

Bramble.cc helps the Royal Pharmaceutical Society meet regulatory demands

Regulatory body

As the professional and regulatory body for pharmacists in England, Scotland and Wales, the Royal Pharmaceutical Society of Great Britain promotes and develops the profession of pharmacy and regulates its members.

New legislation

The Society was experiencing increasing operational demands, due to new legislation directly affecting it, and therefore wanted to explore the possibility of implementing an EDRM system as part of its business response. Bramble.cc was engaged to help the Society with the initiation of this process in order to identify costs, savings, benefits and requirements so that a full business case might be developed.

Strategic scoping

The first stage was to conduct a scoping study. Through analysing the current environment and working practices, Bramble.cc was able to identify a number of areas in respect of information management and handling where improvements could be made to bring benefits in cost savings and business process improvement.

Following the scoping study, Bramble.cc developed a strategic vision for information management, an application architecture and more detailed requirements. Phasing of the application architecture provided the Society with several options not previously considered, varying from the introduction of electronic ways of working to ECM.

“Bramble.cc provided us with the independent and impartial expertise that we needed, and we have been delighted with their services and delivery. The outputs should make a big difference to the Society”

*Andy Langler,
Head of Information
Management and Technology
Royal Pharmaceutical Society
of Great Britain*

Case management

As a significant proportion of the Society’s work is case centred, and because there were particular operational pressures in this area, the decision was to introduce consistent case management working within the regulatory directorate as a first phase.

This first required the design of common and consistent business processes. Bramble.cc ran a series of workshops to analyse, design and model these new business processes. This was followed by the development of detailed procedures and practices for electronic ways of working and development of an integrated Microsoft Outlook tool for scheduling hearings and managing case activities.

Bramble.cc also assisted the Society in procuring a workflow technology to assist in automating part of the new case management business processes.



Results

The success of this project and its progress to date is built on the initial discovery work and later analysis that has allowed Bramble.cc to develop a deep understanding of the Society’s objectives, processes and practices. Using this knowledge, Bramble.cc has been able to take a holistic view of the Society’s information management needs and establish the changes that would offer the Society the greatest business benefit.



Bramble.cc is an independent information management consultancy. We have extensive experience in helping public and private sector organisations to embrace change in their information management strategies to achieve operational and bottom-line benefits.

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