

DDGazette

YOUR MONTHLY DISPENSARY GAZETTE

News and Updates on Dispensing Doctor Issues

The Essential Seminar for Dispensing Professionals

INSPIRING EDUCATION.
PRACTICAL SOLUTIONS.
STRONGER TOGETHER.

ONE DAY SEMINAR
DESIGNED FOR YOU



Expert-led
Talks



CPD Certificate
High-Quality
Learning



Valuable
Networking
Opportunities



DON'T MISS
THE EVENT
OF THE YEAR!



THURSDAY 25TH JUNE

Cambridge Belfry Hotel & Spa, CB23 6BW

BOOK YOUR TICKET TODAY

Limited Spaces Remaining

We're looking forward to welcoming many of you to this month's National Seminar at the Cambridge Belfry Hotel & Spa on the **25th June**. If you have not yet reserved your place, there is still limited availability remaining. Due to the high level of interest in this event, we expect to reach capacity quickly. We therefore encourage you to **book** early to avoid disappointment.

The programme is packed with practical, informative talks, designed to support your teams with the latest industry updates, operational solutions and opportunities to improve profitability. Highlights include:

- **CQC Inspections** - What inspectors are really looking for when they assess your dispensary
- **Clinical Spotlight:** Mounjaro & Nexplanon
- **Ordering Systems** - Practical strategies to help reduce ordering errors
- **Inclisiran (Leqvio)** - Understanding the intricacies of dispensing safely and confidently

- **ePACT Dispensing Data** - How to access your data and use it to your advantage
- **Monitoring Drug Reimbursement & Remuneration** - Stay on top of what you're owed and ensure nothing slips through the cracks

And much more!

The day will involve 6 hours of CPD, and very importantly a networking lunch and refreshments throughout the day. The event is open to both Dispex Members and Non-Members. Please see pages 1-6 for programme details, exhibitor information and booking details.

We look forward to seeing you there.

Best Wishes,

Claudy Rodhouse
Dispex Design and Editorial Coordinator

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Everything You Need to Know

A comprehensive session covering endorsing, compliance, reimbursement, clinical topics and more - tailored for dispensing professionals.



Your Questions Answered - open Q&A throughout the session



SESSION TOPICS — PART ONE

01

Everything you need to know about **Endorsing**

02

Making sense of **Returned & Disallowed Items**

03

DSQS Audit - hear our ideas for great dispensing audits

04

SSP (Serious Shortages Protocols) - are you missing out on extra income?

05

Hub & Spoke - is it right for you? (Aimed at Hybrid Dispensaries)

06

PAs and VAT - are you (and your accountant) throwing away money?



Clinical Spotlight: Mounjaro & Nexplanon

Are these high-profile medicines worth dispensing? We'll cover the practicalities, reimbursement, and whether they're right for your dispensary.

FURTHER SESSION TOPICS

07 CQC Inspections - What are they looking for when they inspect your dispensary?

08 Ordering Systems - Practical strategies for reducing ordering mistakes

09 Discounts - Drawing back the curtain: making sure you're not being duped

10 ePACT Dispensing Data - How to access it and use it to your advantage

11 Inclisiran (Leqvio) - Scary, but safe to dispense: understanding the intricacies

Financial Insight Topics

Monitoring Drug Reimbursement & Remuneration

Stay on top of what you're owed and ensure nothing slips through the cracks.

DM+D — Using It to Your Advantage

Unlock the full potential of the Dictionary of Medicines and Devices.

Drug Tariff & Statements

Confused by the Drug Tariff?

We simplify the information so you can act with confidence.

Understanding the PCSE Online Drug Statement

Know exactly what you're being paid - and why.



Specials & Wrong Movements

Unravelling Specials and avoiding losses - plus **Checking your Wrong Movement information** to prevent unnecessary financial leakage from your dispensary.



Saving the NHS money AND increasing profitability

We show you how — practical, proven strategies that benefit your dispensary and the wider health service.

Ready to transform your dispensary practice?

Join us for this in-depth session covering every aspect of dispensary operations, compliance, and profitability.

REGISTER NOW

Meet the Exhibitors

REGISTER NOW

We are very pleased to welcome the following Exhibitors to Dispex Live. Each exhibitor has something to offer dispensing doctors and they have been selected specifically because of that. Alongside the excellent, information packed programme, networking with the exhibitors will provide you with a great opportunity to enhance your dispensary.



ABBOTT IS YOUR TRUSTED PARTNER IN NUTRITIONAL CARE

Abbott understands the complex pressures faced by dispensing practices. We work collaboratively with you to help your practice achieve increased profitability while providing the right care for your patients on their nutritional journey. We're dedicated to delivering value on every front. Our broad package of support includes:

- Generous discount on the Ensure and Vital RTD oral nutritional supplement ranges covering the clawback and delivering a profit to the practice*
- Automatic Monthly Credits to your account*
- Dedicated Local Abbott Account Manager
- Advice on scheme benefit optimisation
- Scheme performance and discount earned updates
- Wide range of practice-based training opportunities
- Abbott's ProConnect portal for on-demand nutrition-centred learning and resources

In short, we are dedicated to delivering value to both you and your patients, providing the products, resources and support needed for optimal nutritional care - while enabling your practice to increase dispensary profitability.

To ensure you are gaining the most benefit from your nutrition dispensing, contact the Abbott Nutrition Dispensing Champion Team at ukanmds@abbott.com or see us at Dispex Live in June!

*Subject to £50 minimum monthly spend



Aspire Pharma is a UK-based life sciences business, devoted to delivering true value to patients, healthcare professionals and the NHS.

Aspire's mission is to 'make a difference in the lives of patients through the development and supply of innovative products and medicines throughout the world'.

Aspire supplies a range of pharmaceuticals and medical devices, both prescription and over the counter (OTC). All products are carefully selected to deliver value and differentiation to both patients and prescribers. The focus is on extending Aspire's portfolio of innovative products in the UK and globally, for the long-term benefit of patients, partners and customers.

www.aspirepharma.co.uk



At B&S Distribution, we are dedicated to empowering Dispensing Doctors by simplifying operations, eliminating common challenges, and delivering a seamless, dependable supply of essential medicines and healthcare resources. Our mission is to help practices focus on what matters most, providing exceptional patient care - while we take care of the logistics behind the scenes.

As the UK's largest Shortline wholesaler, we bring over 25 years of industry expertise to the healthcare sector. We proudly support more than 4,000 accounts every day, operating from our central headquarters and an extensive network of strategically located transport hubs. This infrastructure enables us to provide fast, reliable, and consistent pharmaceutical distribution nationwide.

Our comprehensive product portfolio includes over 1,500 generic lines, 1,000+ PI lines, 850 OTC products, a growing range of aesthetics, and more than 500 surgical items. In addition, through our sister company Thame Labs, we offer access to unlicensed specials tailored to specific patient needs.

We combine competitive pricing with exceptional service, including next-day delivery via our fleet of over 200 temperature-controlled vehicles. Ordering is quick and convenient through our intuitive web portal, dedicated telesales team, or trusted cascade partners.



Managing dispensing practices is harder than ever, and finding medicine under-tariff has become complex and volatile.

That's why you need an independent partner like Cambrian Alliance, and a platform like e-CASS. We allow you to take control over your margins and spend more time with patients.

With our buying platform e-CASS, you can quickly check prices for products across suppliers, control your over-tariff losses and fine-tune how your team buy every day, so you can balance getting prescriptions fulfilled with profit.

And our team of Business and Account Service Managers help you and your team to understand the complexities of supply, with objective advice and fast support.

See how e-CASS can help you.

Chat to our team to hear how we can help you maximise your chance for profits across your suppliers.

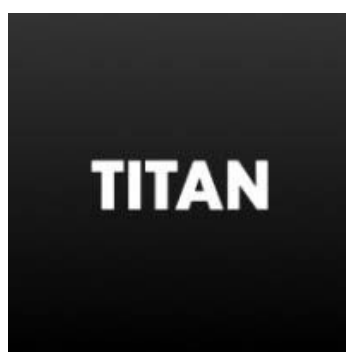


Optimise Healthcare Management provide CQC support to GP practices, dispensing practices and independent health providers. With our hands-on experience in primary care, we help and support in development, quality improvement, and CQC compliance.

We provide mock inspection visits to practices and dispensaries. We review all 34 CQC quality statements, ensuring that the practice team knows how best to evidence compliance and be fully prepared and confident for the next CQC inspection. We identify gaps in compliance and advise on how best to resolve them, providing a full report and action plan. Our approach is friendly, supportive and developmental and there is no need to do lots of preparation in advance.

Other services include supporting practices in preparing for the new focused "Returning to Good and Outstanding" CQC inspections, quality improvement, achieving outstanding as well as training, coaching and mentoring.

Optimise is run by Jenny Harper and Martin Norton who both have experience working with the CQC. Jenny has a nursing and registered manager background and has experience as a Lead Inspector, working as part of CQCs flexible workforce. Martin has a Practice Management background including dispensing and has worked for CQC as a specialist advisor.



Dispensing Doctors

Our service for Dispensing Doctors is a game changer for medical practices who can now harness the power of TITAN and introduce EPS with unparalleled levels of efficiency and safety.

Under our premium GP service, we will set you up for success and support your practice step by step through the journey. We understand the key challenges of operating a Dispensing Doctor practice and will help ensure you achieve the outcome you are looking for.

VISUfarma

the eye health company

VISUfarma is a pan-European ophthalmic pharmaceutical company with a clear mission: to bring high-quality products and global therapeutic innovation to European eye health. It is a fast-growing organisation, commercialising a broad portfolio of pharmaceutical products and medical devices across Europe.

VISUfarma works closely with Dispensing Doctors, offering a portfolio well suited to in-practice dispensing, with a strong focus on preservative-free formulations and patient-friendly delivery systems that support compliance and long-term outcomes.

The VISUfarma MDS (Managed Dispensing Scheme) is designed to support dispensing practices through a simple, low-administration model that helps optimise workflow and patient care.

Key benefits include:

- Offering clinically equivalent ophthalmic products with reliable, consistent supply
- Providing the same packaging and bottle design for a seamless patient experience
- Increasing practice income to support the sustainability of rural dispensing activities
- Supporting the NHS in reducing rising ophthalmic care costs
- Simple, low administration
- Streamline stock, and free up shelf space in your dispensary

Alongside our product portfolio, VISUfarma provides ongoing education and clinical support to help Dispensing Doctors optimise treatment pathways and enhance patient outcomes in ophthalmology.



The sponsors for this independent event have no involvement in the development, organisation or the educational content of the programme.

CONTINUED PROFESSIONAL DEVELOPMENT

The day will involve 6 hours of CPD, and very importantly a networking lunch and refreshments throughout the day.



25th June, 9:00am – 5:00pm

OPEN TO ALL

Our event is open to both Dispex Members and Non-Members. Members must login to the Dispex website to qualify for the discounted price. For more details click

HERE. Non-Members, please email **training@dispex.net**



Dispex Members: £50 + VAT
Non-Members: £200 + VAT

GO DIGITAL WITH YOUR CONTROLLED DRUG REGISTER

CUSTOMER FEEDBACK

”

“We’ve had the electronic register now for a year and it’s brilliant - so easy to use! Set-up wise, I would say it only takes an hour or two (depending on how many GPs and patients you need to set up primarily) but the process is relatively quick, you won’t look back once you have it up and running!!”

VICKI, DISPENSARY MANAGER
IN SUFFOLK



FREE FOR DISPEX MEMBERS

FREE 3-MONTH TRIAL FOR NON-MEMBERS



LEARN MORE



Register now at **dispensingcd.co.uk**



CATEGORY H UPDATE

The following 11 products continue to be Category H. There are no new additions to Category H. See the price changes, compared against the Category H prices from March 2026 as well as the Category C prices from February 2026.

Medicine	Pack size	Cat H Price June 2026	Increase/ Decrease Compared to March 26	Previous Cat H Price	Increase/ Decrease Compared to Category C Prices	Previous Cat C Price
Cinchocaine 5mg / Hydrocortisone 5mg suppositories	12 suppository	4.46	0.33	4.13	-0.62	5.08
Doxazosin 4mg modified-release tablets	28 tablet	3.93	-1.31	5.24	-1.07	5.00
Etodolac 600mg modified-release tablets	30 tablet	18.42	2.86	15.56	2.92	15.50
Isosorbide mononitrate 25mg modified-release capsules	28 capsule	5.59	0.06	5.53	-1.16	6.75
Nicotine 4mg medicated chewing gum sugar free	96 piece	9.03	-1.15	10.18	-4.54	13.57
Omeprazole 10mg dispersible gastro-resistant tablets	28 tablet	9.76	0.32	9.44	0.46	9.30
Omeprazole 20mg dispersible gastro-resistant tablets	28 tablet	13.46	-0.58	14.04	-0.46	13.92
Omeprazole 40mg dispersible gastro-resistant tablets	7 tablet	7.35	0.43	6.92	-2.34	9.69
Pseudoephedrine hydrochloride 60mg tablets	12 tablet	3.04	0.02	3.02	0.02	3.02
Ursodeoxycholic acid 500mg tablets	100 tablet	72.96	3.89	69.07	-7.04	80.00
Verapamil 120mg modified-release tablets	28 tablet	7.90	0.23	7.67	2.35	5.55

Working with e-CASS, when the Category H products are ordered on the e-CASS order portal as a generic, it will show the Category H price, as well as the prices of all brands available, minus their discount, thus allowing e-CASS user to select the most profitable product.

Unfortunately, PSUK is not currently a supplier on e-CASS, so PSUK prices (minus any discounts) will not be available to compare.

Dispex publishes the Category H lists in our NEW **Category H Updates** section. At the bottom of the Category H Update page we have published Dispex Insights (A members-only resource), using e-CASS ordering portal data, which identifies the most cost-effective purchasing options, be that a particular brand, a parallel imports or a generic. This will allow you to buy better and ensure you minimise losses.

Our Dispex Insights makes suggestions as to whether to buy by brand or generically – e-CASS users will automatically be able to order the most cost effective against the generic prescription. This only applies when searching for the Category H products using the generic name.

Dispex Insights June 2026	Pack size	Cat H Price June 2026	Increase/ Decrease Compared to March 26	BEST BUY - PRESCRIBE GENERICALLY AND ORDER:	BEWARE - DO NOT ORDER THIS BRAND IF PRESCRIBING GENERICALLY
Cinchocaine 5mg / Hydrocortisone 5mg suppositories	12 suppository	4.46	0.33		
Doxazosin 4mg modified-release tablets	28 tablet	3.93	-1.31		
Etodolac 600mg modified-release tablets	30 tablet	18.42	2.86		
Isosorbide mononitrate 25mg modified-release capsules	28 capsule	5.59	0.06		
Nicotine 4mg medicated chewing gum sugar free	96 piece	9.03	-1.15		
Omeprazole 10mg dispersible gastro-resistant tablets	28 tablet	9.76	0.32		
Omeprazole 20mg dispersible gastro-resistant tablets	28 tablet	13.46	-0.58		
Omeprazole 40mg dispersible gastro-resistant tablets	7 tablet	7.35	0.43		
Pseudoephedrine hydrochloride 60mg tablets	12 tablet	3.04	0.02		
Ursodeoxycholic acid 500mg tablets	100 tablet	72.96	3.89		
Verapamil 120mg modified-release tablets	28 tablet	7.90	0.23		

CATEGORY H



CATEGORY C
CATEGORY M
CATEGORY A

DISPEX

MEMBER WEBPAGES

Category H | Category C | Category M

Click Here

Members can visit our Update Pages

Category C



Category M



Category H



Concession Price Updates



PRICES START AT

£90+vat for a box 250 CL01 trays

For Members



CL01-DA



XL0L-D



COLOURED



CL08



DUOS



SPARES



MEMBERS DISCOUNT ON

Omniceil Clear MDS Trays



dispex.net/members-offers/monitored



sales@dispex.net

PRICE LIST

ORDER NOW





The Art of giving constructive feedback



As a dispensary manager, one of your key responsibilities is to ensure that your team performs at its best. A crucial part of this is giving constructive feedback, a skill that can make all the difference in creating a positive, productive dispensary. However, delivering feedback effectively is often easier said than done. It requires a balance of honesty, empathy, and tact to ensure that your message is both clear and motivating.

Why constructive feedback matters

Constructive feedback is essential for personal and professional growth. It helps your team members understand what they're doing well and where there's room for improvement. Without it, mistakes can be repeated, good work might go unrecognised, and opportunities for development can be missed. When done correctly, feedback can boost morale, enhance skills, and strengthen your team's overall performance.

However, giving feedback isn't just about pointing out mistakes, it's about guiding your team members towards better performance while maintaining their confidence and motivation.

Here's how you can do it effectively:

Prepare before you speak

Before delivering feedback, take the time to prepare. Think about what you want to say and how you want to say it. Consider the specific behaviour or issue you want to address and be ready to provide clear examples. It's important to focus on the behaviour or the outcome rather than making it personal.

Also, consider the timing and setting for your feedback. Choose a private and comfortable environment where your team member can feel at ease. Feedback given in public can be embarrassing and might not be received well. Similarly, avoid giving feedback when emotions are

running high - whether it's your own or theirs. A calm, neutral moment is best for these conversations.

Be clear and specific

When giving feedback, clarity is key. Vague comments like "You need to improve your performance" don't offer much guidance. Instead, be specific about what needs improvement. For example, if a team member is struggling with accuracy, you might say, "I've noticed that there have been a few errors in the prescription labels recently. Let's look at how we can reduce these mistakes."

Being specific helps the person understand exactly what the issue is and what actions they can take to address it. It also shows that you've paid attention to their work and are genuinely interested in helping them improve.

Balance the negative with the positive

Constructive feedback shouldn't be all about pointing out what's wrong. It's just as important to acknowledge what's going well. Start by highlighting something positive before addressing the area that needs improvement. This approach, often referred to as the "feedback sandwich" can make the conversation feel more balanced and less confrontational.

For instance, you might say, "You've been doing a great job managing the stock - our stock levels have been spot on lately. I've noticed, though, that there have been some delays in processing prescriptions. Let's talk about how we can speed that part up."

Ending on a positive note can also help maintain motivation. Reinforce your confidence in their ability to improve and contribute to the team's success.

Focus on solutions, not just problems

Constructive feedback should be forward-looking. It's not simply about highlighting what went wrong, but also about

Continues on next page...

exploring how to make things better. Engage the team member in finding solutions by asking for their input. This approach not only empowers them but also helps you understand any underlying issues that might be affecting their performance.

For example, you could say, “I’ve noticed that there have been some mix-ups with prescriptions lately. What do you think is causing this? How can we improve the process?” This kind of dialogue encourages problem-solving and shows that you value their perspective.

Be empathetic and supportive

Empathy is crucial when giving feedback. Remember that your team members are human, and no one likes to hear criticism, even when it’s constructive. Approach the conversation with kindness and understanding. Acknowledge that everyone makes mistakes and that learning from them is a part of growth.

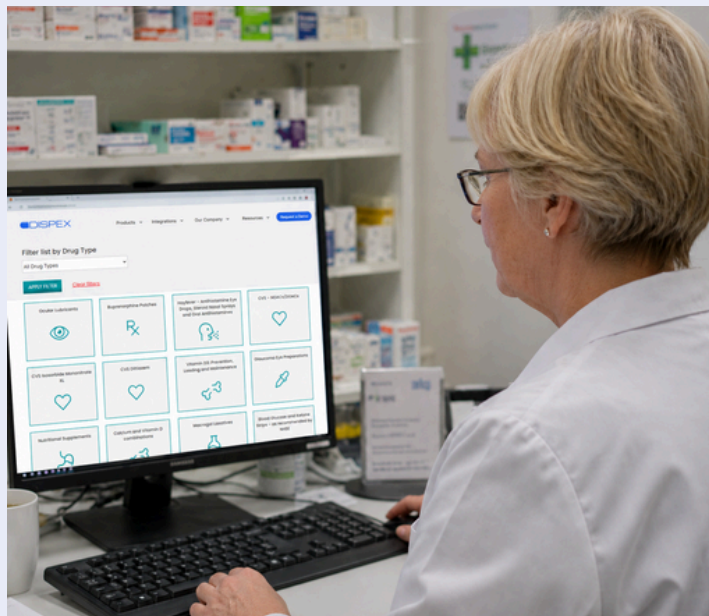
Let them know that you are there to support them. For example, you might say, “I know this role can be challenging, and it’s okay to make mistakes. Let’s work together to find a way to improve in this area.” This reassurance can help reduce defensiveness and encourage a more open and positive response to the feedback.

Follow Up

Feedback doesn’t end with the conversation. It’s important to follow up and see how the team member is progressing. This shows that you’re committed to their development and that you’re invested in seeing them succeed. A simple check-in a week or two later can make a big difference.

For example, you might say, “I just wanted to check-in and see how you’re doing with the changes we discussed. Have you noticed any improvements?” This follow-up also provides an opportunity to offer further support or adjust the approach if needed.

Giving constructive feedback is a vital part of managing a dispensary team. When done well, it can lead to significant improvements in both individual and team performance. By being clear, specific, and empathetic, and by focusing on solutions, you can ensure that your feedback is both effective and motivating. Remember, the goal of feedback is not just to point out what’s wrong, but to help your team grow and succeed.



Profitability Tools

Brand Comparisons

Dispex compares brands and generics across classes of medication. We have 34 different class comparisons, and these could be used to lay the foundations of a Dispensary friendly formulary – we have covered Respiratory, CVS, Diabetes, Women’s Health, Calcium and Vitamin D as well as Ocular Lubricants. Click [here](#) to access.

Generics Costing More Than Tariff

We provide an updated list of generics which cost more than the tariff reimbursement and what to do if you have dispensed this ever increasing list. Prices are updated regularly to take into account Concession prices. Each month, you should be able to reduce losses significantly by applying our Dispex solution to this growing problem. Click [here](#) to access.

The Dispex Nudger

Many of you have already started using the Dispex Nudger. If you haven’t explored it yet, it only takes a few minutes to see how it could benefit your practice.

Dispex knows that one of the biggest challenges for clinicians using a dispensary-friendly formulary is simply remembering all the details, like when to prescribe generically, when a brand is needed, and which brand to choose. That’s why we created the Dispex Nudger, a gentle pop-up reminder that appears during prescribing to highlight when a more dispensary-friendly option might be worth considering.

Members can login to [this](#) page to watch our “how to” EMIS video, we also have a guide for SystmOne. Click [here](#) to access.



LUNCHTIME Tutorials

> BOOK NOW

DISPEX
EDUCATION

Busy dispensary? We're here to help you stay on top of your training requirements

We understand how demanding dispensary life can be, but we also know the importance of completing training to meet your DSQS requirements. That's why we continue to offer our popular 1-hour tutorial sessions, designed to be convenient, practical, and easy to fit into a busy working day. These "bite-sized" lunchtime sessions are ideal for keeping training up-to-date, refreshing existing knowledge and supporting busy dispensary teams short on time. Delegate feedback has been fantastic, and we're delighted to continue supporting practices with flexible learning opportunities.

JUNE

10th June - Endorsing for Dispensing Practices

JULY

7th July - NHSBSA Endorsing inc Referred Backs (W)

15th July - Controlled Drugs Part 1

22nd July - Understanding The dm+d

SEP

16th Sep - Controlled Drugs Part 2

OCT

14th Oct - DSQS & DRUMS Guidance

NOV

11th Nov - PAs & VAT: An easy-to-understand guide

Hosted by Dr Philip Koopowitz

25th Nov- Controlled Drugs Part 1

DEC

2nd Dec - Endorsing for Dispensing Practices



Delegate prices have been held at 2024 rates:

Members: £50+VAT pp/ps

Non-Members: £100+VAT pp/ps

W: webinar- Free members-only event



TIMES

Tutorials: 1pm-2pm

NHSBSA & Dispex Webinars: 12-1pm



Success Stories from Our Mentorship Programme

DDA Conference
Shilpa, Kirstye, Caitlin and Beth

Another Happy Customer

When people complete a training programme, the true measure of success is not only what they learned during the sessions, but what they go on to achieve afterwards. The feedback from one participant perfectly captures the impact our programme is designed to have - building confidence, improving processes and creating real change within the workplace.

From the very beginning, **Becky from North Yorkshire** described the experience as overwhelmingly positive, sharing that *"Every topic covered was invaluable."* She also highlighted the clarity and accessibility of the sessions, explaining that *"Everything was explained clearly and precisely without using any jargon."*

This balance of expert guidance and practical delivery is central to our approach. We believe training should feel supportive, understandable and immediately useful in day-to-day practice. That sense of support clearly came through throughout the programme, with Becky stating: *"I felt 100% supported."*

Perhaps most importantly, the programme helped transform confidence and decision-making within her role. When asked whether she felt more confident after completing the programme, Becky's answer was a clear *"Yes."*

The impact of the training was both immediate and far-reaching. Becky's enthusiasm for the programme was clear from the outset, *"The list of changes to implement*

from this programme was endless. I came away from each training session buzzing with enthusiasm and got started straight away with everything." Since completing the programme, Becky has introduced a wide range of improvements within her dispensary, including:

- Introducing a first aid box with eye wash and PPI supplies in the dispensary
- Updating SOPs
- Reviewing Cold Chain and CD folders
- Creating staff training folders
- Clearly marking and separating cytotoxic medications from stock
- Completing their first audit
- Carrying out risk assessments and taking action from the results
- Setting up a data matrix
- Introducing a red basket system for CD scripts to ensure they are booked out of the register
- Using ePACT reporting on the top 30 fast movers and most expensive dispensed items
- Beginning conversations with contacts about deals and discounts on items

Programme Details



READY TO TAKE THE PRESSURE OUT OF CQC?

We're delighted to introduce a brand-new session, **CQC & Compliance in Dispensing Practices**, to our mentorship programme. Designed to give you real clarity, not just theory.

Why this session matters.

CQC inspections aren't about perfection, they're about understanding your risks, systems and leadership. And it's often the small things that get practices into hot water, such as:

- Near misses not analysed
- SOPs not followed in practice
- Gaps in controlled drug records

Individually minor. Collectively, a red flag to inspectors.

In this 1:1 session, you'll learn:

- ✓ What CQC inspectors are really looking for
- ✓ How to evidence learning, not just record incidents
- ✓ How to strengthen Safe and Well-led domains (the most commonly downgraded)
- ✓ How to move from "paper compliance" to real-world systems that work
- ✓ How to confidently explain your risks and processes as a leader

Perfect for new or aspiring Dispensary Managers who want to:

- ✓ Avoid common compliance pitfalls
- ✓ Build strong leadership from day one
- ✓ Protect their practice and patients

The outcome.

Walk away with practical, dispensary-specific actions to:

- Improve patient safety
- Strengthen governance
- Feel confident and inspection-ready (without the stress)

Further information is available **here**. You may also be eligible for PCN Leadership & Management Funding, click **here** for details. Due to high demand, our next available start date is now June. To secure your June place, please contact the **office** as soon as possible to book.



Workshops

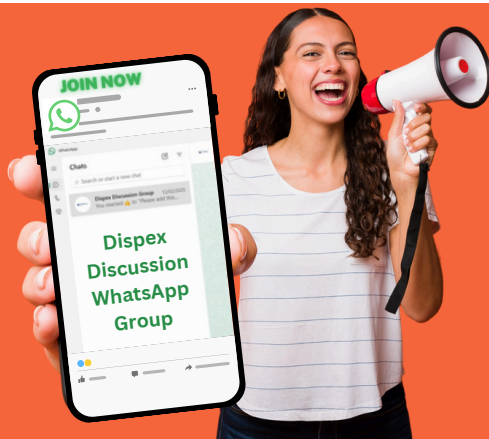
- 1a: Understanding Your Role
- 1b: Managing Complaints & Time Management
- 1c: CQC & Compliance in Dispensing Practices
- 2a: Regulatory Compliance and Record Keeping
- 2b: SOPs, Cold Chain Compliance, and Health & Safety
- 3: Prescription on Handling and NHS Interaction
- 4: Safety and Quality Assurance
- 5: Operational efficiency
- 6: Business Management
- 7: Purchasing and Stock Control
- 8: Interaction with others
- 9: Controlled Drugs (CD)

For a Workshop Series Overview click **here**

This is a proposed workshop flow for the programme, which can be tailored to meet each learner's needs.

**MEMBER DISCOUNT APPLIES
TRAINING@DISPEX.NET**

MEMBERS ONLY



JOIN HERE



May

The Dispex WhatsApp group continued to provide members with fast, practical support throughout May, with teams sharing real-world advice on compliance, operational challenges, and everyday dispensing queries. Discussions throughout the month demonstrated the value of having instant access to experienced peers who understand the pressures faced in practice every day.

Recent conversations included:

- **NHSBSA submission deadlines:** Members discussed end-of-month submission pressures around the bank holiday period, sharing reassurance and clarification around acceptable submission timelines and operational planning.
- **Sharps bin processes and responsibilities:** Members compared approaches to issuing, replacing, and disposing of sharps bins, including differences in local council collection arrangements and FP10 supply processes.
- **Medication review processes:** Teams shared practical solutions for managing repeat medication reviews, including the use of digital questionnaires.
- **Prescription payment and receipt queries:** Members quickly supported each other with guidance around NHS receipt requirements, patient reimbursement concerns, and best practice when handling retrospective requests.
- **Waste prescription handling:** Useful peer discussion took place around the correct disposal and recording of unused or incomplete prescriptions, helping members maintain compliance and consistency.
- **Training and compliance support:** The group also promoted tutorials, including Controlled Drugs training sessions designed to strengthen legal knowledge, improve processes and support safe practice.

Throughout May, Philip Koopowitz also shared important operational updates and profitability resources, including concession pricing information and NHSBSA guidance, helping members stay informed and make confident business decisions in real time.

The discussions continue to show that the Dispex member community is far more than a chat group; it is a trusted support network where professionals can ask questions, share experiences and receive practical, experience-based answers within minutes.

If you're not in the group, you're missing out on free peer support and expert-led discussions that help dispensary teams stay informed, efficient and confident every day.

MEMBERS JOIN HERE



AH, WE HAVE A SOP FOR THAT

 dispex.net

The Dispensary	The Prescription	Controlled Drugs	Quality Control	High Risk Medicines
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Create additional SOPs via Dispex AI



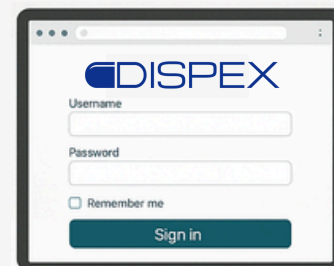


EDUCATION

PROFITABILITY TOOLS

SUPPORT

Supporting Dispensing Practices for Over Two Decades



Dispex is a trusted and respected name among dispensing professionals, serving as a central hub for dispensing practices and recognised for consistently delivering expert guidance, practical resources and dedicated support. Through specialist training and profitability insights, we help our members enhance the efficiency, performance and profitability of their dispensary.



ONLINE PROFITABILITY AREA

Tables and reports to boost your dispensing profitability. Plus access to Dispex AI - supporting admin workload.



EDUCATION

Dispex is recognised as the UK's leading educational provider for dispensing training, offering both remote & in-person options.



PARTNERSHIP WITH e:CASS

Automate purchasing, compare pricing and get accurate insights. Plus, DISPEX TEMPLATES.
dispex.net/innovating-with-e-cass



WHATSAPP GROUP

Connect with peers and share knowledge in real-time with the Dispex community.



GUIDE & RESOURCE BOOKS

Access highly acclaimed guides, including Dispensary Management, Prescription Clerk's and Understanding the PCSE Online Drug Statements.



DEDICATED SUPPORT

From prescribing & dispensing queries to profitability management, expert help is only a phone call, email or a WhatsApp chat away.



MEMBER DISCOUNTS

Exclusive rates on products and services for members. Plus, free SOP templates and free bite-sized Drug Tariff training.



Rethinking financial leadership in General Practice

Recent NHS contract announcements highlight the growing tension between rising costs and constrained funding in general practice. Understanding what this means for financial leadership and long-term sustainability is now a critical issue for partners and practice managers alike.

The recent 2026/27 NHS contract announcements reflect some of these pressures, with increased investment of £485 million representing 3.6% cash growth, compared with 7.2% cash growth for 2025/26. The original 2026/27 contract update assumed a 2.5% increase in staff costs. The DDRB subsequently recommended a 3.5% pay rise, which has been reflected in the global sum; however, this does not extend to all staff. This creates a pressure point where other staff may reasonably expect a similar level of pay increase, raising the question of how these additional costs will be funded.

This funding gap compounds existing financial pressures, including rising property and operating costs, and further constrains already tight practice margins. While contract commentary suggests that the uplifts are intended to address some of these cost pressures, it remains open to debate whether they are sufficient.

Against this backdrop, finance leadership within general practice is becoming increasingly complex.

Practice managers and partners are expected to respond to economic uncertainty, rising patient demand and an evolving regulatory environment, while continuing to deliver safe, sustainable care. The finance function can no longer operate solely as a reporting or compliance mechanism; it is increasingly central to supporting informed decision-making and long-term viability.

The role of the finance lead is changing accordingly. A value-focused mindset, a longer-term view of sustainability and more effective use of data are now critical. In many practices, finance leadership forms only part of a wider Practice Manager remit, requiring careful prioritisation across competing operational demands. Today's finance lead may be managing issues ranging from workforce resilience to digital security and acting not simply as a custodian of financial information, but as a key contributor to organisational resilience and value.

In practice, this means finance leaders are often expected to engage with themes traditionally associated with larger organisations, including:

- Building workforce resilience, attracting and retaining talent
- Implementing technology automation and driving digital transformation
- Pushing boundaries with innovation
- Data and analytical insights
- Reporting and accounting technology
- Supply chain resilience
- Safeguarding against risks and fraud.

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Understandably, many practices are stepping back to sense-check whether their finance function is equipped for this. For some, this is about streamlining processes or strengthening financial controls. For others, it may involve improving data visibility, clarifying leadership responsibilities or investing in technology. The aim is not to create additional burden, but to enable finance leaders to focus on what matters most and support better, more informed decisions.

Professional advisers can support this process by offering independent insight, robust benchmarking and practical guidance. At BDO, we work with primary care providers to help partners and management teams identify where their finance function delivers the greatest value, using comparative data and proven frameworks to shape future priorities. Our benchmarking reports add value by comparing performance and cost against similar-sized practices, providing clear insight into profitability and informing strategic planning.

For help to improve your finance function, please get in touch.

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DISPEX ANSWERS

The experts at Dispex provide answers to the most common questions, quoting the relevant regulations.

dispex.net



Q

We're planning on training up a receptionist as a dispenser. Do you have a list of dispensing qualifications which are accepted for DSQS etc?

Dispex members can login **here** to find out the answer.

We will continue to add more questions and answers over time.

A



Ask the Experts

Don't forget Dispex members have access to our support helplines!



dispex.net



enquiries@dispex.net



01604 859000 (10am-12pm)



Dispex WhatsApp Group



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