

# ***Business Management of a Dispensary***

## **Agenda**

### **AIMS AND OBJECTIVES**

This course will provide delegates with the key skills and knowledge to effectively manage their dispensary.

Amongst the topics covered are; Principles of Dispensary Management • Best practice and DSQS • Processes and protocols • Essential stock management • Dispensary income – what you need to know • Future changes that could affect Dispensing Doctors

**Appropriate Tea/Coffee breaks will be provided during the morning and afternoon**

**9.00am Registration**

**9.30am Introduction**

#### **New Developments and Hot Topics Including;**

- White Paper – What could be next?
- PPRS – Generally and generic substitution
- Pharmaceutical Needs Assessments (PNAs)
- Statement of Fees and Allowances (SFA)

#### **The Changes in the Market and the effect on your prescribing and dispensary income**

- Category M
- Excessive or inappropriate prescribing
- VAT
- DSQS

#### **Dispensary Services Quality Scheme (DSQS)**

- How do these standards affect the dispensary
- How to manage DSQS – A suggestion
- NVQ / DRUMs / SOPs / Payments
- Practice Plan

#### **Dispensary Management**

- The key responsibilities for a good Manager
- Structure of the management team
- Action plans

**1.00pm LUNCH**

#### **Drug Tariff and Endorsing – A Whistle Stop Tour**

#### **NHS Prescription Services (PPD)**

- Payment Schedules / Reimbursement / Clawback / Returns

#### **Making Sense of your Wholesaler Statements**

#### **Negotiating Deals – It's time to get exactly what you want**

- Deals, Discounts and Terms

#### **Smart Purchasing Solutions**

- Drug choice and cost benefit
- Minimise Profit Shrinkage
- Stock Control
- Brands v Generics
- Generic Price Comparisons
- Buying Groups
- Appliance Contractors and Dressings

#### **Dispensary Management**

- Team work is the solution
- Formulary development

#### **Question and Answers**

**5.00pm Close**