SOFTWARE DESIGN – PHARMACY MANAGEMENT SYSTEM

Toseef Ashraf Parveen

Content

Introduction

Group 3 was tasked to make a project to build a pharmacy management system to improve the workflow and increase efficiency in various fields of a pharmacy. Some of this include; increased accuracy in prescription writing, better efficiency in inventory management, increase in customer satisfaction and comprehensive reports between many more. The team used a collaborative approach to this project. The team discussed tasks together and the team leader would assign tasks based on everyone's strengths and their working style. This makes an efficient utilization of resources and improves time management.

Reflection of team working

What worked well in our team?

Everyone in the team was very collaborative and contributed in any viable way. The team also communicated a lot so there were not any problems with 2 people doing the same tasks or someone not knowing what their tasks was. A group chat was made in teams where the team leader would assign the tasks and if anyone had a problem with the tasks or their role, this could be interchanged with another member. The team also had put deadlines every week, so they were not behind schedule.

What did not work well in our team?

At one point, the team were ahead of schedule and that made the team too complacent, this made the progress to slow done for a while. The team should had used this time to increase the quality of the project and find other areas to improve. The team also had a problem with members being ill or being absent, but this did not pose a major threat as this was communicated in advance through the team group chat.

Critical reflection on team working

Altogether, the team working was very pleasant and enjoyable. Every member in the team was incredibly supportive from the start and some members were willing to go beyond the tasks given. If a problem occurred within the team, everyone did their best to solve it even if it only affected a certain member.

Non-functional aspects of the project

What are the legal limitations of our project?

There are many legal limitations and rules for a pharmacy to adhere. Some of these examples are; all pharmacies should be transparent in their use of personal information and should inform patients where and how their data will be processed. All data must be protected, and data processes should have security levels in compliance with the data protection principles. Pharmacy owners should also ensure continues compliance with GDPR (General Data Protection Regulation) and should regularly review all data they hold or delete (Wardle, N. and Reissner, D.R. author D. (2018)). Most data are kept up to 2 years since last entry in pharmacies (Smith, K. (2019)).

What are the social implications on our project?

The PMS (Pharmacy Management System) is not only beneficial to the pharmacy owners but also to the patients. The PMS not only ensures high level of security, but it also increases customer satisfaction. It does this by enhancing communication by text messages and it also enhances patients' engagement with the pharmacy. There are also increases in the efficiency and accountability of the pharmacy which in turn ensures that the patient will receive their medication on time (Bhargava, A. (2022)).

What are the other ethical and professional issues with regards to our project?

Pharmacies must adhere to medication limits. Pharmacies will sometimes get requested a higher dose than prescribed, this must be rejected as without a reason or appropriate check it is not safe to do so. Some medications are illegal to sell without a prescription because they have higher side effects and only treat a specific condition (NHS (2019)). Pharmacy staff should also be trained to navigate through the system so they not only know what they are doing but they can also be efficient with it (General Pharmaceutical Council (2018)).

Personal contribution to the project

What was my contribution to the project?

The team leader would oversee all other members roles and tasks. The team leader was also in charge of dealing with any problems or discontentment that might occur with their given tasks. Apart from this, the introduction to the project, the scenario objectives and the team working strategy were also in its agenda.

How did I manage my workload?

The task given were split into smaller daily tasks. This task would help reach the weekly deadlines and if a situation were to happen were the daily task could not be done it would be postponed to another day or the amount of work would be added to the other daily tasks. Aside from this, there was also enough time left to perform any of the leadership role like helping solve problems that might occur.

How was my team working experience?

The team working experience was delightful as it was a good team that would communicate and will try hard to do their given roles. The discussions with other team members were immensely helpful as in this a lot of opinions were gathered which resulted in a lot of different solutions to a given problem.

Conclusion

A lot was learned through this project. Some of these are how splitting the workload with other members is crucial to be able to finish in time and to improve the quality of work as well. Communicating and listening to others is also especially important as this proportionally affects the quality of work and individual performance.

References

Smith, K. (2019). *Recommendations for the Retention of Pharmacy Records (England) 2019*. [online] Available at: https://cpsc.org.uk/application/files/4215/9180/4794/Recommendations-for-the-Retention-of-Pharmacy-Records-2019.pdf [Accessed 23 Feb. 2024].

Wardle, N. and Reissner, D.R. author D. (2018). *How pharmacists can comply with GDPR*. [online] The Pharmaceutical Journal. Available at: https://pharmaceutical-journal.com/article/ld/how-pharmacists-can-comply-with-gdpr [Accessed 23 Feb. 2024].

Bhargava, A. (2022). *What Are the Benefits of a Pharmacy Management System?* [online] swindia. Available at: https://www.swindia.com/swil-blog/what-are-the-benefits-of-a-pharmacy-management-system/ [Accessed 23 Feb. 2024].

NHS (2019). *Overview - Medicines information*. [online] NHS. Available at: https://www.nhs.uk/conditions/medicines-information/ [Accessed 23 Feb. 2024].

General Pharmaceutical Council (2018). *Guidance to ensure a safe and effective pharmacy team*. [online] Available at: https://www.pharmacyregulation.org/sites/default/files/document/guidance_to_ensure_a_safe_and_effective_pharmacy_team_june_2018.pdf [Accessed 23 Feb. 2024].