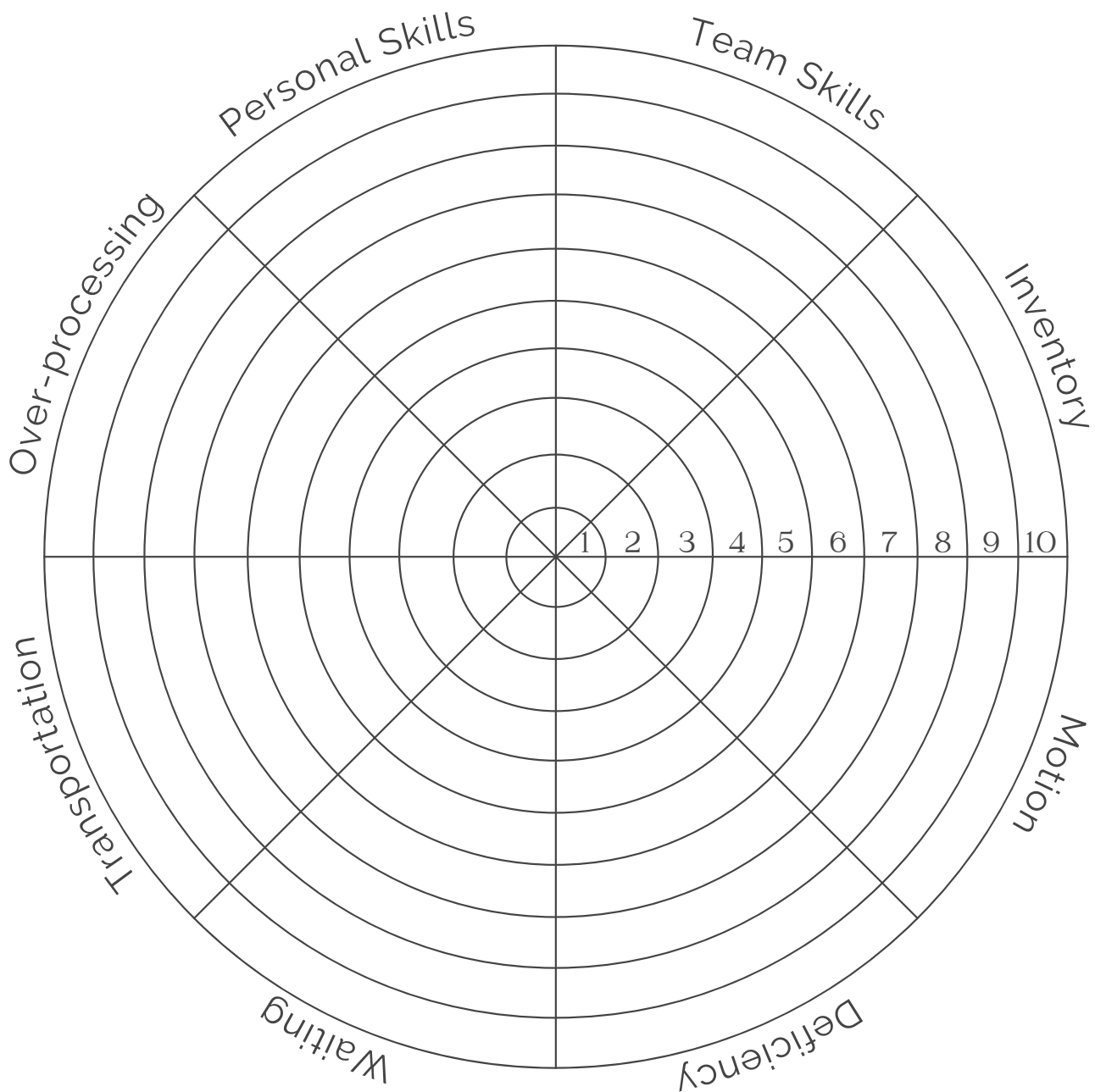


The Wheel of Waste

The wheel of waste helps to visualise the areas of your practice which could be having the greatest detrimental impact on your investment of time at work. Identify where you are wasting unnecessary time so you can free it up, and invest it doing something more productive, valuable, meaningful or inspiring.

Using your scores from the 'Time Wastage Audit' on the next 2 pages, map out your scores on the wheel. The higher the score, the more this area of your practice is detrimentally impacting your time.



Time Wastage Audit

Read the statements in each of the areas below. For each statement you can relate to, place a 1 in the box. Add up your scores in each of the respective areas and plot them out on your 'Wheel of Waste'.

Personal Skills

- 1 I struggle to relinquish control of tasks
- 2 I frequently multitask/ switch tasks
- 3 I put off tasks/ leave them to last minute
- 4 I regularly work overtime/take work home
- 5 I regularly monitor the work of others
- 6 I rarely have team meetings/huddles
- 7 I feel I can't trust people to do the job right
- 8 I struggle to manage my time effectively
- 9 I struggle to find time for new services
- 10 I am struggling with stress and burnout

Score

Team Skills

- 1 Frequent team absences/ shortages
- 2 Certain team members need more training
- 3 Members of team demotivated/stressed
- 4 Team roles not well defined
- 5 Lack of accountability in the team
- 6 Inflexible team members
- 7 Rarely able to take breaks
- 8 Low awareness of team skill mix
- 9 Team members duplicating work
- 10 Lack of delegation

Score

Inventory

- 1 Medicine out of stock is impacting time
- 2 I spend time chasing medicine alternatives
- 3 Owings are not efficiently managed
- 4 MDS is too time consuming vs output
- 5 Holding minimum stock - more ordering
- 6 Spend excess time looking for best deals
- 7 Inadequate IT system for stock control
- 8 Team fails to manage its inventory well
- 9 Need to source stock from many suppliers
- 10 I am responsible for medicine ordering

Score

Motion

- 1 Dispensary/workspace is cluttered
- 2 Popular Rx items not near dispensing area
- 3 Excess time spent looking for prescriptions/stock
- 4 Competing for space in the dispensary/ poor layout
- 5 Inefficient task assignment or communication
- 6 eRD consuming excess time
- 7 Unnecessary movement of medications or supplies
- 8 Have to use multiple websites for ordering
- 9 Pharmacist duplicating work of team
- 10 Transfer data from paper to digital

Score

Time Wastage Audit

Read the statements in each of the areas below. For each statement you can relate to, place a 1 in the box. Add up your scores in each of the respective areas and plot them out on your 'Wheel of Waste'.

Defects

- 1 We have occasional near misses/errors
- 2 Miscommunication between GP/Patients
- 3 Incorrect information entry errors (i.e. labels)
- 4 Deliveries late/ missing/ incorrect
- 5 Clunky dispensing process
- 6 Unclaimed payments due to work pressures or inadequate PMR system
- 7 Irrelevant CPCS referrals
- 8 MDS/blister pack changes or mistakes
- 9 Mislacing prescriptions, medications, or supplies
- 10 Lack of clear instruction when delegating

Score

Waiting

- 1 Waiting to get GP on phone
- 2 Waiting for responses to communication
- 3 Waiting on stock deliveries
- 4 Patients are waiting excessive times for prescriptions
- 5 Slow computing system
- 6 Waiting on someone else to finish task
- 7 Waiting to use computers
- 8 Patients turn up for script before ready
- 9 Waiting for prescription checks
- 10 Staff waiting on instructions/delegation

Score

Transportation

- 1 Unnecessary movement of medications or supplies between storage areas
- 2 Inefficient commute to work
- 3 Wholesaler delivery issues
- 4 Several deliveries a day to process
- 5 Dispensary/pharmacy layout needs improving
- 6 Inefficient prescription process needing streamlined
- 7 Patients having to return for prescriptions due to omissions
- 8 Movement of equipment/stock between pharmacies e.g. sharing of BP equipment
- 9 Multiple storage locations for same products
- 10 Inefficient medication returns

Score

Over-processing

- 1 Mis-filing prescriptions
- 2 Repeat handling of EPT scripts
- 3 Duplication of work in pharmacy processes
- 4 Too many people dealing with 1 task/patient
- 5 Taking repeat prescription on the phone
- 6 Task reporting in multiple formats/systems
- 7 Excess administration in pharmacy processes
- 8 MDS processing overly time consuming
- 9 Pharmacy services needing streamlined
- 10 Lack of coordination in team tasks

Score