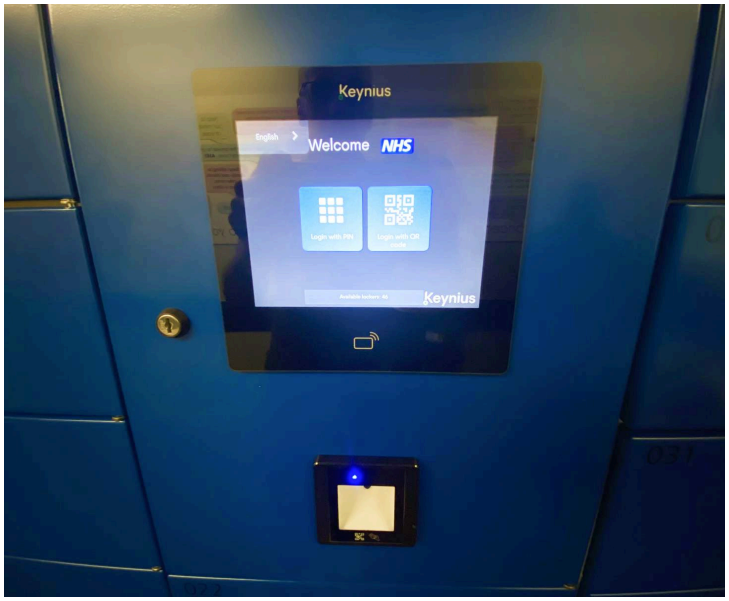
Keynius

NHS
King's College Hospital
NHS Foundation Trust

153 Smart Lockers Support NHS Pharmacy Collection

Industry	Solution	Location
Pharmacy	Click & Collect	United Kingdom

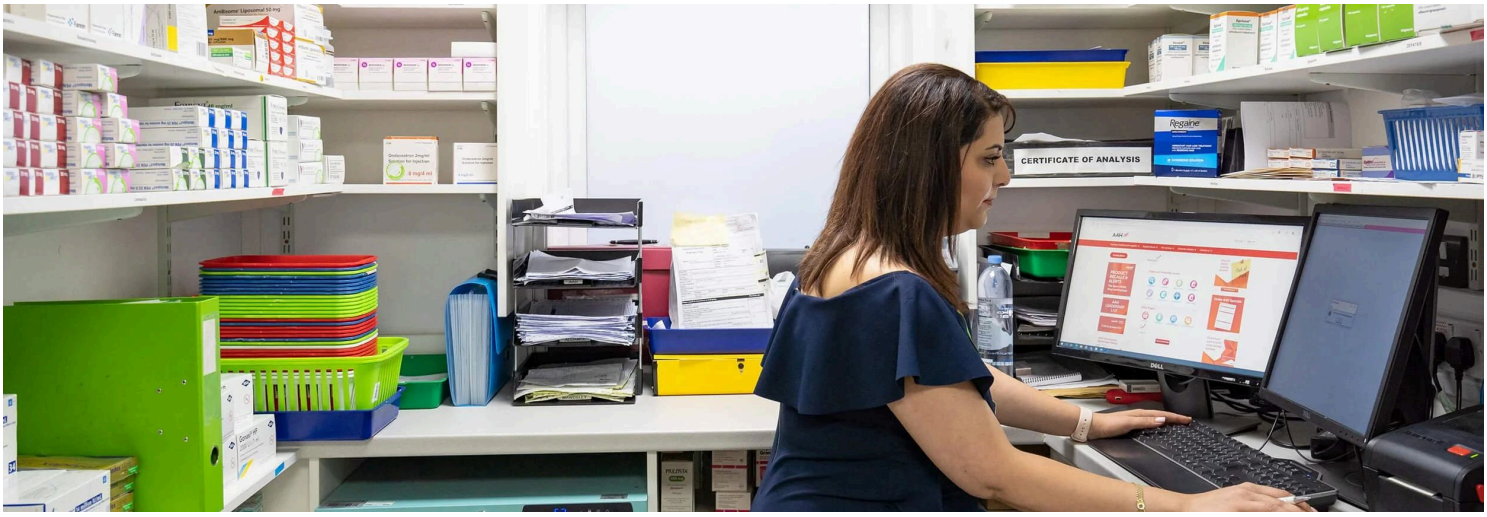
153	24/7	QR + PIN	RFID
Smart lockers installed	Patient can access the lockers 24/7	Patient collection credentials	Clinic staff collection access



Controlled Outpatient Pharmacy Collection

King's College Hospital NHS Foundation Trust is one of the UK's large teaching hospital groups. In this high-volume outpatient setting, patients, clinic teams, and pharmacy staff all depend on a collection process that is secure, traceable, and practical within the realities of hospital operations.

The Trust needed a better way to reduce collection queues, support access outside standard counter handover moments, maintain clear accountability for issued and returned items, and coordinate requirements across pharmacy, facilities, IT, and patient-care stakeholders.



King's College Hospital's Challenges

Queue Pressure

Manual prescription handover at the counter created queues and limited how efficiently the service could handle repeat collection demand.

Around-the-Clock Access

The Trust wanted patients to collect repeat prescriptions through a 24/7 model instead of depending only on staffed counter availability.

Controlled Issue Process

Medication collection needed stronger traceability and access control than an informal pickup process could reliably provide.

Stakeholder Alignment

Facilities, pharmacy, and IT teams had to align workflow, security, and locker-wall design before rollout could proceed safely.

A Smarter Solution

Discovery

The team mapped four workflows: patient collection, patient returns, clinic collection for patients, and clinic staff returns to pharmacy.

Solution & Recommendation

Patients collect with QR code and PIN, while clinic staff use RFID badge access for authorized issue and return workflows.

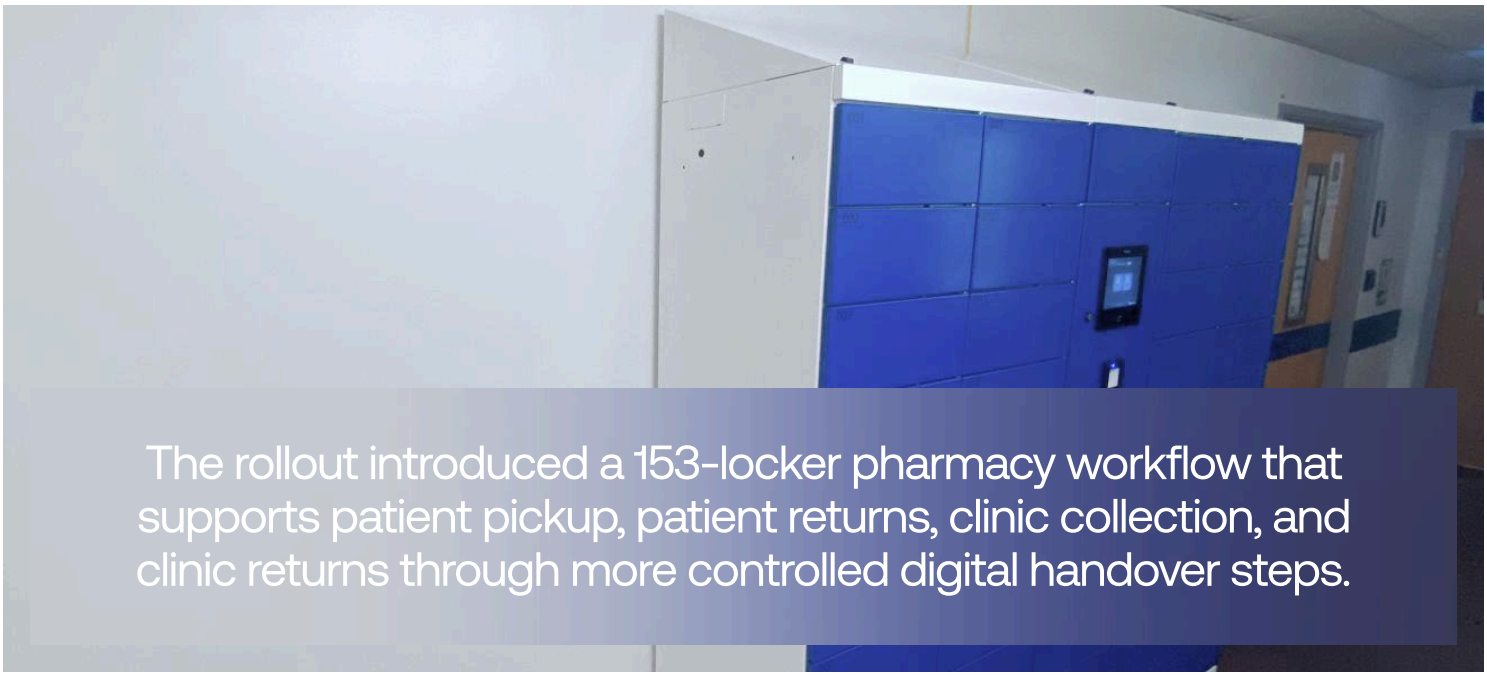
Customization & Collaboration

Implementation aligned pharmacy, facilities, patient care, and IT teams around secure credentials, notifications, and locker-wall design.

Why Keynius

Keynius matched the need for traceable healthcare workflows, configurable access rules, and secure handover outside the main pharmacy counter.

The Results: A More Controlled Prescription Pickup Model



The rollout introduced a 153-locker pharmacy workflow that supports patient pickup, patient returns, clinic collection, and clinic returns through more controlled digital handover steps.

153 smart lockers support repeat prescriptions, no longer relying on manual counter handover.

Patients collect medication with QR and PIN credentials without queuing or entering the outpatient pharmacy.

Authorized clinic staff can collect on behalf of patients through RFID badge access, reducing wait times.

Patient and clinic return workflows create digital notifications and clearer audit trails for returned items.

Conclusion

For King's College Hospital NHS Foundation Trust, the issue was not simply where prescriptions are stored before collection. The larger challenge was how to reduce queues, preserve control, and support patient and clinic handovers through one governed process.

By moving to a 153-locker model that supports QR-plus-PIN patient access, RFID-based clinic collection, and structured return flows, the Trust established a more controlled outpatient pharmacy workflow. Before publication, the story still needs verified outcome data and an approved testimonial.