AIMS AND OBJECTIVES
This course is aimed at all Dispensary Managers, not only those who are new to the role and want to ensure they are getting the most out of the Dispensary and their staff, but also more experienced Dispensary Managers who want to share best practice, network with other dispensary managers or take a new look at working patterns and ideas. This course would also assist Dispensers who are preparing to progress to a Dispensary Management role.

Registration
Your Role- What is your role?

Management Techniques- time management, regular and annual tasks, protected time, clinical/ formulary meetings, general meetings, time saving suggestions

Dispensary Layout - security, spaghetti walking, the elephant's foot, avoiding choke points, shelving, storage issues and the CD cabinet

Stock Control and Rotation- maximising profit and minimising waste

Your Team- staffing hours, choosing your staff, inheriting staff, qualifications, responsibilities, the boundaries of the dispensers' role, breaks, double checking, the ideal management setup, hierarchies, regular team meetings, dispensing speed, incentivising your staff, bonus payments, employee of the month, staff appraisals and dealing with fraud

Dealing with product recalls
Automatic ordering of prescriptions
Owings and how to reduce them
Home Delivery
Checking systems and Vivitech
Fridge Lines

Confidentiality
Standard Operating Procedures
DSQS
Controlled Drugs
Risk assessment
Questions

Subject to slight changes on the day

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