

Pharmacy Strategy 2024/29

NGH Pharmacy Strategic Priorities

Dedicated to Excellence Theme	UHN/Division	Strategic Priority	How will we measure this?	Is there a target?
Quality	UHN Dedicated to Excellence	System wide medicines optimisation strategy	Strategy in place with plans to drive countywide priorities and improvements in safe and effective medicines use, aligned decision making processes	Sep-29
Systems and Partnerships	Division - CSS - Pharmacy	Service Collaboration	Shared vision across UHN on clinical pharmacy services delivery, aligned to wider clinical collaboration work, improved support for specialist services through collaboration	Mar-26
Systems and Partnerships	Division - CSS - Pharmacy	Workforce collaboration	System wide workforce plan, shared training opportunities, skill mix review, implementation of changes in foundation pharmacist training, cross sector working, improved recruitment and staff retention	Mar-25
Quality	Division - CSS - Pharmacy	Harness technology to improve quality and efficiency	Pharmacy robot opportunities maximised, EPMA implemented, support for digital medicines developments (e.g. electronic cabinets, robotic delivery of medicines)	Mar-29
Quality	Division - CSS - Pharmacy	Deliver a sustainable service model enabling support for core and speciality services	Risk based approach to service provision, review of dedicated ward pharmacy model, Aseptic services review, benchmarking, compliance with recommendations of national bodies	Mar-26
People	Division - CSS - Pharmacy	Ensure that Pharmacy team culture is positive, inclusive and encourages collective responsibility	Staff survey scores, staff turnover	Mar-25
Sustainability	Division - CSS - Pharmacy	Deliver a service in which environmental impact and sustainability are core considerations	Improved Pharmacy working environment, reduced waste, environmental impact routinely included in projects	Mar-27

Patient: Excellent patient experience shaped by the patient voice

Quality: Outstanding quality healthcare underpinned by continuous, patient centred improvement and innovation

Systems and Partnerships: Seamless, timely pathways for all people's health needs, working together with our partners

Sustainability: A resilient and creative University Hospital Group, embracing every opportunity to improve care

People: An inclusive place to work where people are empowered to make a difference

Pharmacy Plan 2024/25	Pharmacy Strategic Priority
Install new robot and implement changes to working practice	Harness technology to improve quality and efficiency
Build into undercroft and redesign Pharmacy space	Deliver a service in which environmental impact and sustainability are core considerations
EPMA implementation / rollout including digital medicine cabinets	Harness technology to improve quality and efficiency
Development of safe discharge pathway for patient medications - internally and with system partners (NHFT, Primary Care, etc)	System wide medicines optimisation strategy
Pharmacy staff training, recruitment and retention plan	Workforce collaboration
Reduce medicines waste within Pharmacy	Deliver a service in which environmental impact and sustainability are core considerations
Implement Medical Gases tracking system	Deliver a service in which environmental impact and sustainability are core considerations
Identify areas for collaboration with KGH and UHL	Service Collaboration
Complete late nights QI projects	Deliver a sustainable service model enabling support for core and speciality services

Communicate plan and celebrate successes	Ensure that Pharmacy team culture is positive, inclusive and encourages collective responsibility
Ensure all staff have regular 1-1 with their line managers	Ensure that Pharmacy team culture is positive, inclusive and encourages collective responsibility
Look for opportunities for socialising and Pharmacy team building	Ensure that Pharmacy team culture is positive, inclusive and encourages collective responsibility
Scope extended roles for pharmacy technicians	Deliver a sustainable service model enabling support for core and speciality services