



North West London & Kingston Collaboration (NWLK)

Pharmacy Fluids Managed Service

"GS1 standards in everything we do"

HOSPITAL SET UP

(A) Hospital Zoning & Department Set Up

- Set up each hospital departments with zone and 'Trust specific system data'
- Ability for Trust to ascertain each departments service – i.e. 'top up' or 'on request'
- System department zoning - consolidate deliveries, maximise productivity & efficiency

CATALOGUE MANAGEMENT

(B) Catalogue Management

- Capture and monitor multiple supplier codes in one store room
- Assign Product preferences
- Rationalise and standardise products
- Disable products by Trust, hospital and department
- Ability to recognise all bar code types or generate own
- Recognise all 'outer' and 'inner' product carton barcodes
- Capture price of each product
- Set up PAR levels and auditable changes
- GTIN system fields to capture GS1 product identification standards

HOSPITAL WARD TASKS

- Visibility of all hospital related tasks such as scanning and restocking
- Align tasks to scans per week based on current schedule moving to enhanced schedule

STORE ROOM CONFIGURATION

- GS1 standard GLN QR codes Produced by back office team for each department store rooms
- GS1 standard GTIN product bar codes produced by back office team for each department

HOSPITAL & STAFF TASK MANAGEMENT

- 'Real time' Staff & tasks event/productivity management
- System automated performance notifications

OFF-SITE WAREHOUSE MANAGEMENT

- Supply chain resilience - Strategic/bulk/PPE & fluids
- System automation of Order, Receipt, & Inventory FTP files

CUSTOMER SERVICES AND SUPPORT

- 08:30-16:30 Monday to Friday Support
- System capture of all service support enquiries
- Capture of general, minor, major & significant 'categorised' enquiries
- System enquiries – evidenced links to adhoc orders and stock transfers
- System stock transfers - department to department transaction visibility
- Service team support Adhoc fluids, Urgent Requests, transfers, Catalogue change/PARs
- KPI response – meaningful response time capture

CUSTOMER KPI & SERVICE PERFORMANCE

- Trust users with 'live' online access to full service data
- End user enter date range, by hospital, by department for graphical bar chart & raw data breakdown
- All service data downloadable in excel and PDF format
- First and substitute product preferences restocked or transferred to departments
- Emergency transport requests' and regular/planned daily transport drops at the hospital
- Department product order cartons and lines issued and accuracy of fulfilment
- Hospital department service support helpdesk enquiries and response times
- Hospital department informal concern, minor, major or significant incident breakdown
- Unavailable products and notification times to the Trust
- Off-Site Warehouse Number of Stock Days Held
- Off-Site Warehouse Expiry range
- Off-Site Warehouse Expired Products
- Hospital Department PAR Levels
- Hospital Number of out-of-stock occurrences
- Hospital – Percentage of Expired Products

HOSPITAL STORE ROOM CONFIGURATION

- GS1 standard GLN QR codes applied to each department store rooms
- GS1 standard GTIN product bar codes applied to each department store product

HOSPITAL STORE ROOM SCAN & ORDER

- GS1 standard GLN QR codes scanned on entry to store rooms
- Scan capture of GTIN product, QR/manufacturer barcode
- Scan data capture of master code, supplier code, batch, expiry and quantity
- Expiry alerts on PDA for products with < 6 months shelf life, or as required
- Order confirmation appears on PDA – ability to adjust and approve
- Full stock take every time your department is scanned
- Batch Recall – 538 departments and 14 hospitals in 2 minutes
- Order transmission direct from PDA to off-site warehouse
- Master code used for PAR setting

OFF-SITE WAREHOUSE ORDER RECEIVED

- FTP Order transfer to the warehouse
- Product preference and earliest expiry used first
- Orders picked, packed and labelled by department

TRANSPORT & HOSPITAL DROP OFF

- All vehicles tracked and measured against set delivery times and days
- Vehicle schedules linked to commercials

DEPARTMENT DELIVERY & RESTOCK

- 11 Stages of 'on line' hospital department order tracking
- Sign on glass PDA signature at point of delivery
- Department delivery linked to store room restocking
- GS1 standard GLN QR codes scanned on entry to store rooms
- Scan capture of GTIN product, QR/manufacture barcode
- Scan data capture of master code, supplier code, batch, expiry and quantity
- Expiry alerts on PDA for products with < 6 months shelf life or as required
- Discrepancies tracked from original to restocked order

SUPPLIER ORDER GENERATION

- Raise supplier order by hospital, department and supplier
- Supplier reorder generated by accurate PAR level consumption
- Raise orders to resupply off-site warehouse to 2-3 weeks holding or as required
- Ability to view the current off-site warehouse stock levels and number of weeks holding
- Reorder based on current stock levels minus PAR weeks

SUPPLIER ORDERS RECEIVED AT WAREHOUSE

- Supplier inbound receipts – products labelled where required

SUPPLIER ORDER & INVOICE RECONCILIATION

- Supplier inbound receipts - auto update purchase orders (ftp) in Eleanor's CARE+ system
- Supplier invoice/credits and performance management

SERVICE & KPI MONITORING