

Dissatisfaction over supply arrangements highlighted

Reduced wholesaler arrangements and direct-to-pharmacy (DTP) schemes are proving unsatisfactory for most pharmacists, according to data presented at a European Association of Pharmaceutical Full-line Wholesalers (GIRP) meeting held in Tallinn, Estonia, this week.

Interim findings from the survey include data for 208 pharmacists from the UK, France, Germany, Italy, the Netherlands and Spain. Most (90 per cent) are unsatisfied with the distribution service provided by reduced wholesaler models and 85 per cent with DTP schemes. Supply direct from manufacturers fared slightly better, with 40 per cent of pharmacists satisfied — and the remainder either unsatisfied or neutral.

Full-line wholesalers came out on top, with an 85 per cent satisfaction rate.

Reasons for dissatisfaction include levels of paperwork, system bottlenecks and slow delivery times. Focusing on delivery time, the survey revealed that 96 per cent of pharmacists are satisfied with full-line wholesalers compared with only 21, 20 and 19 per cent satisfied with manufacturers, reduced wholesaler arrangements and DTP



director general Monika Derecque-Pois says full-line wholesalers massively support pharmacists' cash flow

schemes, respectively.

The survey is part of an ongoing piece of research commissioned by GIRP to highlight the value of full-line wholesalers compared with alternative distribution models.

The research, which includes data from IMS Health and GIRP's annual statistics, also reveals that full-line wholesalers from the six countries studied have an average working capital of €11.5bn — enough to finance the supply chain for 46 days.

GIRP's director general Monika Derecque-Pois pointed out: "This means that full-line wholesalers pre-finance the entire medicines market . . . and thereby massively support the cash flow of social insurers and, of course, pharmacies."

Full-line wholesalers also reduce the number of transactions that are needed between members of the supply chain by a factor of 22, the survey indicated. Final findings are due to be reported in November 2011.