

A satellite pharmacy dispensing service to enable efficient patients' discharge and accurate medicine therapy

# ● Design For Health

**Collaborative Project 2021-22**

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# The Challenge

Often changes to the medicines taken by patients after a surgery, are made close to the time of their discharge. Changes in medicines are due to the results of tests or investigations. This reduces the efficiency and effectiveness of planned discharge and can cause delay if medicines must be re-prescribed and then re-dispensed by Pharmacy. Due to the time taken by the Dispensary for processing and dispensing new prescribed medicines can be long, delays and errors in medication can take place. This may result in the patient leaving hospital without or the incorrect medication.

Currently all medicines required are sent to the pharmacy dispensary.

The dispensary manages all prescriptions from the hospital, these include medicines for inpatients' use, discharge medication and outpatient medication. The dispensing process includes selecting the drug, labelling and then checking the medication. The standard turnaround time can be around 2 hours or longer depending on other pressures and staff capacity.

To improve the discharge turnaround, RBHHs dispenses as close to the patient discharge as possible. The discharge lounge is an area within the hospital where patients can wait prior to discharge. There is only limited room in the discharge lounge and pharmacy staff need some working space to dispense and re-label medicines.

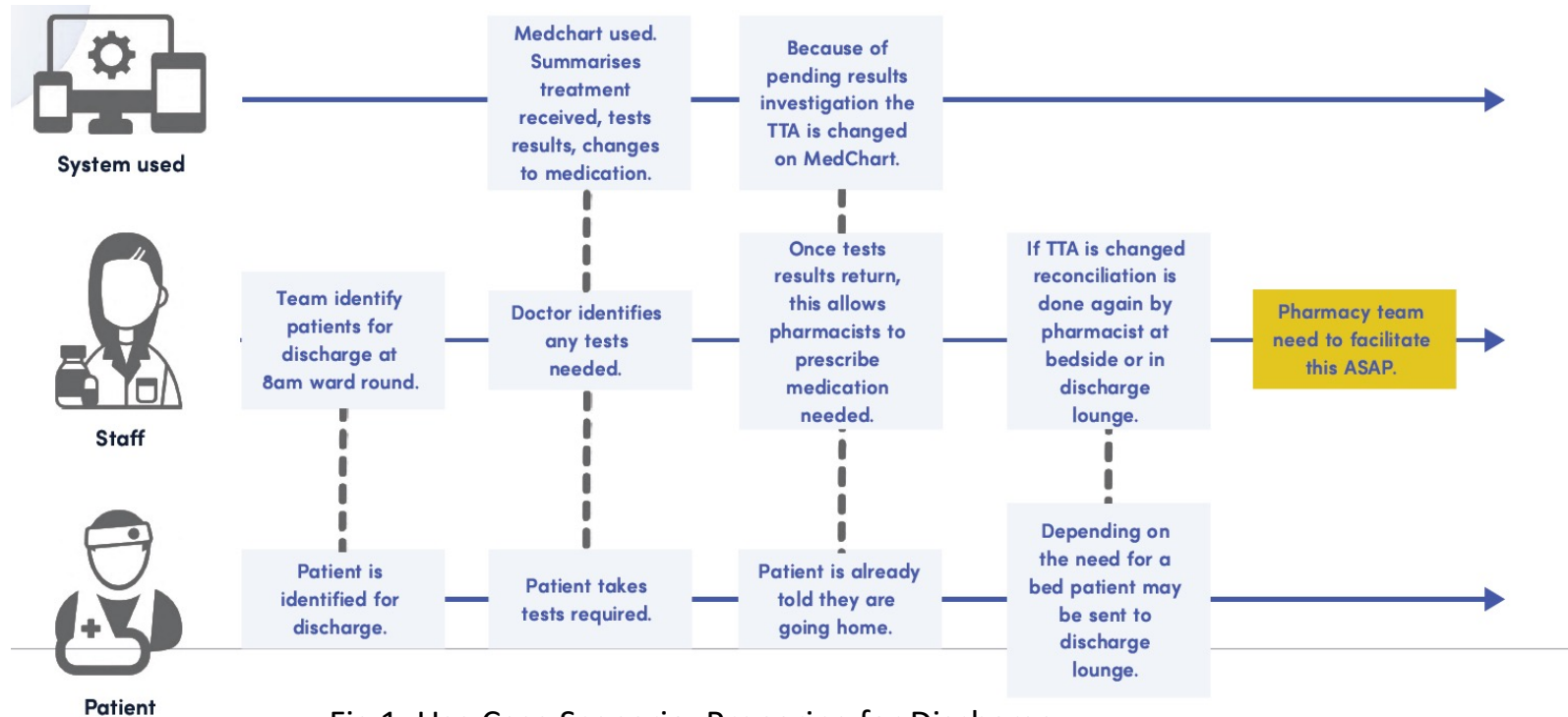


Fig 1: Use Case Scenario: Preparing for Discharge

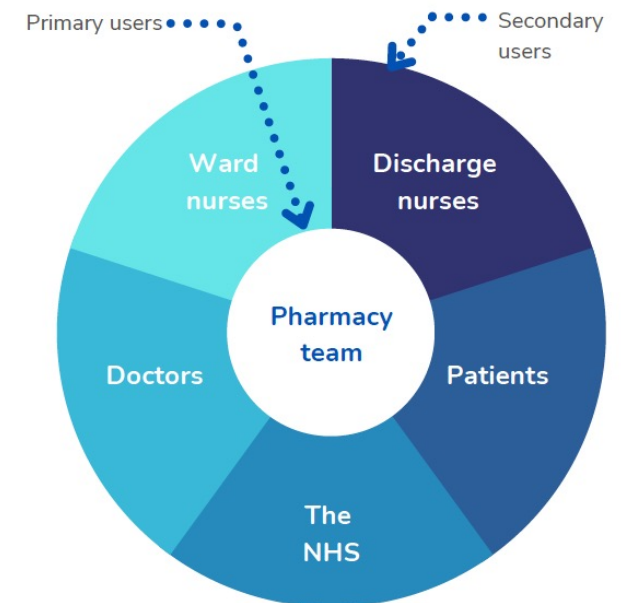


Fig. 2: Identified User groups