

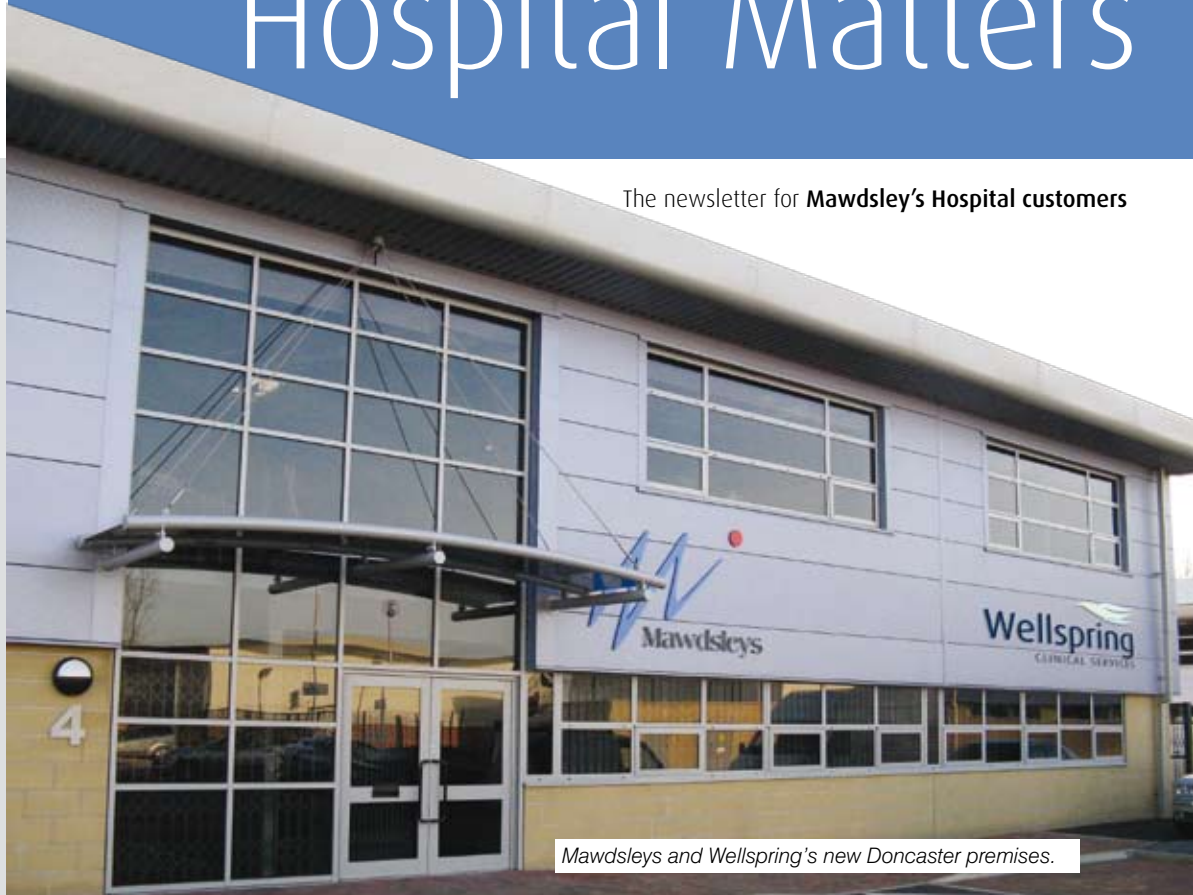
Welcome to the second edition of Hospital Matters, brought to you from the Mawdsleys Group.

In this issue, we are delighted to be able to reveal the exciting news that Mawdsley's has launched Wellspring, a specialist new company in the worldwide clinical trials arena. Wellspring is based in Doncaster in a brand new, purpose built facility alongside hospital overlabelling services and an unlicensed medicines division.

There is information on how Mawdsleys' bespoke overlabelling service has improved with the recent introduction of unique barcode labelling which allows robotic dispensers to pick products to a hospital's exact specification.

We also take a look at the importance of good dispensary design and workflow within hospital pharmacies and have news on a one day symposium which will provide up to the minute information on clinical trials and hospital pharmacy. One not to be missed!

Hospital Matters is produced by The Mawdsleys Group – providing a dedicated and comprehensive nationwide hospital service.



Mawdsleys and Wellspring's new Doncaster premises.

Mawdsleys launch clinical trials division

The Mawdsleys Group has launched Wellspring Clinical Services, a specialist new company providing worldwide support in the clinical trials arena.

Based in Doncaster, Wellspring is a natural evolution for Mawdsleys which has over 100 years' experience in pharmaceutical logistics.

Wellspring is situated in a new, state of the art, 6,000 sq ft purpose built facility which also houses Mawdsleys hospital overlabelling services and an unlicensed medicines division all under one roof. Development Director, Darren Belcher, has been overseeing the move and comments: "This new building gives us self contained office suites and production booths entirely dedicated to our specialist hospital services. It has been fitted out with cold storage for clinical trial products and separate production booths, giving us total control over the segregation of products. We are also proud that the new facility is environmentally friendly. Heating, lighting and air conditioning are all centrally controlled to make it cost efficient and the building as green as possible."

Heading up Wellspring is Dr Catherine Harper, Clinical Trials Business Manager with QP Steve Garner and Clinical Trials Co-ordinator Helen Williams who make up the core team.

"Wellspring's key service is the smooth importation and distribution of clinical trial products to and from countries all around the world, which is particularly relevant when administering major multinational clinical trials" comments Catherine. "With a highly experienced resident team of EU Qualified Persons (QP IMP), we are already handling an ever growing portfolio of investigational medical products (IMPs) and clinical trial adjuncts (non-investigational medical products or nIMPS) and can provide solutions for trials large or small."

Additional services offered by Wellspring include protocol creation, ethics submissions, blinding and randomisation, placebo and comparators, recruitment acceleration or general clinical trial advice. They can also provide storage facilities for clinical trial supplies on behalf of hospitals that do not

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Barcode overlabelling service gets the thumbs up

Mawdsleys' bespoke overlabelling service for NHS Trusts has just improved with the recent introduction of unique barcode labelling which allows robotic dispensers to pick products.

Over 40 NHS Trusts have already switched from in-house labelling to using Mawdsleys having realised the massive benefits not just in terms of cost, but speed, efficiency and professionalism. Now, the introduction of barcodes has made the service even more attractive to hospitals.

Manager of the service, Cheryl Wilkinson, explains how the system works: "We firstly design a bespoke label for each Trust which will include their logo and details. The hospital then places a product order with us, quantities of which can range from a few hundred to several thousand per month. Products that require barcodes for dispensing via robotic dispensers are allocated a

barcode which is unique to that product and each specific hospital. We have trialled the system in two Trusts already and it has been extremely successful with the robots reading every single barcode with no rejects. It has proved to be extremely efficient for the Trusts to use this service saving them time and money."

One of the first hospitals to use the new overlabelling barcoding system was the Royal Albert & Edward Infirmary in Wigan. Leading the testing was Pharmacy Technician Christine Litter. "We hadn't used Mawdsleys for overlabelling in the past but we were on the lookout for a company which could offer us a better service including the ability to print barcodes on the labels. Mawdsleys were able to offer us everything we wanted. We were one of the first hospitals to use the new barcoding system so it

was on trial for a while. However, we were absolutely delighted with the results. When we tried the barcodes with the robots everything worked perfectly first time. We haven't had a single reject. Mawdsleys has been fantastic, as have the robots over the times and their very competitive prices."

Mawdsleys now has a team of specialists dedicated to providing an individual service to individual customers. Due to the success of the service, from the start of part of 2009, Mawdsleys are planning to introduce an overlabelling service for unlicensed products and parallel imports.

For more information, please contact Cheryl Wilkinson on 01302 554000 or email cheryl.wilkinson@doncaster-pharmacy.co.uk

Mawdsleys launch clinical trials division

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have adequate space available on site. Wellspring will then organise the release of supplies as and when they are required. Their excellent reputation in clinical trials has already spread far and wide, leading to collaborations with organisations as far afield as Yale University and John Hopkins University in the USA, following successful trials with Newcastle Upon Tyne Hospitals Trust.

For more information, please contact Catherine Harper on 01302 553019 or email catherine.harper@mawdsleys.co.uk

Need help storing clinical trial supplies? Call Wellspring now on 01302 553019.

Left to right: Steve Garner, Catherine Harper, Helen Williams, Kelly Ounsley.



Top 20 E-Awards users

1. Tameside General Hospital
2. The Glenfield Hospital, Leicester
3. Whipps Cross Hospital, London
4. Alexandra Healthcare NHS Trust, Worcester
5. Leicester General Hospital
6. Doncaster Hospital (Store) NHS
7. York District Hospital
8. Sheffield Care Trust
9. The Maudsley Hospital, London
10. Hemel Hempstead Hospital
11. Manchester Royal Infirmary
12. Warrington Hospital NHS Trust
13. Walsgrave Hospital, Coventry
14. Pinderfields General Hospital, Wakefield
15. St Georges Hospital, London
16. Derby Royal Infirmary
17. Nottingham University Hospital
18. Frimley Park Hospital, Camberley
19. Birmingham Heartlands Hospital
20. Macclesfield General Hospital, Cheshire

E-Awards prove popular

Mawdsley's advanced e-trading portal, E-Awards, which gives NHS procurement and account managers working throughout primary and secondary care online management of critical information, is proving to be a real winner. Fleur Donnelly, National Hospital Sales Manager comments: "The system was developed to give NHS managers instant access to vital information. Once they have started using E-Awards, many clients use it several times every day to locate lines that are out of stock elsewhere quickly and efficiently."

Check out who are the big hitters in our latest top 20 list of E-award users!

For more information and to receive a registration number for E-Awards, please contact your Hospital Business Development Manager or Joanne Eccleshare at Mawdsleys on 0161 742 3300.

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Broadening partnerships

As the collaborations around services, pricing and delivery between the NHS and the corporate sector become even stronger and more strategic, there is added responsibility on the corporate sector to deliver goods and innovative services to meet the incredibly high standards demanded by the NHS.

Quality, service and sustainability as well as price all become key elements as the competition for both internal and external NHS contracts becomes even more intense.

Mawdsley's Hospital Service provides a very good example of how this is evolving in practice. From the traditional wholesale model, which remains the core of our hospital business, our range of services has increased rapidly in response to customer demand.

Starting from little more than the occasional request for help from hospitals and by researching what our customers require, we have developed an unlicensed medicines service which is now a major supplier to the NHS. Similarly, our manufacturing unit in Doncaster is providing labelling and packaging services to Trusts across the whole of the NHS and, our newest venture, Wellspring Clinical Services, will offer a wide range of practical support to those involved in clinical trials management.

Combining all these services together with an advanced IT infrastructure, we believe that Mawdsleys will provide the most comprehensive service available to the hospital pharmacy sector in the UK.

Fleur Donnelly
National Hospitals
Sales Manager.



Dispensary design for the future

In the current hospital pharmacy climate, with pressures on staff to reduce the time taken to dispense medicines and improve patient safety, good dispensary design and workflow is going to become even more important. Indeed, many hospitals are now seriously considering the installation of robotic dispensers to improve efficiency and accuracy and free up staff enabling them to spend more time with patients.

However, before undertaking such a major project and its associated expenditure, it is worth considering teaming up with experts who can help. Offering a complete service including initial designs, the sourcing of contractors and project management, Mawdsley's pharmacy development team has over 10 years experience designing dispensaries with a varied portfolio spread over the healthcare arena.

Mawdsley's Pharmacy Development Consultant, Tony Gentle, explains the process: "We would meet the hospital team for an initial discussion to ascertain their exact requirements and then tailor our design options accordingly. We will advise on every aspect of the development including the allocation of dedicated areas for specific types of dispensing such as Monitored Dosage and specialist storage solutions including carousels, continental drawers and sliding shelf units.

"We also have experience with pharmacy automation which will feature in many dispensaries, both hospital and retail in the future. Our established working links with dispensing robot companies allows us to design the installation of a robot into the dispensary in a way that allows practical dispensing and good workflow. The installation of a robot would usually require a complete refit of the dispensary, but we have the experience to enable consolidation of the two and project manage the whole operation every step of the way."

Another new initiative being considered by many hospital trusts is the installation of a retail pharmacy. Currently, one main pharmacy has to cater not only for the needs of hundreds of inpatients but also outpatients and patients being discharged. With the addition of a retail pharmacy dispensing exclusively for outpatients and patients being discharged,

the traditional hospital dispensary would be freed up to solely meet the needs of inpatients, speeding up services for all patients. Tony Gentle comments: "This is a new development which

would change the face of traditional hospital pharmacy. Any Trusts considering this as an option can talk to us at a very early stage and we will offer our expertise and support from scoping the initial project to planning and installation."

For more information, please contact Selena Wallace on 0161 742 3343 or email selena.wallace@mawdsleys.co.uk



In the spotlight!

For 10 years, Mawdsley's hospital division has been providing a first rate service to over 300 NHS Trusts. But who are the people who make up this dedicated team?

In this edition of Hospital Matters, we speak to Hospital Supply Chain Manager, **Kevin Buttress** who joined Mawdsleys three years ago from East Anglia Pharmaceuticals and lives in Norfolk.

Kevin, what exactly does a Hospital Supply Chain Manager do?

"There are two main aspects to the job. I spend two days every week purchasing hospital products from specialist manufacturers whilst the rest of my time is dedicated to maintaining our key hospital accounts."

So, how do you keep track of what hospital's are ordering?

"We have a fantastic IT system which ensures that every time a hospital orders products, I receive an email alert. It means I can keep a close eye on what our customers

are ordering and ensure that as a group, we always have critical products in stock."

"We have four depots based in Salford, Milton Keynes, Sheffield and West Bromwich. Therefore, it is my job to make sure that the correct amount of products are in each depot, depending upon where particular hospitals are located."

How do you keep in touch with hospital accounts?

"Over the years, I have developed close working relationships with many of the hospitals and I am in regular contact with them chatting through their current requirements on the phone and finding out what they have in the pipeline. Because of this, they have the reassurance that as a team, we are on top of stock levels and can provide them with an exceptionally quick and efficient service."

You are obviously a key member of the hospital team but you live 175 miles away from Salford in Norfolk! How does this work?

"I am really lucky that the job I do allows me to mainly work from home. I do, however, travel up to Manchester regularly to spend time with the rest of the team. We are a close knit bunch and I enjoy going up to HQ to have a catch up on recent developments and work on new contracts."

What do you do when you're not working?

"I live in a beautiful part of Norfolk with my wife Geraldine and teenage daughters Brittany and Saskia so we try and get out and about as much as possible by taking our dog for long walks in the nearby forest or along the coast!"

Can't be bad!!

email: kevin.buttress@mawdsleys.co.uk



Clinical Trials and Hospital Pharmacy

A one day symposium organised by the **National Clinical Trials Working Group** of the **NHS Pharmaceutical Quality Assurance Committee**. **Thursday 30 April 2009 at The Lowry, Pier 8, Salford Quays, Salford, M50 3AZ.**

The content of this symposium has been designed to provide attendees with up to the minute information and guidance relevant to hospital pharmacy aspects of clinical trials.

Who should attend?

- Senior pharmacy managers
- Clinical trials pharmacists
- Pharmacy technicians
- Quality assurance personnel
- Manufacturing and aseptic unit managers
- NHS R&D Managers

Learning objectives

At the end of the seminar attendees:

- Will understand the key current and future clinical trials issues facing hospital pharmacy services
- Will understand the pharmacist's and the qualified person's roles in hospital clinical research
- Will be able to describe the national clinical research network
- Will know the priorities facing qualified persons (QP(IMP)s) in the NHS
- Will know the common inspection findings from MHRA regulatory inspections of hospital clinical trials and what corrective and preventive action to take locally
- Will understand how the priorities for NHS R&D departments impact on pharmacy
- Will understand costing and funding of NHS clinical research
- Will know the role of specialist groups such as the Chemotherapy and Pharmacy Advisory Service and the Children's Cancer and Leukaemia Group.

Cost

Delegate fee of £45 (including lunch and refreshments)

CPP accredited

College of Pharmacy Practice (CPP) accreditation applied for.

Programme

- 10.00 am Coffee & Registration
- 10.30 am Chairman's Welcome and Introduction **Ian Beaumont**
- 10.45 am Key Note presentation: "The Pharmacist's role in clinical research" **Martin Stephens**
- 11.30 am The NIHR (National Institute for Health Research) Clinical Research Network **Clare Morgan**
- 12.10 pm Qualified Persons (QP(IMP)s) in the NHS **Angela Ralli-Thomas**
- 12.50 pm – 1.50 pm Lunch
- 1.50 pm Good Clinical Practice (GCP)– Issues from Regulatory Inspections **Michelle Rowson**
- 2.30 pm NHS R&D departments – Future Priorities **Cathy Green**
- 3.00 pm Costing and funding of NHS clinical research and Pharmacy clinical trials activities **Chris Burdette and Tim Root**
- 3.30 pm The role of the Chemotherapy and Pharmacy Advisory Service (CPAS) and the Children's Cancer and Leukaemia Group (CCLG) **Serena Farrah**
- 4.00 pm Chairman's summary and close **Ian Beaumont**

Registration

To register, please contact Selena Wallace on 0161 742 3343 or email selena.wallace@mawdsleys.co.uk



**NHS Pharmaceutical Quality Assurance Service
National Clinical Trials Working Group**

The event is supported by an educational grant from Wellspring, a subsidiary of Mawdsleys.

