

Pharmacies Under Pressure

Pressure rising? Choose a partner that supports growth, not just dispensing.

The Great Nominations Swindle

Why patient choice and continuity of care must come first

Stress Levels Reduced

See how one pharmacy team reduced dispensing errors

What the sector
is saying



THE GREAT NOMINATIONS SWINDLE



Why patient choice and continuity of care must come first.

Across the sector, nominations remain one of the most talked-about and contentious issues facing community pharmacy.

What should be a straightforward process designed to support patient choice and continuity of care is, in too many cases, becoming a source of confusion, concern and growing mistrust.

From reports of patients being switched without clear consent to mounting frustration around so-called nomination theft, pharmacies are telling us that confidence is being tested at every level - from the dispensary to the wider profession.

At the heart of it sits a much bigger question: how do we protect patient trust, preserve continuity of care and ensure sustainable growth in a market where confidence matters more than ever?



Read the report

EDITOR'S NOTE

Welcome to the first edition of The CRx Journal, making its debut here at the IPA Conference.

There's no better place to launch it than in a room full of people who understand exactly what pharmacy is up against right now.

From creating the capacity needed for Pharmacy First and clinical consultations to the ongoing battles over nominations, this issue explores how modern pharmacy can achieve sustainable growth while protecting patient safety and continuity of care.

Dispensing remains the core.

The question is how the systems around it create the headroom for what comes next.

Inside, you'll find stories of pharmacies who are doing just that, alongside peer learning, sector insight and practical ideas from across our connected solution.

A huge thank you to the Cegedim Rx customers featured in this first edition for sharing what success looks like in the real world.

We're also delighted to welcome **Andy Gent** to the Cegedim Rx leadership team as we strengthen our focus on core pharmacy, and to spotlight our growing partnership with **Golden Tote** as we continue to support smarter and safer dispensing workflows.

Also worth a look is **Learn with Reena**, a monthly webinar series led by a pharmacist and business owner, bringing together regular spotlights, guest speakers and practical insight for pharmacy professionals.

The headlines may change. The need for smarter, connected ways of working does not.



Stephanie Yapp
Marketing Director



Discover how pharmacies are turning awareness into bookings.

Read the full story



Breaking News • Breaking News • Breaking News • Breaking News • Breaking News

YOUR WINDOW CAN SELL TOO

Across Community Pharmacy, tired poster walls are being replaced with dynamic digital displays that do more than decorate, they drive action. CRX Display brings your frontage to life, helping you promote services instantly and turn attention into bookings.

As one pharmacy shared, “our biggest challenge was awareness, now we can promote services at the touch of a button and see real growth in footfall and bookings.”

Customer Success Story

48 BRANCHES. ONE CLEAR VIEW. 50% SERVICE GROWTH.

Jardines Pharmacy switched to CRX Services ahead of flu season to gain real-time oversight and accelerate vaccinations. With spring COVID clinics now in full swing, read how Head of Services, Conor Steele is using that choice to drive smarter, scalable service growth.



Learn more



PHARMACIES UNDER PRESSURE

 **Tracey Robertson**
Managing Director

We all feel it. Time stretched, teams strained, margins tighter than ever and in moments like this, the partners you choose in business matter.

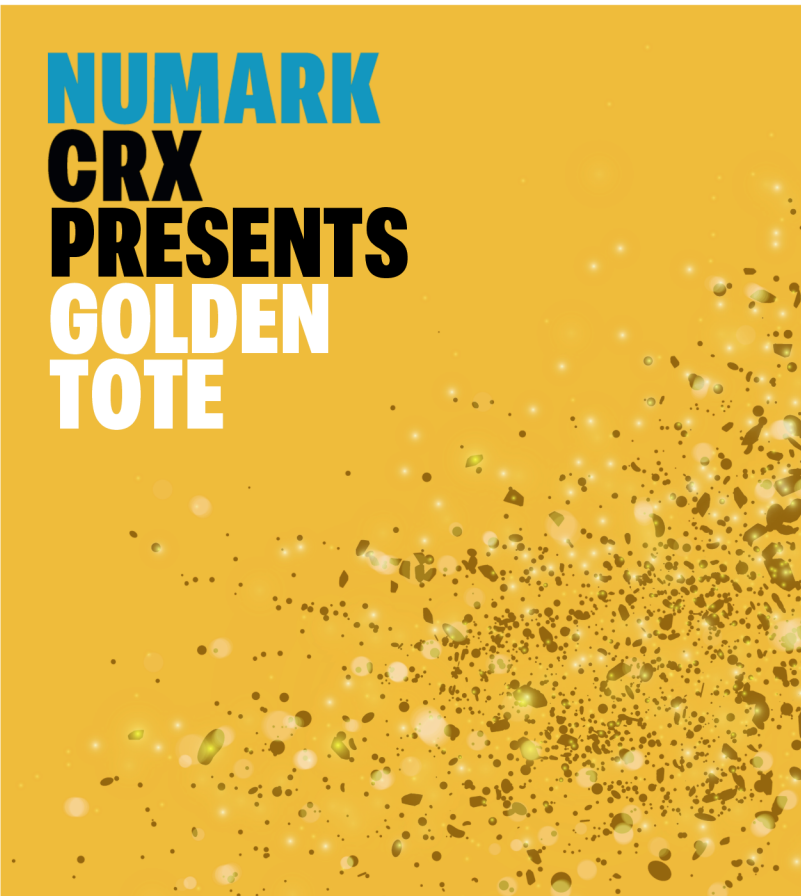
At Cegedim Rx, we believe your PMR should do more than support dispensing. Pharmacy Manager sits at the core of a smart, connected solution, linking intuitive clinical services and powerful business intelligence solutions to give joined up workflows, critical clinical governance and real time visibility so you can operate with clarity and confidence.

We're passionate about championing pharmacy, helping unlock opportunities for your business, your people and the health of your community.

So if you're feeling the pressure and questioning whether your current provider is really behind you, ask yourself which tech partner will not just help you cope, but support your business to grow sustainably and succeed.



Elaine Hall
Business Development Manager
Cegedim Rx



A SMARTER WAY TO RUN YOUR PHARMACY STARTS HERE

Multi-basket efficiencies!

Through an exclusive partnership between Cegedim Rx and Numark, members now have priority access to a complete pharmacy business solution designed to ease pressure and unlock growth.

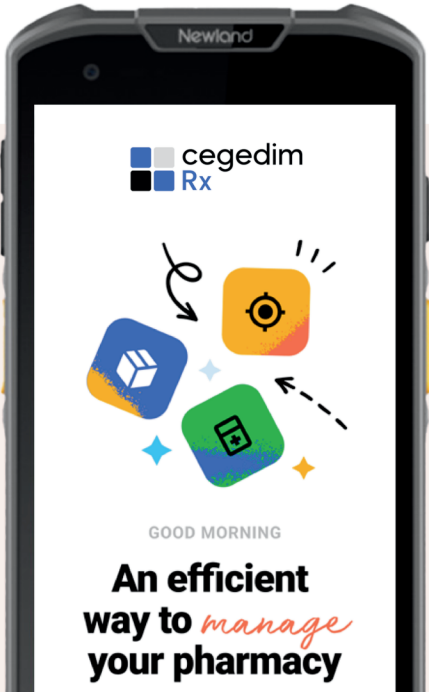
By combining dispensing efficiencies through Golden Tote, pharmacies can release up to 40 hours of dispensing capacity per week, process baskets faster, and reduce stockholding.

With exclusive rebates and a low monthly cost, it's a practical route to stronger margins and smarter operations. Because in today's pharmacy, efficiency isn't a luxury. It's the difference between keeping up and moving forward.

 **Lyle Byrne**
Commercial Director

CLASSIFIEDS

WANTED	FOUND	LOST	FOUND
More time for services	Connected workflows	45 minutes per shift searching for bags	CRx Scan





Customer Success Story

STRESS LEVELS REDUCED FROM DAY ONE

See how one pharmacy team reduced dispensing errors and gave time back to their staff with connected workflows and safer accuracy checks.



Learn more

PRESCRIBED FOR CURIOUS MINDS

Bite-sized virtual sessions, expert guest speakers, and fresh thinking on the topics shaping pharmacy today.

Connect with Reena on LinkedIn

CROSSWORD

ACROSS

- 1 Digital history of prescriptions and care stored in a PMR system.
- 3 Key benefit of digital pharmacy solutions that saves time and boosts productivity.
- 4 A top priority improved through barcode scanning and accuracy checks.
- 6 The process of preparing and issuing prescriptions safely and efficiently.

DOWN

- 1 Digital record system for managing prescriptions and patient data.
- 2 NHS and healthcare offerings that pharmacies deliver beyond dispensing, supported digitally.
- 5 Seamless connection with NHS systems and patient records for better care.

SPOT THE DIFFERENCE

Can you find the 8 differences?

Spot all eight. Circle. Share on Instagram. Win.

@cegedimrx



- Across

 - Patient Record
 - Efficiency
 - Patient Safety
 - Dispensing
- Down

 - PMR
 - Clinical Service
 - Integration