

# The development and implementation of a full webster packing service in rural NSW

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As the Australian population grows older, so does the requirement for there to be adequate clinical services for our ever aging population. Pharmacy has offered various ways of packaging medicine to reduce the risk of adverse events and organise patients who require medication. Webstercare (Australia) offers one of these systems and Webster-pak organises medicine in an easy to use, well labelled and easy to remember system. Dose by dose, day by day, all the pills and capsules are put together conveniently to reduce the chances of something going wrong.

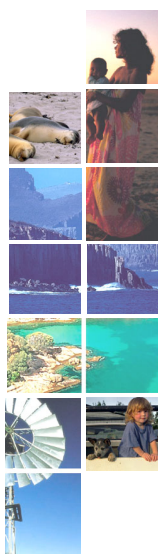
## AIM

Two years ago we purchased two pharmacies in Wagga Wagga, NSW. One of the existing pharmacies was supplying Webster paks to five aged care facilities, four community group homes and many private patients. Initially we reorganised the way this service was actually provided, as we were unhappy with the ad hoc nature of the service. Procedures and processes were not clear to pharmacy and nursing home staff. Customers are interested in their health, but requiring more guidance with their medication. Pharmacy staff were in need of increased quality control and care with the packing and monitoring of patients. Our primary aim was therefore to improve the quality of health outcomes for our patients.

## METHOD

The solution to the above problem required many areas of the two pharmacies to be evaluated and improved, not just the Webster packing. Both Pharmacies successfully completed the accreditation process through the Pharmacy Guild of Australia for Quality Care in 2001. Locating and retaining qualified pharmacists has required creative and ongoing commitment to ensure that the pharmacies are able to be staffed appropriately. Professional development of pharmacy assistants, clerical and junior members of staff required organising appropriate staff meetings, lectures and expert visits.

In an effort to improve the health outcomes of our patients, we needed to change the way that the Aged Care facilities interacted with the pharmacy. The existing area for packaging Webster paks was inadequate because of the restricted space, small dispensary and unavailable direct telephone and fax facilities. After considerable thought and discussion with Aged Care facilities, nursing homes, private patients, staff and pharmacists we decided to relocate the Webster packing to our other pharmacy located 2.5 kilometres away. Turvey Tops Capital Chemist had a large partly used store room ideal for increasing the available space, as well as being close to the Aged facilities that required our services.



## RESULTS

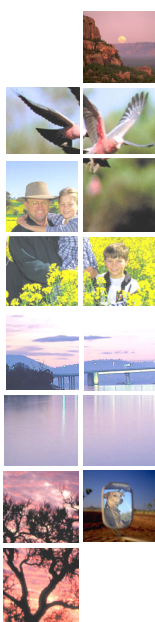
As a result of our changes we have given Aged care facilities, Nursing home residents and staff a more professional service and have improved the quality of care given to these patients. Customers are able to be counselled in a private room away from the busy front counter area. Telephone and fax facilities mean that interested patients can reach the Webster room directly, without going through the pharmacy telephone lines. Medical practitioners and surgeries can deal directly with the Webster room and the pharmacist can deal directly with them. The Turvey Tops Capital Chemist Webster Room has two full time staff as well as a pharmacist on duty during normal business hours. The pharmacist is available 7 days a week on a mobile service for emergencies.



## CONCLUSION

Two years further on we have developed a full clinical service providing access to timely and professional pharmacy services on a daily basis. This service includes provision of medication reviews for Nursing Homes as well as Home reviews, ongoing contact with appropriate general practitioners, hospital pharmacists and patients. Delivery services to private homes and aged facilities within Wagga Wagga and surrounding areas.

Finally, by sharing our experiences of establishing a more thorough and focused pharmacy clinical service, we hope to motivate other pharmacists to provide better services to their aged care facilities. The resulting facility that we now are working with is more professional, staff are aware of their responsibilities, and the general public has responded to it with increasing support.



## PRESENTERS

**Carl Cooper** graduated from the TCAE (now University of Tasmania) in Music Teaching in 1980 and taught in Tasmania, NSW, Queensland and the ACT. Experiencing a sea change in 1999, Carl enrolled in Pharmacy and has recently completed a BPharm from Charles Sturt University. Although mature in years, Carl believes that he can offer the profession new vision and a different way of relating to the public.

**Mandy Cooper** graduated from the University of Tasmania (BPharm) in 1983. She has practised as a community and clinical pharmacist in Tasmania, NSW, Queensland, Victoria and the ACT, as well as working in the UK. In 1999 Mandy moved from Canberra to Wagga Wagga and bought two pharmacies that serviced four nursing homes. Mandy will focus her presentation on the challenges that the country and her businesses made to her professional life.

