

NICK LOGAN PHARMACIST ADVICE

BUSINESS OVERVIEW

NICK LOGAN PHARMACIST ADVICE IS A SERVICE ORIENTED PHARMACY WITH VERY STRONG TIES TO THE COMMUNITY.

They are 'forward dispensing' and run regular health programs. Nick started in the pharmacy in 1995. He 'grabbed the shop by the horns' and became the sole owner in 2003. He has 3 staff members with Pharmacy Degrees on the floor every day, to talk people through their prescriptions. All together there are 14 staff, all qualified and who love working in this environment.



“We attract high achieving pharmacists because of the forward dispensing approach. They want to use their knowledge and their counselling skills.”
Nick Logan, Pharmacist & Owner.

Sustainability Drivers

Nick Logan sees sustainability as being able to deliver consistency. Customers like repetition and quality and the shop has always been a commercially strong business. Sustainability is holistic, about tweaking, making small changes as the business evolves. Sustainability means examining the business at every level, from paper waste, energy efficiency and appropriate rostering of staff. The breadth of sustainability for Nick Logan includes great customer service, energy efficiency, community health programs and engaging staff meetings. Working with a team who want to practice world class primary health care is what inspires him. His team really set the bar high and he is proud of the they work well together and are at a point where they can be flexible, have work life balance and offset fatigue. He is so glad that sustainability objectives provide outcomes that can really benefit his business and his team.

Results and Badges



Energy Saver:

Energy consistently down since lighting upgrade, green champions at team meetings make suggestions and report use to staff. Timers and new circuit board provided significant further cuts, easier to set timers for individual lights/areas.



Waste Saver:

Shift to electronic health records, recycling of paper waste. Works with suppliers to reduce/change and minimise packaging waste. Online statements/invoices reduce mail and paper waste.



Community Support:

Consultative programs through local community organisations to deliver improved health outcomes. Housing Connection, Outreach Centre. Smoking cessation program, 3 staff involved in development and delivery, working with North Shore Outreach Centre, focus on schizophrenic clients with successful outcomes. Medications are packed, delivered by bicycle and explained to the outreach centre clients and elderly local community who find it difficult to get to the store. Donations to charities, speaking at conferences, education programs, in store 'Med Checks'.



Sustainable Purchasing:

Sourcing quality products, undertake supplier and product research, relationships with suppliers. Stock control and consolidation of deliveries.



Staff Support:

Staff are well respected, trained and educated, empowered. Champions suggest new ideas/initiatives at each meeting. Team working in consultation with other health groups, searching for best reach and outcomes, evolving and networking. Professional development opportunities. More flexibility in working hours now, offsets fatigue, increases team moral and well being.



“The team want to solve health problems. As a team we strive for best practice and excellence in primary health care.”



Accessibility:

Offer delivery service for customers. Medication packaged and distributed to the Outreach Centre and to local community (allowing people to stay in their homes for 4-5 years longer). Advocate for wheel chair access to Artarmon Station. Actively engages with community groups to provide access to pharmacist care, Med Checks in store, education programs for disadvantaged communities.

Communicating the Message

The Nick Logan Pharmacist Advice model is to have accessible pharmacists on the floor for advice and talking with customers. All qualified staff wear ‘Ben Casey’ pharmacists uniforms, so they are easily recognised as professionals. Early childhood nurse comes in first and third Thursdays for free early childhood checks.

Changes in Attitudes or Behaviour

The team are really humming, staff are engaged, inspired, and involved in exciting research and developing community education programs. They feel like they are well respected, receiving professional recognition and have more flexibility with Nick also able to cover shifts. Customers are ferociously loyal, with positive feedback from customers that recognise and value their goal as a community pharmacy.

“Find people who think like you and behave like you and who you like and group with them to do business. This can allow you to evolve and build networks for opportunity.”

Working with the BBP team

BBP held our hand through the energy assessment and lighting upgrade, as well as supporting our ideas to improve the Artarmon village.

Next Steps

Explore opportunities for joint waste and recycling and marketing opportunities for the village and try to engage with landlords in Artarmon more actively.



More information

Owner: Nick Logan
Shop 8, 96 Hampden Road
Artarmon, NSW, 2064
Tel: 02 9419 6880

Register

Contact Better Business Partnership
Call: 9777 7519
Visit: www.betterbusinesspartnership.com.au

Tips for other businesses

“Reward & respect your staff, recognise & appreciate what they are doing.”

Key Achievement

Quit smoking program has achieved groundbreaking results particularly with people with mental health issues. The team have received professional accolades for its development.



BETTER BUSINESS PARTNERSHIP
Success through sustainability