

# Pharmacist GP Visits

Date of first issue	June 2014
Document Reference	PM005
Version	1.0
Revised Date	

## Contents

### **Section 1 – Introduction**

- 1.1 Context
- 1.2 Purpose
- 1.3 Scope

### **Section 2 – Guidelines for discussion with your GP**

- 2.1 Discussion 1
- 2.2 Discussion 2
- 2.3 Discussion 3
- 2.4 Discussion 4
- 2.5 Discussion 5

### **Section 3 – Conclusion**

## Introduction

### **1.1 Context**

In order to build relationships with our GP's our pharmacists need to schedule visits to their surrounding practices. The context for the visit is to pro-actively offer help and understand the needs and potential within the local GP practices.

### **1.2 Purpose**

To pro-actively encourage engagement and build relationships with the surrounding GP's whose business and recommendation is vital to our pharmacies. To build trust between the GP's and the local Allcare business.

### **1.3 Scope**

This applies to all pharmacies in the Allcare Network

## Guidelines for discussion with your GP's

In order to make your meeting and discussion relevant to your GP's you must consider the following discussion topics.

### **2.1 Discussion 1**

Discuss our potential to set up a 'Stock Order' system and our ability to accommodate their order needs.

#### **Benefit to Doctor:**

- **Providing a stock order system for your local GP will make it quick and easy for him to get stock he needs to do his job, as most of the items can be sought from our main supplier we can have items in for the Doctors where needed on the same day.**

#### **Benefit to Your Pharmacy:**

- **Increased sales in your pharmacy**
- **Increased good feeling between you and the surgery**

### **2.2 Discussion 2**

Discuss the services that we are offering or can potentially offer. Aim to understand their position in that area to ensure we are complimenting their service and working with them to fill in gaps they may have due to a large client base

#### **Benefit to Doctor:**

- **By offering services we can potentially take some pressure from the busy doctors surgeries, this may allow them to take on more patients etc.**

#### **Benefit to your pharmacy:**

- **Discussing this with the doctor first will ensure that you do not create bad blood between you. Doctors can often see it as direct competition when you start to offer a service that they already cover in their surgery**
- **You can increase your footfall if there is a service that the Doctor would happily let you take over as the surgery will begin to send people to you**

### 2.3 Discussion 3

Discuss the potential to offer a phased dispensing service to patients they feel may need the extra support with medicine compliance.

**Benefit to Doctor:**

- **The Doctor will be at ease knowing that you are looking after the needs of the patient and that you are helping to ensure his patients take the medications which he has prescribed**

**Benefit to your pharmacy:**

- **Increased funds into the pharmacy by providing the phasing service**
- **Patients will be grateful as you have made their medication compliance a lot easier for them**

### 2.4 Discussion 4

Discuss loan scripts and ensure that we are compliant in line with their procedure and that we offer any assistance in this regard

**Benefit to Doctor:**

- **The Doctor will find it easier to oblige our needs if we follow his procedure for loan RX instead of adding to his work load by making requests outside of his procedure**

**Benefit to your pharmacy:**

- **You will receive the Loan RX in a timely manner if you request them within the Doctors required procedure**

## 2.5 Discussion 5

Discuss the option to discuss patient compliance on the Doctor's request and to highlight where we believe the Doctors directions and advice have not been followed

### **Benefit to Doctor:**

- **The Doctor will be at ease knowing that you are looking after the needs of the patient and that you are helping to ensure his patients take the medications which he has prescribed**

### **Benefit to your pharmacy:**

- **Patients will be grateful as you have made their medication compliance a lot easier for them**

## **Section 3 – Conclusion**

The above discussion points are designed to offer support to the Doctors surgeries and to ensure that collectively we are looking after the patient in the best possible way.

Improving upon the relationship with your local GP's will ensure that Allcare are the pharmacy they recommend and trust.