



Monthly newsletter



## WELCOME TO OUR NEWSLETTER

Here at Bath ASU and Pharmaxo, we are committed to continuing to do all we can to support you, our vital NHS, working together to face the COVID-19 threat. We have been **taking pressure off your wards and aseptic units** by consistently supplying batch and/or patient-specific medicines, accepting increased numbers of homecare patients and making sure our most **vulnerable patients can still receive treatment** in the safety of their own homes. **We stand with you** as we always have, as our team play their part as key workers.

One of our Values – “Can it be better?” – is focussed on creating an internal culture of continuous improvement in all that we do, whether this is in our services and processes, or our communications to you, our customers. You will soon see a **new look** to our key announcement letters and of course, we’ve introduced this **monthly newsletter**. Our enhancements will stretch far beyond this, so we can be the best partner to you that we can be. We hope you find this newsletter useful and **we welcome any feedback on how we can better support you**.

### IN THIS ISSUE

---

**WELCOME TO OUR NEWSLETTER**

---

**BATH ASU WELCOMES THE MHRA**

---

**WHERE PATIENTS COME FIRST: PHARMAXO'S NEW PATIENTS AND TREATMENTS**

---

**PHARMAXO ADAPTING TO COVID-19**

---

**BATH ASU Q4 SURVEY**

---

## Bath ASU welcomes the MHRA

The Bath ASU Quality Team recently underwent a **virtual MHRA inspection**; this meant that rather than welcoming the inspectors into the facilities, all meetings were held online and documents were sent virtually for review. Whilst this new format took some adapting to both for the team and the inspectors, we are pleased to say that all went smoothly, and despite the new format, we received **positive feedback** from the inspectors on our engagement & speed of responses.



## Where patients come first

The team at Pharmaxo have been busy, working with homecare and clinical teams seeing an **18% increase in new patients** who, before the pandemic, would have been treated in hospitals. In turn, this has helped to **protect the most vulnerable** from going into hospitals – where they could be at risk of contracting the virus - and meant that their treatment could continue as usual, while **relieving some pressure** off the NHS.

Working together, Pharmaxo has introduced services to ensure we can support hospitals as much as possible. These include **Immunotherapy Infusions** such as Vedolizumab, infliximab, pembrolizumab and daratumumab, as well as **injectable therapies** such as azacitadine trastuzumab, bortezomib and rituximab.



## Pharmaxo adapting to COVID-19

COVID-19 has changed our working lives dramatically over the last few months, and those of us working in clinical settings even more so. Though a significant change, it's something that **Pharmaxo have adapted to quickly**, by extending our dedicated team of nurses and implementing **virtual consultations** for our patients.

## Bath ASU Q4 survey results coming soon!

Thank you to those of you who completed our customer survey – **your feedback is really important to us** and we look forward to sharing the results with you soon. Make sure you keep an eye out for our future surveys, which we are currently revamping!