

Hub & BeSpoke

Welcome from Ashley Kilgas

Welcome to the latest issue of the Hub and Bespoke newsletter. Legislation which will enable hub and spoke dispensing between different legal entities is now rapidly moving forward and is set to take effect on 1 October 2025. For new hubs, operational implementation may not begin until 29 October 2025, since hubs are expected to notify their integrated care boards 28 days in advance.

Discussions are ongoing between Community Pharmacy England and the Department of Health and Social Care regarding further regulatory updates. You can find out more about the timeline and proposed changes on [page four](#).

The upcoming legislation will help level the playing field for smaller groups and independent pharmacies, enabling them to benefit from centralised dispensing models previously only available to larger groups. There has been a long held perception that for smaller pharmacy groups the only hub and spoke option available to them is a third-party hub and that is absolutely not the case. We are already working with pharmacy groups who have as few as three branches and as many as 200+ branches. You can read more about some of these early innovators on [page five](#). We are also speaking to cohorts of like-minded pharmacy groups who are looking to set up their own Joint Venture Co-operative hub so they keep the benefits and ownership within their control.

At Centred Solutions we have identified two other potential business models for hub and spoke dispensing these are an Intra Group Hub and a Managed Service Hub. We are currently working through the regulatory requirements for each of these models. We will be sharing more on these three business models later in the summer.

With timelines now confirmed it is important for all community pharmacies to immediately start exploring their options around hub and spoke so they understand the range of options now available to them. Community pharmacies

also need to make sure that they put the right hub and spoke model in place for their business. As market demand for hub and spoke has started to grow so has the variety of solutions on offer. However, Centred Solutions has the experience, end-to-end pharmacy technology and knowledge required to provide best in class pharmacy workflows in a hub and spoke environment. There remains scepticism around the benefits of hub and spoke but our evidence shows that FLOWRx can reduce payroll costs per item by up to 81%, take 50% of total dispensing volumes out of branch and release at least 4 hours of pharmacist time and 8 hours of dispenser/technician time on average, per day, in an average pharmacy. In addition, it can also significantly minimise the risk of medication errors which you can read more about in the next article. The return on investment can be realised in under two years.

If you are considering hub and spoke, start by looking at which elements of the dispensing process are taking up the most time in terms of workforce and skill. Then look at the automation available to take on the most time consuming tasks and make sure it has the ability to scale to meet future demand.



Ashley Kilgas
Chief Commercial Officer

We hope you enjoy this latest issue of Hub and BeSpoke and as always we would welcome your feedback.
enquiries@centredsolutions.co.uk

Where you can find us this year...

pharmacy shows.co.uk

Scottish Pharmacy Show, Falkirk
September 17, 2025

→ [Tickets available here](#)

+Pharmacy Show

12-13 October 2025 • NEC Birmingham

For all that pharmacy demands

The Pharmacy Show, Birmingham
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Hub & BeSpoke

THE LONG READ

How FLOWRx Hub and Spoke Automation Eradicates Medication Errors

Medication, when prescribed, dispensed, administered and monitored correctly, has the power to transform lives. However, when things go wrong during the dispensing process, the consequences can be serious and even life-threatening. FLOWRx wasn't just designed to create efficiencies in pharmacies. It was designed with patient safety at its core to reduce the risk of patient related harm. Sales and Marketing Director, Louise Laban, looks at how pharmacy automation can improve patient safety and how FLOWRx virtually eradicated errors at Lo's Pharmacy Group.

Medication errors contribute to more deaths globally than road traffic accidents, yet most are preventable with the right systems in place. A 2020 report by the International Federation of Pharmacists (FIP) stated that "unsafe medication practices contributing to medication errors were the single most important preventable factor jeopardising patient safety." In England alone, over 237 million medication errors are estimated to occur each year.

A recent impact assessment by the Department of Health and Social Care (DHSC) on the hub and spoke model found: "Automated systems had a dispensing error rate six times lower than manual processes."

This means hub and spoke automation isn't just about creating efficiency and releasing capacity, it's a critical tool in reducing dispensing errors and improving pharmacy workflows.

Why Automation Alone Isn't Enough

While automation significantly reduces the risk of human error, it's not a one-size-fits-all fix. As the DHSC impact report notes, poor implementation can introduce new risks. Training and change management is crucial to successful implementation and so is applying the automation to your entire workflow.

This is why the FLOWRx solution focuses on the entire end to end dispensing process – not just one part of it.

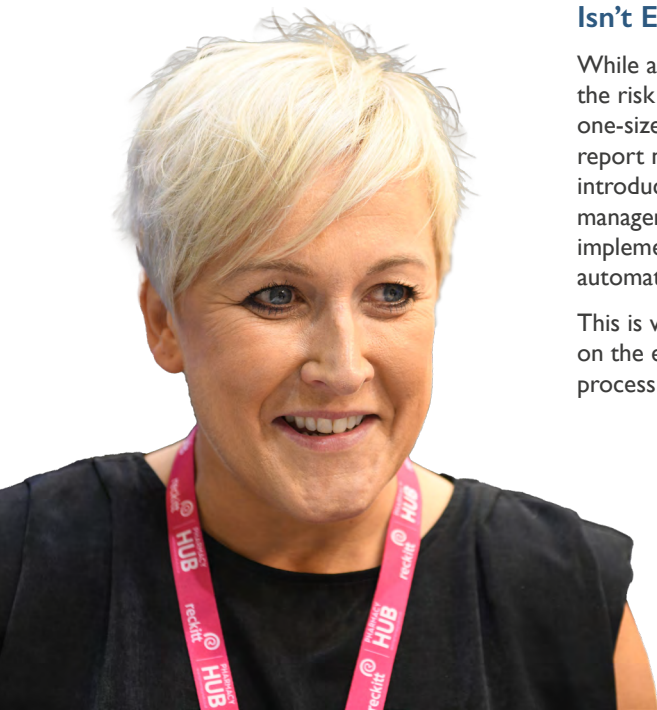
It is the only pharmacy hub and spoke solution to do so. In addition, pharmacies that implement FLOWRx become partners rather than customers. They have continual access to hub and spoke automation experts to support them on the automation journey and to advise on ongoing optimisation of the solution.

The Bigger Picture: Technician Supervision & Patient Safety

As well as expanding hub and spoke legislation, the Government has confirmed that it will be expanding the role of registered pharmacy technicians as part of its supervision plans. This will allow for bagged prescriptions to be handed out without a pharmacist present, provided they have authorised the process.

This is a huge step forward for pharmacy, however it still requires pharmacy to tread with caution.

During the consultation process the DHSC acknowledged the "potential risk to patient safety" from reduced pharmacist oversight. This makes automation with real-time tracking and alerts more important than ever.



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THE LONG READ

FLOWRx mitigates this risk by:

- Preparing the bulk of repeat original pack prescriptions offsite with the use of automation, ready for dispensing
- Guiding staff step-by-step through the local dispensing process, underpinned by barcode technology
- Flagging anomalies in the dispensing process before errors occur
- Recording every interaction for full visibility and traceability

When combined with human oversight, FLOWRx technology acts as a crucial safety net, guiding staff and catching mistakes before they happen.

Designed for Safety, Built for You

FLOWRx was developed by pharmacy hub and spoke experts with extensive experience of pharmacy and central fulfilment. Our goal is simple: empower pharmacies to dispense more safely, more accurately, and more efficiently. Technology like FLOWRx doesn't just reduce risk, it redefines the standard of care in modern pharmacies. Lo's Pharmacy is living proof that the right automation, implemented the right way, can practically eliminate medication errors.

Lo's Pharmacy

A Case Study

Lo's Pharmacy Group implemented a FLOWRx Hub two years ago.

Since deploying the FLOWRx Hub on January 1st, 2023, it has dispensed over 4.8 million packs. In that time, there has been **zero errors** processed by FLOWRx Hub technology. In the early days of implementation there were two recorded near misses which were linked to human error rather than the automation itself.

Both occurred in the manual over-rides process during the quarantine checking stage.

To put the error rate into perspective, pre-hub, Lo's Pharmacy Group recorded an average of 100 near misses per year and those were only the ones formally reported. Since implementing FLOWRx Hub, the near miss log has become essentially obsolete.

These results speak for themselves, highlighting the accuracy and reliability of a FLOWRx Hub. The technology uses barcode and RFID verification at every stage of the process to ensure the right dose, of the right medication, reaches the right patient every time.



 Lo's Pharmacy

Hub & BeSpoke

Hub and Spoke Legislation Amends Stride Forward

The draft statutory instrument that will allow hub and spoke legislation to take place between different legal entities, has been laid before Parliament and the Northern Ireland Assembly and approved by a resolution.

A committee of MPs met at the start of the month to debate the draft statutory instrument. This is in line with standard process for statutory instruments, the most frequently used type of secondary legislation used to add information or make changes to an existing Act of Parliament. According to the Government website, the legislation allowing dispensing between different legal entities is still due to come into effect on October 1, 2025.

The statutory instrument will make amendments to the Human Medicines Regulations 2012 and the Medicines Act 1968. The changes modernise the legal framework around the licensing, assembly, and supply of medication in the UK. The key aim is to enable “hub and spoke” dispensing, where one pharmacy (the hub) assembles medicines on behalf of another (the spoke).

Changes to Legislation

Pharmacy-to-Pharmacy Outsourcing Allowed

- Registered pharmacies will be able to outsource medicine assembly to any other registered pharmacy, not just within the same business group (amendment to section 10 of the 1968 Act).

Definition Updates

- Definitions of “wholesale dealing” and “retail sale” will be removed from the 1968 Act.
- Instead, definitions from the 2012 Regulations will apply to both laws, aligning them with the new hub and spoke model.

Dispensing Doctors Outsourcing

- NHS dispensing GP practices, known as dispensing doctors, will be able to outsource medicines assembly to registered pharmacies.

Hub and Spoke Framework Legalised

- Regulation 222A will define the exchange of medicines between hub and spoke as a retail sale, not wholesale.
- Hubs must be registered pharmacies. Spokes can be pharmacies or NHS dispensing practices.
- Spokes must display notices informing patients of the hub and spoke arrangement (including online, if applicable).

Data Sharing Enabled

- Regulation 222B will create a legal basis for sharing patient data between the hub and the spoke.
- If confidentiality or data protection requirements are breached, this exemption no longer applies.

Labeling Requirements Updated

- Dispensing labels will need to include the spoke’s name and address, not the hub’s.
- The supply date on the label will be when the hub sends the medicine to the spoke.

Clarification on Supply Location

- Terminology changes clarify that medicines can be supplied “from” rather than just “at” a pharmacy site which aligns 2012 Regulations with the 1968 Act.

The legislation will enable the wider use of hub and spoke creating a level playing field for smaller groups and independent pharmacies. [Read the full draft statutory instrument.](#)

The pharmacy sector is on the cusp of significant transformation in the way it dispenses medication. This long awaited shift has the ability to redefine how community pharmacies operate, but it means major change for community pharmacy and there will be a lot of noise to cut through.

As experts in hub and spoke, we’ve created a comprehensive guide, “[Hub and Spoke Is Coming](#)”, to help pharmacy teams understand the upcoming changes and how to make the most of them.



Hub & BeSpoke

Learn From The Early Innovators Already Using Hub and Spoke

AR Pharmacy

Looking For

A way to free up pharmacists and the rest of the pharmacy team so they could better support patients.



The Solution

FLOWRx Hub and InStore which automates the entire dispensing process from picking to packing and labeling to checking.

The Result

Enabled AR Pharmacy to look at other opportunities to grow and expand the business including the purchase of two new pharmacies.

"The biggest increase for us has been in private services. We're now more of a health hub, not just a pharmacy that supplies medicines."

James Tibbs, Superintendent Pharmacist

Lincolnshire Co-operative Pharmacy Group

Looking For

A way to transform the way the group dispensed repeat prescriptions so staff could spend more time delivering services.



The Solution

FLOWRx Hub dispensing line at the group's headquarters.

The Result

Staff in the branches no longer have to spend hours administering and dispensing repeat prescriptions.

"We have invested in FLOWRx dispensing automation to enable the delivery of more services to our patients, which helps us towards our purpose of making life better for our communities."

Rob Vaughan, Pharmacy Area Manager

Paydens Pharmacy Group

Looking For

A way to further improve the services offered to patients and adapt for the future.



The Solution

A hub to service its highest dispensing branches which uses a FLOWRx Auto Hub double line.

The Result

Staff no longer waste time putting away stock to repick it and label it, they are now free to deliver patient facing services.

"We have been able to relieve the pressure in store. Staff are now spending more time working at the top of their clinical licence."

Alex Pay, Managing Director.

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Peak Pharmacy Group

Looking For

Experts to build software that would connect pharmacy stores to their new hub solution and the warehouse management system the automation used.



The Solution

Development of software that allows the pharmacy stores to send an order to the hub which can then be run through the dispensing line.

The Result

Software that batches patient orders and provides all patient labelling data for the production line. The software also notifies the store when the order has been completed and is on its way back from the hub.

"The Peak Pharmacy hub project has been a real collaborative effort and it is a great example of what can be achieved when different technology and automation companies work together alongside pharmacy."

Darryl Dethick, Head of Business Transformation

Pearl Pharmacy Group

Looking For

A way to do dispensing efficiently and safely in a way that would free up pharmacy team members in branch.



The Solution

One of the first pharmacies in the country to install a FLOWRx hub solution.

The Result

Teams are able to spend more time with patients, improving engagement and working closely with the local ICB to take on additional services.

"Once we set those systems up and created the time to sell and deliver those services that's when the rewards come."

Mike Patel, Superintendent Pharmacist

Lo's Pharmacy Group

Looking For

A way to build capacity for the extra work the Government has passed on to community pharmacy.



The Solution

Invested in FLOWRx Hub solution and rolled out FLOWRx InStore to their branches.

The Result

On average they freed up four hours per day for the pharmacist. Errors decreased due to barcode technology and there has been less stock wastage.

"Going forward as we grow in the number of pharmacies, we can scale our hub operation as needed. It is a crucial resource to help our pharmacies cope with an ever-increasing workload."

Chris Lo, Director

Hub & BeSpoke

Pharmacy Models Compared

We take a look at how the hub and spoke model stacks up against traditional pharmacy operations.

Two Different Approaches to Pharmacy Management	
Hub and Spoke Model	Traditional Model
Centralised dispensing with local pharmacies focused on patient care	Each pharmacy handles all dispensing and patient services independently in store
Dispensing and Workload Distribution	
Hub handles 50% of total dispensing volumes	Local pharmacy dispenses all prescriptions
Reduces pressure on front line staff	Staff must try and manage all tasks internally, dispensing and growing number of services
Efficiency and Error Reduction	
High efficiency with automation enabling faster, safer processing	Manual processes in high-pressure environment increase risk of human error
Fewer errors with automated systems providing invaluable safety net	
Scalability and Stock Management	
Easily scalable with hub serving multiple spokes	Limited scalability - needs more staff/space
Centralised stock management ensures efficiencies	Each pharmacy manages own stock, limited visibility
Investment and Compliance	
Higher upfront costs but ROI in under two years; end-to-end audit trail	Higher ongoing costs; limited visibility at pack level
Patient Interaction	
More time for patient interaction and clinical services	Patient contact often limited by dispensing workload

Which Model is Right For Your Business?

Hub and spoke will work best for pharmacy groups seeking scale or focusing on clinical services under the NHS reforms. Traditional models suit low-volume pharmacies or those with a high-volume walk-in business.

If you are interested in learning more about Centred Solutions hub and spoke and tote-to-spoke offerings then visit www.centredsolutions.co.uk or enquiries@centredsolutions.co.uk or call us on 0333 335 5023

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