



Speeds  
Healthcare



*Supporting health and care providers achieve  
excellence in medicines management*

### Who are Speeds Healthcare?

Our mission is to support health and care providers achieve excellence in medicines management.

We are a national provider of outsourced pharmacy solutions to hospitals, clinics, specialist schools and care facilities. Our pharmacy team consists of specialist clinical and mental health pharmacists, pharmacy technicians and pharmacist trainers. We have a proven track record of experience and expertise in high volume medicines supplies and the provision of specialist medicines management services to establishments located across mainland UK.

### What makes Speeds Healthcare different?

1. With over 30 years' experience in all aspects of medicines handling and with a large team of specialist clinical pharmacists we are experts in medicines management.
2. Our clients only commission the services they actually need from us, anything from a one-off training session up to our comprehensive Assurance Pathway; now isn't that a refreshing way to do business?
3. We genuinely believe in what we do, we're passionate about our standards and sincere in the services we provide.

### How easy is it to use Speeds Healthcare?

It couldn't be easier. In fact, some of our clients are satisfied with their existing suppliers and keep them in place, just utilising Speeds Healthcare for the specialist medicines management services. Alternatively, if a full service and supply provision is required we'll manage the transition process for you, every step of the way.

### What are the benefits in using Speeds Healthcare?

- ✓ **Easy and accessible solutions**  
*We provide all possible solutions whatever your location*
- ✓ **Peace of mind**  
*The reassurance of access to an advice hotline providing support on any aspect of medicines management issue, every day of the year until 10pm.*
- ✓ **Greater ownership and confidence**  
*Inspired in your team after engaging with our comprehensive training & development services*
- ✓ **Saving staff time and resources**  
*With our dedicated supplies facility and comprehensive services offer you'll realise how much more efficient handling medicines can be*
- ✓ **Taking the worry away**  
*Allow us to assure you that your medicines management processes are compliant and safe*



## OUR ESSENTIAL SERVICE

1

Whatever your location, we will support you with an efficient and comprehensive medicines supply service.

Access to our added value services is at no extra charge, and includes an advice hotline direct to our specialist pharmacists, 365 days of the year until 10.00pm ... because sometimes you just need that reassurance.

## OUR ENHANCED SERVICE

2

The next stage up from our Essential Service has specialist pharmacists and pharmacy technicians attending your site to provide a range of medicines management services that are bespoke to your requirements.

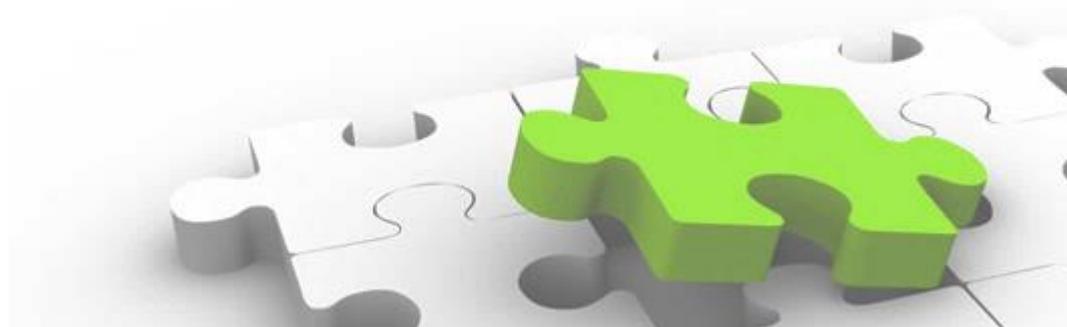
Whether it be a mock inspection audit, an aspect of medicines training, a clinical pharmacy service, or a patient 1-to-1 clinic, we have a solution for your medicines management needs. Furthermore, as there is complete flexibility in the frequency of attendance and nature of activities that can be commissioned this service provides all the benefits of on-site pharmacy involvement within a tight cost budget.

## OUR ASSURANCE PROGRAMME

3

Our Assurance Programme is our complete and comprehensive solution to assure you of excellence in medicines management.

This service is designed to reduce risks, maintain compliance, and improve quality in all aspects of medicines management. It comprises of an agreed pre-defined level of on-site support which facilitates our specialist pharmacists becoming an extended part of your own team. If you want complete assurance in regard to medicine management then this is the service for you.



# Speeds Healthcare

## OUR KEY SERVICE AREAS

### Healthcare Supplies

Speeds Hospital Pharmacy

Speeds Care Home Pharmacy

Medical Equipment & Sundries

Specialist Wholesale & Distribution

Vaccination Services

The Aesthetics Pharmacy

### Training & Development Services

Workshops

Medicines Management Training

Specialist Medicines Training

Other Healthcare Training

Regulations & Standards Training

Competency Assessments

### Audit & Compliance Services

Meds Mgt. Policies & Procedures

Medicines Mgt. Audits

Document Systems

Clinical Governance

CQC Compliance

Regulatory Registration Assistance

On-site Support & Advice Hotline

Mock CQC Inspections / Monitoring Visit

Information & Guidance Documents

### Clinical Pharmacy Services

Medicines Information Service

Patient 1-to-1 Clinics

Prescription Chart Review

MDT & Clinical Round Participation

Specialist Clinical Audits

Patient Medicines Optimisation

Formulary Development

Development of PGDs

Clinical Practice Documents

### Business Efficiency Services

Business Analytics

Cost-effective Prescribing

Procurement Efficiencies

Waste Minimisation

Electronic MAR

Operational systems & processes

### SUPPORTING

PRIVATE HOSPITALS

PHARMA COMPANIES

CARE HOMES

SPECIALIST SCHOOLS

GP, DENTISTS & PRIVATE CLINIICS

MERGERS, ADMINISTRATIONS & INSOLVENCY

PRISONS

HOMECARE SERVICES



**Medical Director**  
Danshell Healthcare

*"Speeds have been our sole supplier for a number of years and have proved to be extremely reliable in providing medication according to our patients' fluctuating mental health needs. Medication always arrives on a reliable and predictable basis, as agreed...."*

*"Their training has been of such a high standard that Speeds are now our sole supplier of medicines-related training...."*

*"Speeds have proven to be very knowledgeable and competent in clinical pharmacy advice; our clinicians value their expert advice greatly. I would have no hesitation in recommending Speeds Healthcare...."*

**Director of Governance and Risk**  
St. George Healthcare Group

*"Speeds Healthcare are very organised and reliable in their service provision. They have supported us in managing organisational change; even where timescales were tight Speeds have managed that change within the time, scope and quality outlined. This included introducing new paperwork, benchmarking service requirements and training staff... Since working with Speeds Healthcare our errors in dispensing at both hospitals have been negligible..."*

*Speeds has highly competent staff that are well trained and communicate effectively at all levels. Orders are planned in advance and within the pre-agreed timeframes and requirements for additional services have always been met..."*

*Speeds Healthcare has clear clinical and managerial governance systems with clear lines of responsibilities and accountability..."*

**Managing Director**  
Mental Healthcare UK

*"When managing a group with 8 units, we commissioned Speeds to deliver comprehensive pharmacy input into all sites. Speeds Healthcare were instrumental in identifying shortfalls and making the necessary positive changes. Training was delivered, new and more accurate documentation was implemented and all medicines-related procedures were reviewed. These interventions protected the service users, staff and our company..."*

*Specialist clinical Pharmacists from Speeds support and guide our doctors and nurses which proved to be invaluable..."*

**Chief Executive Officer**  
Regency Hospital Group

*"Speeds Healthcare have provided amazing service supporting us to lift the standards in all areas of Medication Management for all hospital sites. They provide a 'World Class' service, which fulfilled mine and CQC's requirements on every level in relation to the operating standards and outcomes they require. From training staff to correctly administer the medication to the design of the clinic area, they have introduced controls to ensure minimum stock levels of medication and elimination of errors around medicines...."*

*Their staff are highly trained and effective professionals who really understand their business. They demonstrate excellent dispensing practice, helping us to reduce errors and non-compliances...."*

*Speeds supported the introduction of our own audit procedure and shared in our success when we consistently achieved a 95% rate of non-compliances within medicines.*

*Because of their need to be successful at what they do, and their shared passion to get things right first time our company reaped the benefits in areas such as: cost savings, quality standards, knowledgeable staff, clinical and managerial systems and most importantly the service user experience..."*

*Speeds are simply the human side of medication and system management..."*

## A 20+ bed secure independent hospital in the North West of England

An independent hospital contacted Speeds Healthcare having recently undergone an unannounced inspection by the Care Quality Commission (CQC).

The CQC inspection deemed the hospital to have “significant risks directly relating to medicines”. The risks, as assessed by the inspectors, covered several areas and were deemed serious enough, if not resolved, to risk the hospital’s registration in the future.

Speeds Healthcare was contacted to support the hospital with an independent review of their standards and practices. Following a comprehensive medicines management audit by Speeds Healthcare a summary of risks and an accompanying robust action plan to correct deficiencies was provided for the hospital management.

As a result, the hospital management commissioned Speeds Healthcare to assist them in driving a rapid improvement in standards through delivery of the action plan. An ‘Assurance Pathway’ to deliver and sustain improvement was agreed with the hospital. A 12-week initial period of intensive support was proposed, followed by a period of gradually reduced input to maintain and ensure on-going compliance. The support was provided by a team of specialist pharmacists and technicians from Speeds Healthcare who introduced new systems and processes, accompanying documentation, bespoke training and mentoring of key hospital staff. At the conclusion of the initial 12-week period, a repeat medicines management audit was conducted to quantify the improvements achieved and identify further areas requiring attention.

Subsequent to addressing key risks to ensure patient safety, the focus of the ‘Assurance Pathway’ moved to improving the quality of the entire medicines management process from the decision to prescribe through to achievement of therapeutic goals. Speeds Healthcare specialist pharmacists became integral to the MDT reviews to provide guidance on prescribing, and one-to-one patient clinics were held to facilitate patient understanding of their medicines. Simultaneously, a framework of checks-and-balances were also introduced to ensure that systems and processes were maintained at the appropriate standards.

CQC returned six months after their original visit and a Speeds Healthcare Pharmacist was in attendance to support the hospital team and provide appropriate feedback on behalf of the hospital. CQC observed significant improvement and the hospital’s ongoing registration preserved.

