



Boots
Pharmacists'
Association

CHAMPIONING THE ROLE AND CONTRIBUTION
OF BOOTS PHARMACISTS

BPA & BUK Consultative Meeting Update

News update: 25th July 2017



Sixty Second Update.

A busy period for the BPA executive. We are delighted to launch a new coaching service pilot for members who are struggling with issues either at work or in their personal lives as part of our continuing ambition to improve our services to members.

We have also been busy representing many members through disciplinary, grievance and contractual disputes with great success.

We are also delighted to confirm that the agreement to pay pharmacists for undertaking flu training won by BPA last year is in place again for 2017 and if the training is completed and logged before the end of August, 4.5 hours at time will be paid in September payroll.

Retail and Pharmacy Update

Richard gave his update on performance and the recent PR coverage relating to EHC. Performance was described as 'encouraging within a challenging pharmacy and retail market' with clear signs that the areas of focus are making a difference for patients and colleagues.

From a pharmacy perspective generally things were quiet on the external market as expected and the category M reductions from August although disappointing were expected. He went on to describe that the Pharmacy Strategy work continued but the three key things for the coming months were:

- Focusing on what we need to close the year successfully
- Ensuring we follow this with a strong start to next year
- Developing the longer term customer proposition for Boots and the strategy to deliver it

We were also given an early insight in to the Colleague Survey for Pharmacists which shows clear progress over the last 12 months but also highlighted some areas to focus in on and get a deeper understanding. We will have further discussions on how we progress any identified issues.

Workplace Pressures

Following some direct feedback from members about payroll restrictions and increased target pressures BPA recently carried out a temperature check survey.

Over half of the responding members told us that their ETM had been cut back recently and over 60% also reported a cut back in second pharmacist cover over the same period.

Almost all pharmacist store managers reported a squeeze on extra duties ranging from the need to gaining authorisation to an outright ban which given that this is the peak holiday season is a significant concern. There is an inevitable shortage of Pharmacy cover at this time of the year as annual leave across the profession utilises relief pharmacy cover and locum availability. However, BPA was concerned to hear that in many cases the lack of pharmacist cover arises from a "ban" on locum use.

BPA expressed our concerns over the inconsistency of approach here and raised the potential risks to patient safety if resource levels are below that required to meet the workload of a pharmacy.

Continued...



Catch the latest pharmacy news as it happens!

www.bpa.website

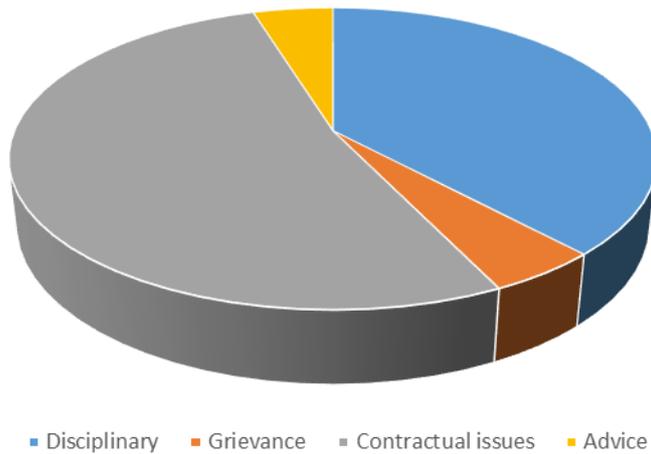


www.twitter.com/bootsbpa



www.facebook.com/bootspharmassoc

Case categories



Case Breakdown over last 6 months

Boots confirmed that payroll control in the final quarter of the year is essential to deliver the business results but the requirement is simply to manage the payroll within the agreed budget. **They also confirmed there is no ban on the use of locums or extra duties.**

If members are affected by these restrictions they should challenge any localised “bans” on any element of the payroll resource.

If resource levels are in the opinion of the responsible pharmacist inadequate to provide a safe pharmacy service discuss what steps are needed to resolve the issue by talking with either your line manager, store manager, area manager and regional professional standards manager.

BPA will provide support and advice to any member in these circumstances.

Half Year Member support update

We have had a busy six months providing support to over 20 individual members who have needed representation, help or prolonged advice and we have been very successful in achieving the best possible outcome for our members who have found themselves in difficult circumstances. On two occasions, we have been able to facilitate the return to work of two suspended members with no resulting disciplinary procedures due to our ability to challenge the process and leadership. The pie chart above shows the breakdown of cases which have required significant input from BPA supporters. In addition to the above major cases we have provided advice by phone or email to around 40 additional members between January and June.

Coaching Pilot

Based on feedback from our members BPA in conjunction with Pharmacist Support are embarking on a brand new 12 month coaching pilot created for BPA members. Following a survey in 2016 you told us that you wanted to be able to access a 1:1 service that would help you deal with and manage work or personal issues. A solution focused approach was cited by you as very important to help you build confidence and develop skills.

In response to that BPA through Pharmacist Support are offering six one to one sessions with a trained coach. That means that members who access the service will receive six hours of support to find solutions to the challenges they are facing. As this is a pilot places are limited if you are interested visit our website and complete the application form. The service is free, independent and confidential and is available to our pharmacist and preregistration trainee members.

Performance Leadership

Following on from our special update and ongoing discussions around Performance Leadership please see the attached update to make sure you are set for your end of year reviews and what to do should you disagree with your end of year performance rating.



Catch the latest pharmacy news as it happens!

www.bpa.website



www.twitter.com/bootsbpa



www.facebook.com/bootspharmassoc