharmacist Mohammed was working alone in his small village pharmacy on Bonfire night when the mother of a 16-year-old girl rushed in for help because her daughter was struggling to breathe. Mohammed rushed to the mother's car, where he found the girl having an anaphylactic reaction. As the nearest A&E department was a 30-minute drive away, he had to think quickly, immediately ringing paramedics and then rushing back to the pharmacy to pick up two adrenaline pens. Having administered one dose, Mohammed saw that the girl's condition had deteriorated, and he administered the other dose of adrenaline. By the time paramedics had arrived, the girl's condition had significantly improved.

ABOVE AND BEYOND - TEAM

Well Pharmacy, West Cross Alderwood Road, Swansea

This Well Pharmacy team have been on a training and development marathon over the past year, with team members Nia, Tina and Catrin studying hard for their pharmacy technician and pharmacy assistant qualifications. Over and above their regular workload, the team also serve three care homes covering 200 patients and a further 100 patients on MDS trays. If there are other Well branches in the area that require support, guidance or training, Tina appears in the branch before even being asked. When the local health board asked for help to deliver COVID-19 vaccinations a week before Christmas, the team stepped in to help, protecting over 1,000 patients in the process.

Lloydspharmacy Team, Drayton

This busy Lloydspharmacy team have been described as “phenomenal” – and for good reason. Despite changing to a new patient medication record system, meaning at points the team struggled to order medication, the team braced 40-minute wait times to order medication for their patients. The team is so efficient that there is never more than a five-minute wait at the pharmacy, even at the busiest of times.

Central Health Solutions Limited

The Central Health Solutions team supported people who were reluctant or found it difficult to get their COVID-19 vaccinations. They worked with City of Wolverhampton Council and St John Ambulance, setting up clinics in areas with low vaccination rates, with providers who support homeless people, and in refugee and migrant centres. The project recently saw the team working with St John Ambulance, using the ambulance in town centres, parks, markets and football grounds to provide vaccinations. Of almost 2,000 people the team has vaccinated to date, over half were from an ethnic minority background, 25% were under 30 years of age and another 25% were over 60 years old.

RJRChem Ltd

The RJRChem team has delivered 240,000 vaccinations to date. It has 14 mass vaccination sites with over 120 staff and over 30 pharmacists, not including the administration team. The team worked with the military during the first wave of vaccinations and has pushed the programme via the radio and appeared on TV, as well as in local papers. RJRChem has pushed its presence in ethnic minority areas to educate locals about the vaccine and reassure the public about the benefits, as oppose to the preconceived risks. Patients have applauded the team for being “organised and efficient” and the staff members’ friendliness was also praised.

Medipharma Group, Cranston

Following a fatal gas explosion within the area, the Cranston Medipharma team came to the rescue to ensure every member of the community was looked after – despite an already steep workload. They worked closely with local surgeries and other community pharmacies that had been forced to close to provide same-day blister pack trays, emergency supplies and toiletries to the community. After the explosion, local residents were emergency evacuated from their homes. Medipharma’s senior management team relocated staff from other branches to help pitch in to cover the extra workload. The team delivered the blister pack trays on the same day to the local town hall and patients’ homes.



Friday, November 18, 2022
Intercontinental O2 Hotel, London