

May 2016

Dear Members,

Following on from my previous communication where I updated you regarding the recent Guardian article, I wanted to update you about the latest discussions that the BPA are having with the Boots Executive team.

I know from the many comments you have given me that workload, resource and capability are continuing to be the biggest concerns that you have in stores at present. Having discussed these concerns here is how we are addressing the issues with Boots:

- We are currently having direct dialogue with Marc Donovan and the Boots Executive team through regular meetings and conference calls.
- We are currently working with the Boots Executive team to develop solutions to the underlying issues that our members face.
- We have challenged the company to carry out a root cause analysis of our pharmacy and healthcare operating platform, to find the right model that adequately resources and funds the future pharmacy strategy agenda. This is to ensure a safe and effective model that supports the extended role of the pharmacist with person centred care at the heart of it.
- We have spoken about how we collectively change the culture within the company, allowing pharmacists to exercise their professional judgement with full support of their line management.
- We are helping the company understand how to improve the capability of our teams, which includes line leadership of pharmacy and the operational day to day running of a pharmacy.
- We know our ways of working with the Boots Executive team have been successful in the past. Where we have shared examples of poor leadership behaviours, these have been acted upon and resolved effectively for our members.
- We will continue to develop our working relationship with the Boots Executive team to ensure our representation delivers our vision *'To champion the role and contribution of Pharmacists, providing leadership, support and care for our members'*.

In response to a recent communication from the PDAU, we have always had open dialogue with the PDAU on matters of mutual concern for our pharmacists. We will continue to do so, but we know that our best way of influencing change within Boots is to take your concerns and feedback directly to them through our face to face meetings with the Boots Executive team.

I will reiterate my personal request to you, which is to share your views or any concerns with me by emailing p.robinson@bpa.website and I will take up the issue on your behalf. It is important for you to know that I and the association will preserve your anonymity when sharing any views directly.

My other request is for you as members to engage other pharmacists, both members and non-members, to share any concerns they may have. Only by working together and representing your opinions can we ensure a strong voice for Boots Pharmacists.

Please speak up – do not allow yourself to be placed under pressure, or take any unprofessional decisions as a result. We will support you confidentially, offering advice and listening to your issues.

Yours Faithfully

A handwritten signature in black ink, appearing to read 'Paul Robinson', with a stylized flourish at the end.

Paul Robinson

Chief Executive Officer