



Boots
Pharmacists'
Association

CHAMPIONING THE ROLE AND CONTRIBUTION
OF BOOTS PHARMACISTS

Performance Leadership Update

August 2017



Sixty Second Update.

As we approach the end of the Boots financial year and the implications for any bonus payment that may be payable for 16/17 it is vital that the performance leadership process is conducted fairly and equitably.

BPA has made many representations to Boots about our fears arising from feedback from our members about the variable approach from Boots leaders to performance leadership.

This special update is designed to help you prepare well for your end of year review and advise you of your options if you feel you have been treated unfairly.

Performance Leadership 2016/17

BPA recently met with the Boots executive and Performance Leadership was once again a hot topic in the consultation.

Once again Boots reiterated that there is no forced distribution within the performance review process in response to our evidence presented to the contrary.

We also reminded them that a significant percentage of our members had, had no half year review and were unaware of their performance grading at the half year stage.

Boots informed us that all performance reviews have to be completed by mid-September.

It is very important that you prepare well for your end of year review. The following questions will help you in ensuring you are ready for the conversation.

What has been my personal contribution to the performance of the store e.g. Items Performance, National, Local and Private Services?

What leadership skills have I demonstrated in the year?

How have I contributed to the development of my team?

Are there any mitigating circumstances for any performance shortfalls in the store e.g. Surgery relocated, competitor activity?

And finally if you were given a half year performance grading.....

What have I done since my half year review to maintain or improve my performance?

Following the performance review if you are unhappy with your performance grading then in the first instance you should make an appeal against the grading to your line manager.

If this appeal is unsuccessful and you feel you have been unfairly treated then you should raise a grievance against your line manager.

BPA will advise you at any stage of this process should you require guidance or support.



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