

CASE STUDY

Transforming Pharmacy Operations with Nexus Pharmacy & Health Clinics



75%

Reduction in
admin

30-60

Minutes to fill a
shift

12 Hrs

Per month in
reclaimed time

Overview

Nexus Pharmacy & Health Clinics, a group of seven pharmacies based in Bristol and South Wales, faced significant administrative burdens due to manual processes. By implementing Locate a Locum, CEO Tanzil Ahmed **reduced his weekly administrative workload by 75%**, allowing him to pivot his focus from "firefighting" to proactively driving high-value clinical services and business growth.

The Challenge: The Pain of Manual Management

Before Locate a Locum, Tanzil Ahmed managed his team of pharmacists and locums using a legacy spreadsheet system. This meant:

- **Manual Entry Drain:** Every cell for every day of the year required manual input.
- **Time Loss:** This process, including communications, negotiations and booking confirmations, consumed **2 to 4 hours every single week**, often cutting into weekends.
- **Operational Risk:** Managing a 7-site group without a dedicated recruitment team meant that any last-minute absence triggered a stressful, manual search for cover that could last days.
- **The Breaking Point:** Tanzil described the spreadsheet method as a "*pain*" that kept him tethered to administrative tasks instead of leadership.



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"When you've got a small pharmacy group you have to do everything yourself and fit it into the day, the evening, and the weekend. [Locate a Locum] allows me to reprioritise my work so I can focus on value-driven activities."

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Tanzil Ahmed
CEO, Nexus Pharmacy & Health Clinics

The Solution: Proactive Automation

Tanzil engaged with Locate a Locum to digitise his rota management. The primary focus was on the **Rota Scheduling Tool** and managing his established network of direct locums.

- **Bulk Rotation Scheduling:** Tanzil now builds a two-week rotation and "duplicates" it months in advance.
- **Centralised Communication:** All bookings and absences are managed within one dashboard, eliminating the need for fragmented texts and emails.
- **Direct Locum Management:** Tanzil uses the platform to manage his own "direct pool" of locums, maintaining his trusted relationships while automating the admin behind them.
- **Mobile Accessibility:** The ability to fill gaps on the go ensures the business remains agile.

The Results: Quantifiable ROI

The transition from spreadsheets to Locate a Locum delivered immediate operational improvements:

- **75% Time Reduction:** Weekly admin time dropped **from 4 hours to just 1 hour**.
- **Rapid Gap Filling:** Emergency shifts that used to take days to resolve are now frequently **filled within 30 to 60 minutes**.
- **Financial Justification:** Tanzil calculates his ROI based on his own hourly value. By **saving 12 hours a month**, the platform pays for itself through reclaimed leadership time alone.
- **Focus on Growth:** The reclaimed time is now spent on "Value-Driven" work, including:
 - Item growth and profit analysis.
 - Expanding clinical services (e.g., Flu vaccinations).
 - Improving patient care across his 7 locations.

"I can justify the platform cost all day long just by the value of my own time... my biggest saving is time." — Tanzil Ahmed, CEO & Founder

