

Driving change to improve outcomes.



The Power of Innovation: Digital solutions within a Clinical Homecare Setting.

Liz Keating – Chief Patient Officer



1

Vision to reality.

Our Team

Mohammed Sheikh

CEO of Personal Homecare Pharmacy (PHP)

With >15 years experience in pharmacy, PHP was founded in response to the growing need for patient centered homecare services.

PHP is driven by a focused commitment to improve the provision of medications and support to patients receiving care at home.



“Our focus has always been to understand how clinical homecare can change to improve peoples health care experience and outcomes”.

2

A trusted partner of the NHS

Vison to reality

We have been awarded placements on several key NHS tender frameworks, allowing us to offer essential support for people requiring homecare medicines and support.

From prescription to home delivery, we have streamlined homecare management, placing patients at the heart of our technology driven approach.



**Medication
Delivery**



**Clinical
Support**



**NHS
Partnership**



Planning and Delivery

We set up a multi-disciplinary project team using our in-house team and external advice from many experts.

We identified:

1. The Challenges / Issues
2. What needed to improve
3. How could we make it happen.

Finally we

1. mapped improved pathways
2. Adopted a proven technology from an other sector to improve homecare pharmacy pathway challenges
3. Selected a new IP provider and implemented an e-commerce platform managed by Adobe called Magento 2.



New Thinking &
Service Re-design



Leadership &
Collaboration



Re-purpose existing
technology

Impact and Results

We designed and developed three new portals and implemented AI to create an efficient Prescription Management and Labelling System.



Collaboration,
Clinical Safety, Data
Security, Technical
Security,
Interoperability,
Usability and
Accessibility.

1

Patient Portal

2

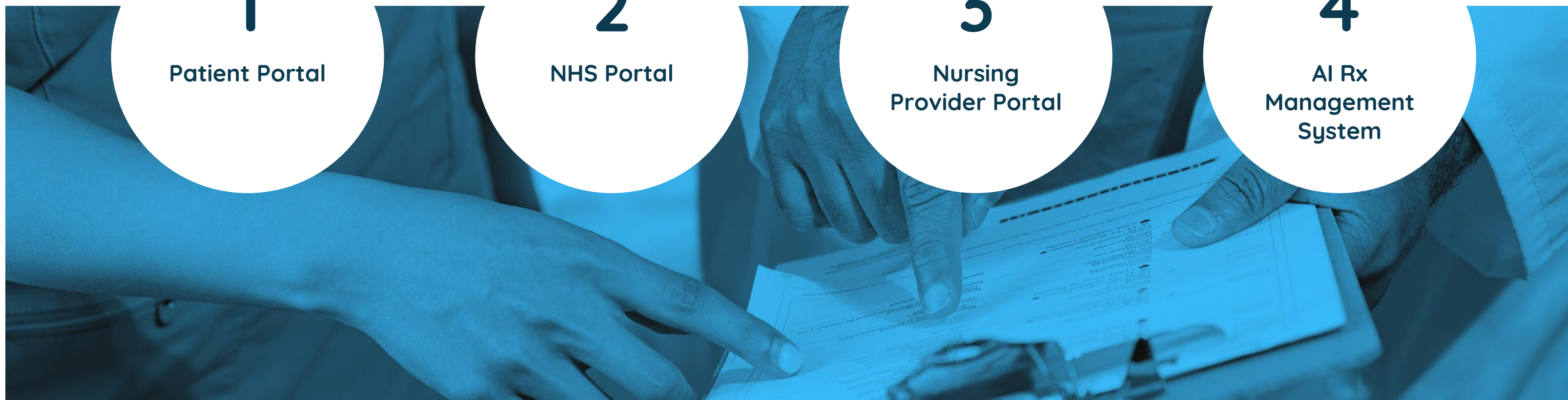
NHS Portal

3

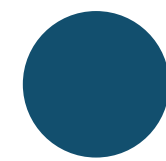
Nursing
Provider Portal

4

AI Rx
Management
System



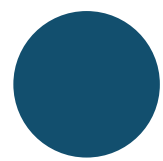
Portals 1, 2, 3



Patient Portal:

Patient's can...

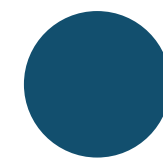
1. Choose a date, time and location for medication delivery.
2. Access relevant information and materials about their medication.
3. Assist in managing appropriate stock levels.



NHS Portal:

NHS Trusts can...

1. View each patients status including prescription and scheduled deliveries.
2. Rapidly resolve queries
3. Oversee efficient Invoice Management



Nursing Provider Portal:

Nursing Provider can...

1. Receive efficient and fast referral of new patients
2. Provision of Referral forms and prescriptions sent electronically
3. Effectively deliver against KPI's

6

Introduction of E Sign in collaboration with Portsmouth Hospital University NHS Trust ¹...

1. The average time from prescription signing to receipt at PHP decreased from 11.18 days to 1.9 days

2. The proportion of prescriptions received within 1 working day increased from approximately 3.5% to 59% - streamlining the medication dispensing process.

Our AI-driven Prescription Management System has enabled...

1. Automated prescription scanning and data extraction
2. Reduce prescription processing delays, ensuring timely medicine delivery
3. Increased interoperability between the NHS and PHP, Improve query resolution times and Patient Safety
4. Enhance governance and auditing of dispensing errors
5. Moving to paperless Prescription management – Net zero targets.

Summary

Relevance to other groups....

- NHS is undergoing significant change
 - Analogue to digital
 - Hospitals to community settings
 - Sickness to prevention
- It is estimated 6.8 million people are living with health conditions that could be appropriate for Clinical Homecare².
- The Homecare Industry has the ability to grow. Clinical Homecare could be a significant solution to support the needs of the NHS if we can continue to transform clinical practice. PHP is truly committed to serving patients and the NHS whilst continuing to learn, develop and enhance our services.



Resources / Sources

-  Ref 1. Case Studies with NHS Trusts: <https://www.homecare-pharmacy.co.uk/case-studies/portsmouth-case-study>
-  Testimonials: <https://www.homecare-pharmacy.co.uk/testimonials>
-  Ref 2. The value of Clinical Homecare to NHS, Patients and Society
<https://www.clinicalhomecare.org/bestkeptsecret/>
-  RPS Professional Standards for Homecare Services – 2024
<https://www.rpharms.com/recognition/setting-professional-standards/homecare-services-professional-standards>



Thank You

Happy to take any questions.



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