



# Setting Up Community Pharmacy in NGO

## What to consider?

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醫護行者 Health In Action

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Needs

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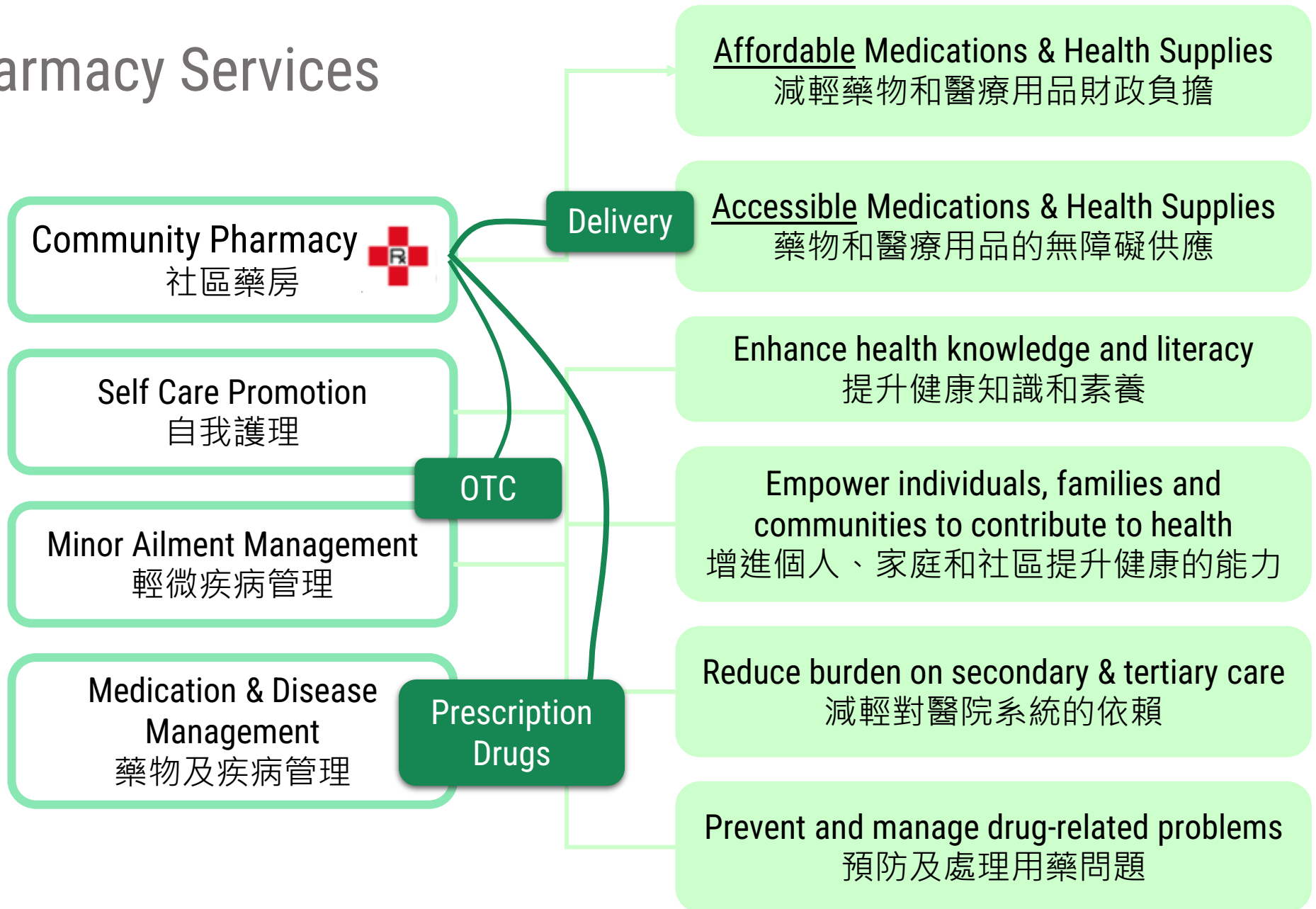
希望全港18區都有一間您嘅嘅社區藥房

# NGO Pharmacies (open to public)

- Hong Kong Island
  - Central and Western (Upcoming: 1)
  - Eastern
  - Southern (Upcoming: 1)
  - Wan Chai: 1
- Kowloon
  - Kowloon City: 1
  - Kwun Tong: 1
  - Sham Shui Po: 1 (Upcoming: 1)
  - Wong Tai Sin
  - Yau Tsim Mong (Upcoming: 2)
- New Territories
  - Islands
  - Kwai Tsing: 2
  - North
  - Sai Kung
  - Sha Tin: 1
  - Tai Po
  - Tsuen Wan
  - Tuen Mun: 1
  - Yuen Long

# Primary Care Pharmacy Services

## Pharmacists 藥劑師



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Money

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# Income & Expenditure

- Income
  - Pharmacist's service is essentially free of charge to the public
  - Sales of goods
  - Administrative fee
  - Commissioned service
- Expenditure
  - Once-off
    - Renovation, fixture and furniture
    - (Cashier/POS?)
  - Recurring
    - Salary
    - General expenses
    - (Rental?)
- Other costs to consider
  - Finance & administration
  - Marketing

Sustainability

**Social vs Money Return**

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# Service / Impact Evaluation

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# Service-specific evaluation

- Service volume
  - Enquiry, consultation and reach
  - (Transaction # & sales volume)
- People-centred outcomes
  - Drug-related problems
  - Health outcomes (diverse disease conditions covered by pharmacist service)
  - Knowledge, attitude, practice/behaviour
  - Patient empowerment
  - Patient journey
- Resource utilisation
  - Out-of-pocket cost
  - Avoided healthcare utilisation

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People

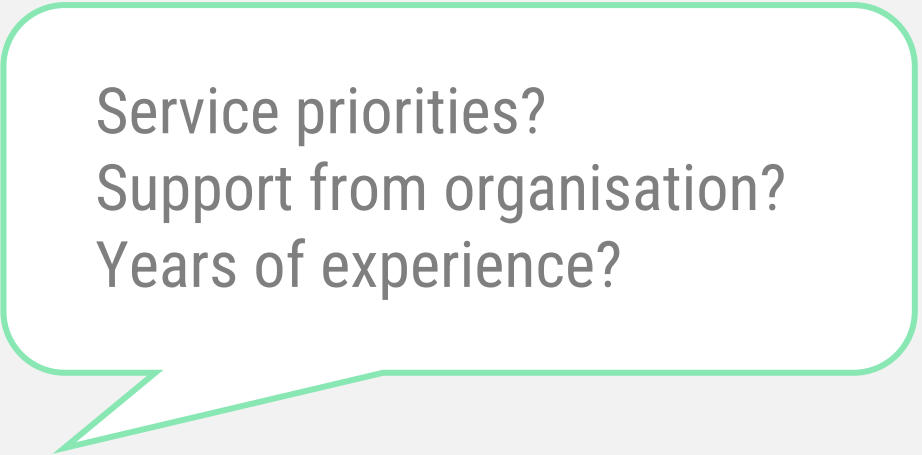
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# Roles and Responsibilities

- Community Pharmacy
  - Pharmacy Operation, e.g. dispensing
  - Procurement, e.g. terms & deals, pricing
  - Inventory Management
  - Formulary Management
  - Community health supplies hub
  - (Finance administration)
- Clinical Services
  - Medication management
  - Minor ailment management
  - Telepharmacy (as a mode of service delivery)
  - Immunisation (assessment and inoculation)
- Community engagement
  - Workshops & Talks (Public, NGO & Community Partners)
  - Digital & Social Media (Broader public)
  - Outreach (NGO partners)
  - Advocacy & Campaign
- Computer systems
  - Cashier system
  - Dispensing system
- Education & Training
  - Pharmacy students
  - Visiting Pharmacists

# Looking for the right person

- Pharmacy Management
  - License application and new pharmacy setup
  - Business aspects: procurement, inventory management, sales
  - Dispensing workflow & system
- Client care: Clinical knowledge and skills
  - Medication & disease management
  - Self-care and minor ailment
  - Multi- or trans-disciplinary mindset
  - Service/Practice management
- Community
  - Outreach, workshop and talks
  - Social media or media
  - Engagement of other stakeholders
- Bonus
  - IT skills
  - Professional network



Service priorities?  
Support from organisation?  
Years of experience?

# Salary

- Hospital Authority and Department of Health
  - Resident pharmacist
  - Pharmacist
- Retail Pharmacies
- Individual community pharmacies
- Industry
  
- Other NGOs
  - Master Pay Scale

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Work Arrangement

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# Work Arrangement

- Community Pharmacy
  - Opening hours commitment tied to the license
  - Walk-in nature of service
  - Access to pharmacy area when pharmacist is not on-duty
  - Locum arrangement
- Non-pharmacy based service
  - Outreach
  - Consultations
  - Backend duties

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Hardware & Software

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# Setting up a Community Pharmacy

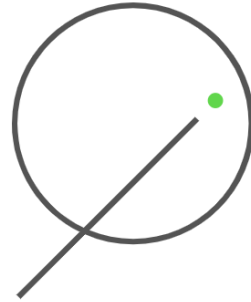
- Site: allows retail sales
- Structure & equipment
  - A lockable dispensary room for regulated medicines
  - Fridge (lockable)
  - Water tap & sink
  - Double-lock cabinet for dangerous drugs
  - Security system
  - Telephone line
  - (Expensive) Legally required reference books
  - Dispensing equipment
- Other items to consider
  - POS, finance admin reporting system
  - Dispensing system
  - Other service system

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# Collaborations

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**Primary Care Pharmacy**  
基層醫療藥劑服務



**Community Partnership**  
**Co-creation Scheme**  
**社區夥伴共創計劃**

All NGOs and Social Enterprises are welcome  
歡迎所有非政府機構及社會企業參與

Apply by 截止日期  
**03.SEP.2020**

# Collaborations, Synergy and Resources

- NGO-NGO
  - Economy of scale & information
  - Complementing service models and expertise
  - Collaboration/Partnership on funded projects
- NGO-University
  - Research and service evaluation
  - Knowledge exchange
  - Education and training
  - Professional resources ([pcpc.hku.hk](http://pcpc.hku.hk))

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Let's connect, share  
and co-create.

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