

celesio

LloydsPharmacy  
Healthcare Services

AAH Hospital  
Services

LloydsPharmacy  
Clinical  
Homecare

Healthcare Centre  
from LloydsPharmacy

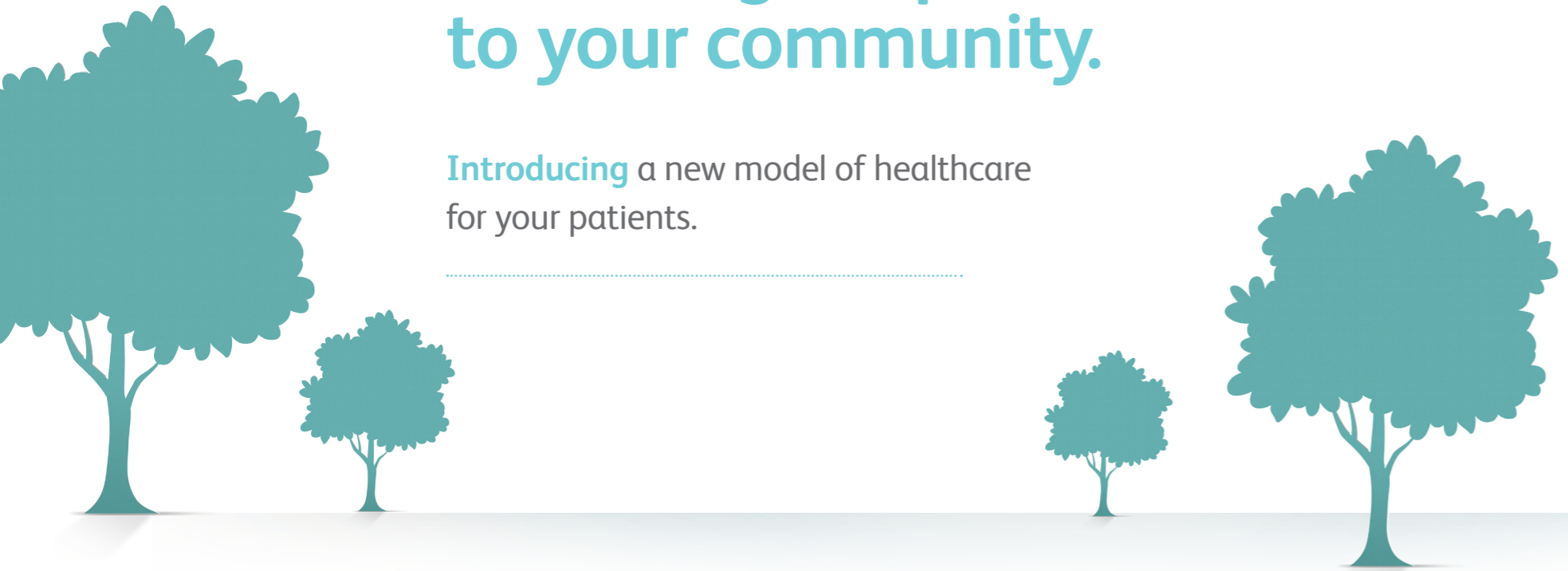
# Healthcare Centres from LloydsPharmacy

Moving hospital care closer to home



# Improve patient experience and transform capacity by delivering hospital care direct to your community.

Introducing a new model of healthcare for your patients.



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Patient expectations and NHS challenges demand different thinking. By partnering with Celesio UK we can work together to deliver new models of care.



## Forward thinking

At Celesio UK, we are challenging established ways of delivering healthcare and pharmacy services, from product right through to patient.

Patients have very different needs, so we believe in meeting them in a more individual and focused way.

As a company Celesio UK are moving from a healthcare supply chain partner, taking medicines up to dispensing point, to a full end-to-end healthcare provider. Supported by our national network of specialist trained nurses we can now dispense and administer patient medicines in a community care setting.

**Reinventing Health...**  
Not just a statement  
but a passion for change



# Our journey to a new model of care

Four years ago we set out on a journey to change the way we serve our patients, customers and partners.

With significant challenges facing the UK health sector and changes in customer expectations, we have evolved the patient and customer service models to create a more tailored healthcare experience.

We did this through investing in digital platforms, increasing access to pharmacy through our supermarket pharmacies and adding new clinical homecare services to our portfolio.

As the leading hospital pharmacy outsourced partner, it was important to embrace the Lord Carter Report of Operational Productivity and Performance and its recommendations.

By working with our customers, we developed new services that not only improved the patient experience but also delivered efficiency savings.

An example of this is where we are now able to support patient discharge, getting patients home from hospital sooner by dispensing their discharge medicines in the community. Ultimately giving the patient back time and improving patient flow in hospitals.

Through our strategic acquisitions, in supermarket pharmacy, clinical homecare and distribution, combined with the talent of our people, we have extended our patient offering. We have increased our reach to patients with over 1800 pharmacies placed at the heart of our communities.

Resulting in us moving even closer to our vision of a healthier world where people can live life to the full – now and in the future.

## Our family of brands



# Our vision and mission

## Our Vision

Is a healthier world where more people can live life to the fullest.

## Our Mission

Is to effectively, efficiently and passionately deliver innovative healthcare services that equip and inspire more positive lives.

Find out more, download the Celesio digital brochure from [celesio.co.uk/reinventinghealth](https://celesio.co.uk/reinventinghealth)

# Healthcare Centres



## The end-to-end specialist healthcare provider

Celesio UK, the parent company of LloydsPharmacy, AAH and LloydsPharmacy Clinical Homecare (LPCH) has developed a model of care that provides an alternative option to patients who require infusion and injectable medicines.

Co-located with a LloydsPharmacy and delivered by a specialist nursing team, patients can now opt to receive their infusion or injection treatment in a local LloydsPharmacy Healthcare Centre.

### The service

We are improving the patient experience by bringing care closer to the patient's home. Through a partnership model we can support you by creating additional space and capacity to treat patients who require infusion or subcutaneous injection treatments. Ultimately improving patient choice, delivering efficiencies and cost savings.

The centres will be situated away from the hospital – reducing visits to hospital for patients as well as being conveniently located in the community.

Similarly to the infusion centres, patients could also receive injectable treatments via a clinically trained pharmacist within the community. The patient is also supported by pharmacists based at our clinical contact centre.

The centres will meet all of the quality and safety standards set out by the NHS Trust and Care Quality Commission as well as providing a welcoming environment for the patient. The location of the centres will be mutually agreed between Celesio and your NHS Trust to optimise patient access and manage demand.

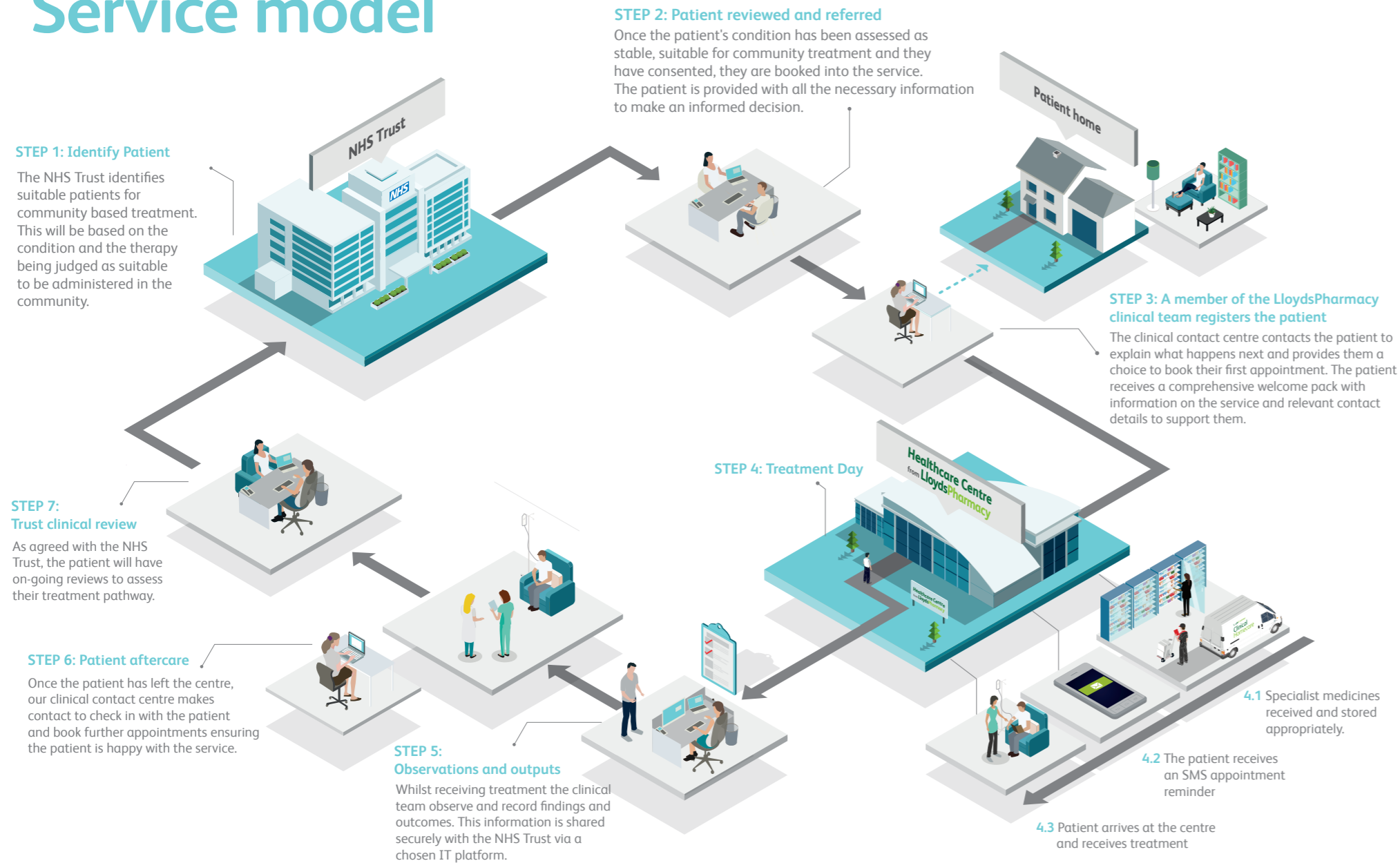
Working in partnership with your Trust, a dedicated Development and Service Design Team will develop the most effective service model for your patients and will also support your Trust's strategic challenges. Our nationwide network of LloydsPharmacy stores will provide your NHS Trust with a broad choice of geographical locations.

- ✓ Improve patient choice
- ✓ Transform capacity
- ✓ Alternative choice to hospital treatment
- ✓ Deliver the most cost effective care

**Healthcare Centre**  
from **LloydsPharmacy**



# Service model



## Below are key components of our service model



### Patient Experience

Patients attending one of our centres will be asked to provide feedback on all elements of the service and experience. This information will be reported back quarterly to the NHS Trust in addition to contractual KPIs. The centres will provide:

- Accessible car parking
- Public transport located near-by
- Holistic needs assessment
- Access to advice and support information
- Ability to bring a family member or friend
- Media devices to watch TV/films etc
- WiFi
- Refreshments



### Prescription

All medication will be dispensed in advance of the appointment at the centre. Celesio UK has its own compounding facility so has the infrastructure to manage the entire prescription journey from manufacturer to administration.



### Patient and Public Information

A range of appropriate information booklets and leaflets will be available at all centres. All new patients will be fully informed by the clinical contact centre about their treatment requirements such as phlebotomy, location of the relevant centre and additional services available. The patient will also receive an information pack which will include contact numbers for the LloydsPharmacy team.



### Information Systems

The service model is supported by secure IT systems, that will enable appropriate clinical and operational data to be shared with the NHS. In addition, all patient data and information governance policies will be followed and adhered to.



### Clinical Contact Centre

All patients will be supported by our telephone based clinical team. This team will book in appointments but also support each patient ensuring they are happy with the service.



### Pathology

Point of care testing will be available on site, where appropriate, for a one-stop service.



## Key service model components continued...



### Safety

A dedicated and patient-focused clinical service will be delivered through clearly defined roles and responsibilities underpinned by our Safer Care culture centring on the patient. Patients will only receive care from specialist and experienced professionals. Our teams will work as part of an integrated service and work closely with the NHS Trust medical teams to ensure the care is seamless for the patient, transparent to audit and optimise the quality of clinical care. We are governed by the Care Quality Commission regulations meaning all associated audits and assessments are adhered to.



#### Underpinned by SaferCare

Patient Safety is at the heart of everything we do and through our Safer Care programme we are embedding a safety culture across our whole network where colleagues take individual ownership of their contribution to patient care driving clinical outcomes through patient centred professionalism.



### Clinical Governance

Working in line with the Trust's clinical governance, each centre will have an agreed clinical governance framework for accountability and continuously improving the quality of the services. They will also safeguard high standards of care by creating an environment in which excellence in clinical care will flourish.



### Infection Prevention and Control

All centres will adhere to the Celesio UK infection control policy in line with Trust's expectations. They will also be subject to annual infection control assessments and audits.



### Incidents and Complaints

Any incident or complaint will be investigated in line with the LloydsPharmacy Safer Care and NHS Trust protocols, and in conjunction with the NHS Trust's complaints procedure.



Our teams will work as part of an integrated NHS service and work closely with the NHS Trust medical teams to deliver the best possible patient experience.

# Additional hospital healthcare services

Celesio UK is working in partnership with hospitals, to deliver sustainable transformation across the UK's health sector through innovative healthcare provision.



Driving efficiencies and improving patient experience through outsourced services.



### Speciality services in the community

Enhancing community healthcare by providing specialist treatment for oncology and immunology in a community based infusion centre or specialist pharmacy.



### Clinical homecare

Providing patient choice while reducing the pressure on hospital services through our growing range of at-home treatments for complex therapy areas.



### Hospital pharmacy supply

Through AAH Hospital Services we supply every hospital in the UK, twice a day with the medicines they need to treat patients.



### Hospital pharmacy services

Addressing the Carter Review recommendations with an end-to-end outsourced dispensing solution.





Register to become one of our first  
Healthcare Centre partners:

[www.celesio.co.uk/healthcarecentres](http://www.celesio.co.uk/healthcarecentres)

Or call David Willis, Celesio UK National Speciality  
Development Manager on:

**07702 155 500**

*More positive lives*