



Queen Elizabeth Hospital Birmingham   
Part of University Hospitals Birmingham  
NHS Foundation Trust

## Improving Profitability and Providing Efficient Service

Queen Elizabeth Hospital Birmingham, United Kingdom

The Pharmacy @ QEHB Ltd, a trust-created subsidiary company, was opened to run the outpatient pharmacy. The space that was available was deemed to small to deliver the quality of service required by the Trust. However with the implementation of a Rowa Vmax™ system with integrated stock-inputting system, Queen Elizabeth Hospital Birmingham can now store 16,000 packs, which would have been challenging without the implementation of the automated solution with Rowa technologies.

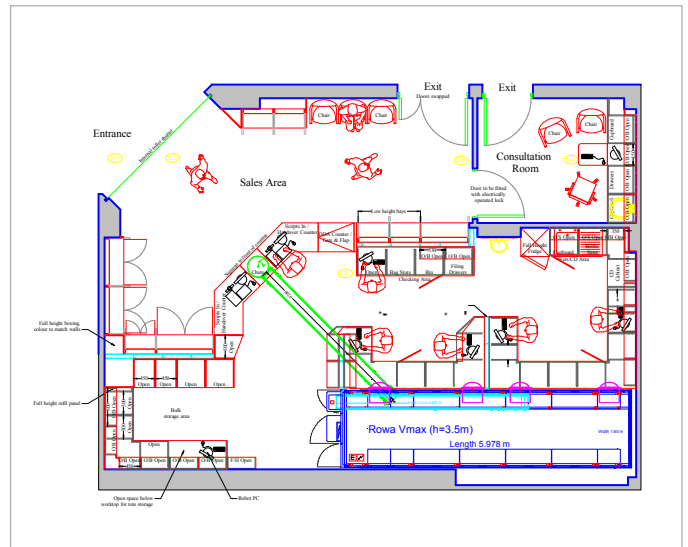
## Facts & Figures

Rowa Vmax system  
5.97m L × 1.63m W × 3.50m H

Capacity: approx. 16,000 packs

8,000 items / months

Waiting times reduced by 39 min to 11 min<sup>1</sup>



## Operational efficiency

The pharmacy are managing roughly 8,000 items per month with only 3 dispensary technicians and 2 pharmacists. This is a staff reduction of 40% since installing the robot. 350 OTC lines are stored in the robot, as well as prescription medication. Not only does this save space, Pharmacy @ QEHB achieved a £40k turnover<sup>1</sup> in one financial year through OTC sales.

<sup>1</sup> Queen Elizabeth Hospital Birmingham, Internal Analysis Pre and Post Automation, Birmingham, United Kingdom, 2012

## Medication Safety

The pharmacy have had no errors since installing the robot, thus improving accuracy, reducing dispensing costs and improving medication safety.

## Improved customer experience

Waiting times have been reduced from 50 minutes, to just 11 minutes in one year<sup>1</sup>. In addition, staff now have the time to deliver a great level of customer service thanks to the Rowa robot, which pharmacist Liz Wilmott believes “is core to the operation of their service”.



*“This sort of state-of-the-art technology is becoming more popular in pharmacy provision, both in hospitals and community pharmacies. It can dispense a variety of different medicines in seconds – at incredible speeds and without error. This really will be of huge benefit to patients.”*

Inderjit Singh, Associate Director of Commercial Pharmacy Services, Queen Elizabeth Hospital Birmingham

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