

28<sup>th</sup> July 2016

Dear BPA Members,

I wanted to write to you to say hello and say how delighted I am to be appointed as the new Chair of the Boots Pharmacists' Association.

I know I have some big shoes to fill with Amanda leaving the role and want to thank Amanda for everything she has done for the BPA over the years. Her dedication and commitment has been second to none and I know her counsel for me in the coming years will be invaluable.

I, like many, started working for Boots on Saturdays supporting both our healthcare and operations teams. Over the years I have held a number of roles in stores before moving in to the Support Office where I am currently based.

We all know pharmacy is currently facing some real pressures and the coming years will be key for the profession. Funding cuts, increased number of pharmacy graduates and upcoming consultations on supervision are just three examples of how community pharmacy will change.

With these in mind, we as the BPA executive team alongside Paul our CEO have commenced delivering our strategic plan to fulfil our vision 'To champion the role and contribution of Pharmacists, providing leadership, support and care for our members'.

Following on from our members survey earlier in the year you shared some real heartfelt feedback in which the overwhelming themes were around workload and concerns over terms and conditions. With the feedback from the survey we have been able to inform the Boots Executive team on what it is you want us, as the BPA Executive, to consult on, on your behalf. For example:

- Ensure we are involved at the earliest possible point on major initiatives or issues affecting pharmacy in Boots such as the Dispensing Support Pharmacy
- Ensure we are consulted on any changes to pharmacists terms and conditions
- Ensure we are consulted on all plans to change the leadership of pharmacy teams

From the feedback you gave us we wanted to highlight how we have been able to work with the Boots Executive team to implement a couple of real tangible quick actions in seeking a simpler way of delivering our pharmacy service. Firstly, we recommended carrying out a complete review of our pharmacy operations from start to finish. Following on from a recent workshop attended by BPA executive members, I am delighted to say that the company is about to start a pilot in Cramlington. The trial will truly simplify the dispensing process, stepping away from a 'one size fit's all model' and allow colleagues to deliver great customer care rather than focussing on KPIs. Secondly, it is great to see that following on from our conversations the company have started to adequately fund the time taken to complete training and deliver services more appropriately starting with the Meningitis B vaccination service.

More recently in the last week we have been advising the deployment teams on the 'Holiday Booking Process' and I am pleased to say that we have secured some changes which you should see in the coming weeks making the process fairer to all.

We also asked you to share your thoughts on what membership benefits you would like to see. I wanted to let you know that we have reviewed the feedback and hope to be able to share with you, in the autumn, some new benefits which you can opt in to including discounted insurance products and a Refer a Friend scheme.

The remainder of this year will be hugely important as we implement our strategy further and build an even stronger BPA.

With Paul at our helm I am positive we will move forward at pace, however we cannot do that without your continued support, so thank you.

Yours Faithfully



Khuram Ahmad