Change of mind set

Often, a lot of things can be done quickly, so it’s always a good idea to step back a little from the situation to gain a bit of perspective and see everything in a new light. You might want to take some time out to consider the job in its entirety and reorganise yourself.

Once you’ve taken a step back, try to look at your business from the outside, as a new customer would. Try to re-evaluate your business with fresh eyes and new perspectives: what does it need? What will make it appealing to customers?

Be prepared to consider change. Most pharmacies need to switch from a mainly retail focused business to a clinical business. If you’re offering clinical services, then it’s a good idea to convert your pharmacy into a more clinical environment, as it will put the customers more at ease with the service you’re providing.

Being open to change also means being open to giving up something that doesn’t work rather than try to change it. You should be prepared to consider stopping business practices that take up time and do not produce profit.

If you are used to working by yourself, then you might want to consider delegation. Some jobs can easily be broken down into small and simple tasks, which you can delegate to the rest of your staff.

Last but not least, be brave and have confidence. It might take some time, but the new service you are implementing within your pharmacy will be rewarding, both professionally and financially.