



W: [dispex.net](http://dispex.net) | E: [enquiries@dispex.net](mailto:enquiries@dispex.net) | T: 01604 859000 10am-12pm

## Mentorship for Dispensary Managers

### Workshop Series Overview

Each workshop is thoughtfully designed to provide an engaging and interactive learning experience, allowing participants to delve deep into essential topics, ask questions and explore innovative solutions. But we don't just stop at theory- we go beyond providing practical tools such as formularies and calculation examples to work through, case studies, and real-world insights. Explore the highlights of each workshop below-every session will be tailored to meet your individual needs.

#### **Workshop 1a: Understanding Your Role**

This module explores the fundamental distinctions between management and leadership, equipping you with the skills to effectively balance both in your role. Learn how to manage day-to-day operations, such as maintaining stock levels, ensuring prescriptions are handled efficiently, and keeping the dispensary running smoothly. Simultaneously, discover how to inspire and motivate your team, foster their growth, and align their efforts with the Practice's overarching vision. By mastering these dual responsibilities, you will be prepared to lead your team and manage your dispensary with confidence and purpose.

#### **Workshop 1b: Managing Complaints & Time Management**

This module focuses on patient concern management, staff competency, and effective time management. You will learn strategies for addressing patient complaints professionally, ensuring staff members are equipped with the skills needed for excellence. These skills are vital for upholding high standards of patient care, maintaining compliance, and achieving seamless daily operations.

#### **Workshop 2a: Regulatory Compliance and Record Keeping**

This module delves into the critical aspects of regulatory compliance and record-keeping, with a focus on the Drug Tariff, NHS regulations, accurate documentation, and ongoing risk assessments. Discover how maintaining compliance and precise records forms the backbone of safe and effective dispensary operations. Explore practical applications of compliance, including its impact on patient safety, operational efficiency, and record accuracy. Learn best practices for ensuring your dispensary adheres to regulations while delivering optimal care and performance.



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### **Workshop 2b: SOPs, Cold Chain Compliance, and Health & Safety**

This module examines best practices for ensuring safe and compliant dispensary operations. Topics include the importance of Standard Operating Procedures (SOPs), maintaining cold chain compliance, and adhering to health and safety standards. Additionally, the session highlights the necessity of regular reviews, staff training, and strict adherence to guidelines to promote safety and operational effectiveness. Gain the tools and knowledge to uphold high standards in every aspect of dispensary management.

### **Workshop 3: Prescription Handling and NHS Interaction**

This module provides a comprehensive overview of best practices for managing prescriptions and emphasizes the importance of collaborating effectively with NHS interactions. Key topics include effective prescription handling strategies designed to drive operational and financial success through accurate and efficient processing. You'll also explore best practices for maintaining regulatory compliance, improving patient care, and fostering professional development.

### **Workshop 4: Safety and Quality Assurance**

This module emphasises maintaining high standards of safety and quality in both patient and staff care. Key topics include ensuring staff competency and adherence to Standard Operating Procedures (SOPs) through regular checks, as well as implementing quality assurance practices to uphold care standards and operational excellence. The session also covers the importance of developing prompt and systematic responses to drug alerts and incident reporting to ensure safety and compliance. Participants will gain insights into the value of ongoing staff training and feedback loops, which are essential for fostering a culture of safety and continuous improvement within the dispensary.

### **Workshop 5: Operational efficiency**

This module explores strategies to streamline dispensary operations, enhancing both patient care and productivity. Participants will learn to define operational efficiency as a systematic, resource-conscious approach to delivering high-quality patient care. Discussions will focus on how efficient operations positively impact service quality and ensure financial sustainability, providing practical insights to optimise workflows and maintain excellence in dispensary management.



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### **Workshop 6: Business Management**

This module focuses on strategies for achieving financial sustainability. Participants will gain actionable insights into essential business practices, including medication ordering, inventory management, and financial oversight. Learn how to effectively manage resources and operations to support the dispensary's success and long-term growth.

### **Workshop 7: Purchasing and Stock Control**

This module emphasises the importance of effective stock management strategies to ensure optimal patient care and profitability. Key topics include developing structured stock ordering schedules to meet demand and minimise waste, and utilising ePACT2 reports as a data-driven approach to adjust stock levels efficiently. Participants will gain practical techniques to streamline inventory management and support dispensary operations.

### **Workshop 8: Interaction with others**

This module focuses on the importance of building effective relationships with external partners, such as suppliers, representatives, and discount scheme providers, to enhance dispensary operations. The session will highlight strategies for fostering these connections to support both operational efficiency, financial sustainability, which directly impact the quality of patient care.

### **Workshop 9: Controlled Drugs (CD)**

This module explores best practices for the safe handling, storage, destruction, and compliance protocols required for managing controlled drugs. Participants will gain a comprehensive understanding of essential CD regulations, ensuring they are equipped to manage controlled substances in line with legal requirements. By the end of the session, participants will be confident in implementing best practices for CD storage, management, and disposal to maintain safety and regulatory compliance within the dispensary.

## **HOW TO BOOK**

Spaces on this programme are limited, so don't miss your chance to elevate your skills and master dispensary management! Secure your spot today by emailing our training team at [\*\*training@dispex.net\*\*](mailto:training@dispex.net) to request your booking form.

***This programme is an investment in you, your dispensary, your team, and the patients who depend on your service every day.***