

RETAIL DESIGN CONSULTANTS – DELIVERING EXCELLENCE IN PHARMACY DESIGN AND FIT-OUT

With a strong track record of pharmacy design and fit-out for independent community pharmacies in Scotland over the past two decades, Retail Design Consultants (RDC) continues to set the bar for how pharmacies deliver services for this generation and the next. Their range of experience in both traditional pharmacy design and fit-out and pharmacy design incorporating automation is unparalleled, with a robust reputation for quality, delivery and standard of service.

Pharmacy design has changed dramatically in recent years. RDC has proven credentials and is uniquely qualified to adapt to the evolution of the independent community pharmacy sector by providing fresh, original and practical solutions to pharmacists who are keen to embrace change and opportunity.

The pharmacy sector has also witnessed a seismic shift in the past decade towards a more clinical approach to healthcare, specialising in prescription medications, advise points and dispensing. That shift has been further amplified over the last twelve years with the introduction of automation. The installation of robots can be complex and RDC deliver successful outcomes through excellent contract management skills and a continual flow of communication between the client and the designer.

CLIENTS PERSPECTIVE

M & D GREEN DISPENSING CHEMISTS

Martin Green, owner of the M & D Green Dispensing Chemists, has collaborated with RDC on a number of his pharmacy design and fit-outs over the past five years. The company began in 1996 as a single dispensing chemist in the south side of Glasgow and has grown to include eleven pharmacies across Glasgow and the West of Scotland.



Commenting on his partnership with RDC, Martin said:

'What has always really impressed me about RDC is their transparency. Not only in delivery but also in their ability to work to an agreed financial structure and that is really appealing to me when planning my own budgets.'

'What also appeals to me is the one point of contact to sort out any issues which may arise during the lifetime of a project and their after-sales service. They are excellent problem solvers and they have a true insight into the M & D brand, working collaboratively with us over the years as the brand has evolved. At the beginning of every project, we will work together to prepare a vision of what the end-result should look like and after that point, I can put my full trust in RDC to deliver. This is undoubtedly one of my main motivators for using RDC on a repeat basis.'

CRAWFORDS PHARMACIES

Innovative, pioneering and with a keen eye for future growth are just some of the words which spring to mind when talking to Laura McGregor of Crawfords Pharmacy. A third-generation family business with its roots firmly established in the Shotts area of Glasgow, Crawfords Pharmacy was started in 1937 by Alec Crawford. Alec's daughter Marilyn qualified in 1968 and became part of the family business and was joined by her



daughter Laura in 2001. The family first appointed RDC over twelve years ago to design and fit-out their Shottskirk Road pharmacy and they were only the second pharmacy in Scotland to install automation. Fully embracing and recognising the service efficiencies made with automation, the family recently took the decision to appoint RDC to facilitate the replacement of their existing robot with a new cutting-edge BD Rowa robot at their Shottskirk Road premises and to fully redesign and fit-out their pharmacy at Shotts Health Centre.

Laura commented:

'When we first worked with RDC over twelve years ago, we were extremely impressed by their professionalism and their willingness to go the extra mile. When we took the decision to replace the robot at Shottskirk Road, we knew from previous experience that the installation of a new robot can be complex. You really need to partner with the right company to make the process as smooth as possible. RDC's knowledge and experience of the necessary alterations to the overall design of the pharmacy and creating a temporary dispensary during the install was again invaluable. Subsequent alterations had to be made to the shop



layout and design, and on completion, the pharmacy still looks as good today as it did twelve years ago.

'Our pharmacy at Shotts Health Centre doesn't have automation but needed a redesign and we asked RDC to use their vision and expertise to deliver a new look and feel to the pharmacy. What we have now is far more aesthetically pleasing and ergonomically, the pharmacy is much more user-friendly for customers and staff alike.'

Terry Cuthill of RDC, concluded:

'Every pharmacy is different in terms of size and layout, so we always go back to the drawing board each time to provide a design concept which works today, tomorrow and in the future.' •