

## **BPA News Archive 2018**

### **BBC Inside Out “Boots: Pharmacists Under Pressure”**

Following on from the programme aired by the BBC on Monday 8<sup>th</sup> January, we have been in communication with our members responding to the programme. The following BPA press release can be viewed [here](#). If any Boots Pharmacists have any concerns which you would like the BPA to help you with, please do get in touch with us.

### **New Year 2018 Newsletter**

Log in to the 'Members Area' to read the latest newsletter from the BPA.

### **Christmas 2017 Newsletter**

Log in to the 'Members Area' to read a message from our Chairman reviewing 2017 and looking ahead to 2018.

### **De-recognition Update: BPA & PDAU Meeting**

On Friday 8th December 2017, members of the BPA Executive met with the PDAU representatives of the Boots pharmacists who have applied to derecognise the Boots Pharmacists Association.

Discussions were held on the agreement between Boots and the BPA as well as the job roles of those pharmacists who would be eligible to vote if a ballot is required.

The meeting was constructive and we will update you on any further developments.

### **Consultative Meeting Update**

We recently met with the Boots UK team for our regular consultative meeting. The details of this meeting can be found in the 'Members Area'

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### **Wednesday 15<sup>th</sup> November 2017 – Central Arbitration Committee decision announced**

The Central Arbitration Committee (CAC) have today accepted the application for de-recognition of the BPA.

We are surprised and disappointed at the decision and will keep you informed of any developments as we progress through to the next stages. A brief communication can be viewed [here](#).

### **Thursday 26<sup>th</sup> October 2017**

The BPA were delighted to learn today that Boots UK would be making a target bonus payment for colleagues based on the financial year performance 16/17. It was pleasing to see the results for Pharmacy in the UK, especially in what has proved to be a challenging year with the significant funding cuts in England in which we gained a commitment from Boots to not cut pharmacy payroll based up on the decreased funding

### **PDAU Recognition Update**

We have received a copy of the letter sent by the Pharmacists Defence Association Union (PDAU) applying to the Central Arbitration Committee to formally start the derecognition process of the Boots Pharmacists' Association.

As you may recall in 2013 the PDAU made an application to the Central Arbitration Committee for formal union recognition by Boots. Over the years, following court hearings the appeal court in February 2017 confirmed that that the only route for the PDAU to try and gain recognition would be through a derecognition process of the Boots Pharmacists' Association.

We have been expecting the application of derecognition and will now work through the due process which follows.

We are proud of the achievements we have made throughout the years and the support we have given to our members. What we can reassure you of is that, as always, whilst the process takes place as we

have done for the last 40 years we will keep our members at the heart of what we do and continue to give our support when required. We look forward to working for you in the future.

### **PDAU Recognition Update**

The court of appeal has today made its ruling on the PDAUs application to become formally recognised by Boots for collective bargaining purposes. Please log in to the Members Website to read more.

### **February Newsletter**

Log in to the 'Members Area' of the website to have a read about our meeting with Richard Bradley and members of the Senior Boots Leadership Team.

### **BPA News Archive (2016)**

#### **December Boots/BPA Meeting**

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#### **Incentive Based Reward Survey**

Thanks to everyone who responded to the survey – to read a summary of the survey please log in to the 'Members Area'

#### **Community Pharmacy 2016 and Beyond**

You may have already read about how the funding cuts will affect pharmacies in England. The BPA have produced a quick overview which can be accessed by logging in to the 'Members Area'

#### **Boots UK Financial Year 15/16 Performance**

The BPA were disappointed to learn today that Boots UK would not be making a bonus payment nor a discretionary payment as per 2014/15 for colleagues based on the financial year performance 15/16. Elizabeth mentioned some of the challenges that had impacted the performance in her briefing to colleagues which included the tough trading environment in the UK Retail and Pharmacy market as well as some of the big business initiatives not delivering as expected.

As part of our next Boots Company meeting we will further express our disappointment to this news whilst also addressing reward package for our pharmacists following on from our recent member survey.

#### **Business Briefing 11<sup>th</sup> October: Non-store support roles**

The company have announced the next phase in the reduction of non-store support roles. The next step of this process is giving eligible colleagues the opportunity to apply for voluntary redundancy. If any member is directly affected by the briefing and requires support through the consultation process please contact a member of the BPA exec.

#### **Pharmacy Training**

Update: Those pharmacists whom completed the Flu training and authorisations by the end of 31<sup>st</sup> August will receive the training payment in Septembers pay run. We are also delighted to confirm that any pharmacists who hadn't been able to complete the training and authorisations by the end of August but do so by 30<sup>th</sup> September will be paid for the training in October's pay run.

We are delighted to confirm that following discussions with the Boots Senior Executive that the company have announced that flu training time will be paid for this season. To read more about how we have used our members feedback from last year to influence the company in funding training time more appropriately for our pharmacists please click [here](#)

### **RPS Elections**

Elections to the various boards for RPS are presently underway. We have three members of BPA standing

**Sibby Buckle** for the English Pharmacy Board

**Johnathan Laird** for the Scottish Pharmacy Board

**Kathleen Cowle** for the Scottish Pharmacy Board

If you are a member of RPS we encourage you use your vote. It would be great to have BPA representation on the boards. As the ever-changing world of Pharmacy evolves the RPS will play a big part in decisions on the future direction of the profession. A full list of candidates and how to vote is available on the RPS website.

Voting closes on Friday 27<sup>th</sup> May

### **Guardian News article**

You are all likely to have seen the articles this week regarding Boots in the Guardian Newspaper and Pharmacy Press.

A day previous to the publication of these articles, the BPA Executive met with the Boots Executive. At this stage, we were unaware of the impending publication of the Guardian article. At this meeting, we expressed our member concerns from the recent BPA Survey around adjustments to ACI and the impact on the levels of Pharmacy Support Staff, leading to concerns around patient safety.

The subsequent publication of the article has reinforced some of our concerns, and we are continuing to work closely with the Boots Executive to further explore and ensure any necessary remedial action is put in place.

If anyone has specific concerns about the article or issues raised therein, please contact one of the BPA Executive, using the contact detail tab on this page.

Further detail on the survey is available on the member page.

### **BPA Executive Announcement**

It is with the deepest regret we have to inform you that Amanda Rae Chair of the BPA will be leaving employment with Boots on the 21st February 2016. During the recent restructure no suitable role was offered to Amanda and she has therefore been made compulsory redundant.

We are very disappointed that this situation has arisen especially after the commitment Amanda has given to Boots over her 33 years of service and more especially for her leadership of BPA for which all parties are truly indebted. She will stand down from the chair of BPA but will continue on the Executive in the role of immediate past chair. In the interim, Dave Greer will take up the role of Chair until the AGM in April.

Our best wishes go with Amanda in her new role outside Boots.

## **Business Briefing 1<sup>st</sup> February: Changes to Customer Support Centre and Proposed Changes to Assistant Managers Role**

By now you will have hopefully received a further briefing about the company's latest plans for assistant managers and the Customer service centre. The former will have potential implications for the leadership of pharmacy and our care homes business in many stores. Once again I would welcome your views on this latest briefing from Boots directly to my email address, [p.robinson@bpa.website](mailto:p.robinson@bpa.website). If any member is directly affected by today's briefing and requires support through the consultation process please contact a member of the BPA exec.

Finally thanks to those who responded to my last request for feedback on the changes to reward. The feedback was considered and balanced and has been fed back directly to the Boots executive.

### **Your views required**

The BPA is currently considering its strategic options to deliver its 2020 vision to provide better support and care for our members. Pharmacy is a hotbed of opportunity and uncertainty. The recently announced funding cut and its impact on the sector in England will be significant and the BPA is committed to supporting its members through the inevitable change that is ahead of us. Feedback from both our members and non-members is a vital part of our planning and gives you a genuine opportunity to influence our future direction. Please complete the [survey](#) and take the opportunity through the comment boxes to give me feedback on any concerns you have, the challenges you face and the best way forward for the BPA.

### **Summary Care Records (SCR) Training Update**

Following on from our newsletter we are clarifying the training involved for SCR. There are two elements to the SCR training,

- 1) CPPE eLearning module and associated assessment
- 2) Face-to-face session at the Let's Connect Days

The face to face session on SCR is compulsory for all attendees to complete at their Let's Connect Day. You will then have the choice to complete the SCR eLearning at the Let's Connect event. The day is scheduled to finish at 2:30pm, giving you time to complete the eLearning if you have not already done so. If you have completed the eLearning before your Let's Connect day you will be able to take the remainder of the afternoon as time in lieu on the day. By the end of the Let's Connect day, all pharmacists need to have completed all the training required.

### **January 2016 Update**

Click [here](#) to read an update from Paul on topics from Market Based Pay to Summary Care Records.

## **BPA News Archive (2015)**

### **An Introduction from Paul**

Following on from Paul's appointment as our new CEO, please follow the [link](#) to read a short letter from Paul.

### **Boots Live – Sunday Messages**

We consulted the company regarding stores being issued Boots Live calendar messages on Sundays following on from the recent England stores clinical audit message. The result is a majority of the English stores had missed this important communication. Following on from our feedback messages will not appear on Sundays in the future unless urgent.

### **A day in the life of...**

In our third feature, [Alan Taylor](#) shares what a typical day in his life looks like. You can still view our blogs from [Phillip Yelling](#) & [Asrar Omar Saleh Babelail](#).

If you'd like to write and share 'A day in your life...' drop us a line!

### **Market Based Pay & Pharmacist Salary Scales (Nov 2015)**

Thank you for your feedback in the recent Survey Monkey about Market Based Pay. We have sent a summary to the Boots Exec and will discuss in detail with them next week at Decembers BPA/Boots Consultative Meeting.

Please log in to the 'Members Area' for further detail, including the current salary scales for pharmacists.

### **New CEO Appointed to the BPA**

We are delighted to announce the appointment of our new CEO, Paul Robinson.

Paul brings a wealth of experience from his extensive career in community pharmacy and will be an excellent asset to the Association. We are very much looking forward to working with him. Look out for communication from Paul next month.

### **December BPA / Boots Meeting**

We have our meeting with the Boots Exec team in the coming week – log in to the 'Members Area' to find out about the key topics up for discussion

### **ACI – Great News!**

Following your feedback and our intervention and discussions with Senior Managers, we are delighted to confirm big changes to our Pharmacy Support. Log in to the Members' Area to find out more.

### **Great News on Advanced Practitioner role**

We have some exciting news to share following on from our discussions with the company on the Advanced Practitioner role. Log in to the 'Members' Area' to find out more

### **Great News – Company Results 2015/15**

Following on from the company announcement on business results for the 5 month period all colleagues should now have been briefed on regards bonus payments.

### **Let's Connect**

Following on from the recent Let's Connect events we would like to thank you for your feedback. Look out for further surveys by logging in to the 'Members Area'

### **Membership Cards**

Membership cards for new and renewing colleagues have been delayed due to printing issues out of our control. Please be assured that this in no way affects your membership or insurance cover and new cards and brochures will be issued as soon as we receive them.

### **Customer Driven Profile Case Study**

Recently the BPA was contacted by Pharmacist A, who was concerned that they had been called to a formal meeting with a dismissing manager to discuss the need to change Pharmacist's A working pattern.

Pharmacist A had a couple of informal discussions with the then store manager about the need for Pharmacist A to work on a Saturday and the options available. None of the options were acceptable to Pharmacist A and the next thing Pharmacist A got a letter to the formal meeting with a dismissing manager. Have you been in this position? Do you understand the process involved in Customer Driven Profiling? For members go to the members section to read more, non-members why not consider joining to see what the BPA can do to support you....

### **A day in the life of...**

Whenever our members have made contact with us, we are always asked what our day job is, so with this in mind we will start to share some 'A day in the life of...' blogs with you.

If you'd like to write and share 'A day in your life...' drop us a line!

Our first feature is from [Phillip Yelling](#) one of our Executive Members at the BPA.

### **October Update**

We are in current discussions with the Senior Boots Executive on a number of live issues at the moment. For more information and the latest details on these issues log in to the 'Members Area' and send us your feedback

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### **Tired of putting on the quad stamp on EPRS2 tokens...**

We are in discussions with the Pharmacy Operations team about having these printed directly on to the token, saving you time...watch this space for updates

### **CEO Update post AGM**

John Makepeace, our CEO, has issued a letter reflecting on the year just passed and what the future could look like for the BPA following our recent AGM.

The letter and details of our Annual Return to the Certification Officers of Great Britain & Northern Ireland can be found in the 'Members Area'

**Questions from the AGM**

Many thanks to everyone who sent us questions and suggestions for the AGM. Please log in to the 'Members Area' for updates relating to the Pharmacy Scorecard.



## **BPA News Archive (2014)**

### **Winter 2014 Update**

We have had a busy start to the winter, during which we have shared information with our members in the 'Members Area' on: -

- Alliance Boots and Walgreens
- Market Based Pay
- Follow up to Boots September Commitments
- Professional Issues

### **Professional Update**

Log in to the 'Members Area' for an update on the Professional Issues we are currently discussing with the company

### **Market Based Pay**

For the latest information on Market Based Pay, please log on in to the 'Members Area'

### **Hello from your new CEO, John Makepeace!**

I would like to introduce myself as your new Chief Executive at the BPA. I am looking forward to a lively and interesting time as we move the BPA forward together. It is only appropriate at this point to give tremendous thanks to the outgoing CEO Peter Walker who has skilfully guided the BPA through some tough times over the last many years. I believe Peter is going to remain available to consult with the organization and I am sure we will be using his knowledge frequently.

There are many issues facing Pharmacists and Boots at the present time. Ownership change of the company, new and more complex services being delivered, increasing volumes, more focus on governance, GPC regulation.

The Pharmacist marketplace has changed completely with large number of pharmacists graduating in the United Kingdom. There has therefore never been a more important time to have a strong representative body. Clearly you have a number of choices for representation and I hope that the BPA will be your preferred option. Pharmacists generally tend to think along the same lines and I feel that the BPA is the organization which is most suited to you as professional pharmacists. Recently at the AGM I heard about some of the wonderful work being done by the BPA in support of members. We need to shout about this work so that more pharmacists are aware of what is happening behind the scenes.

When BPA negotiates with the company any benefits secured are applied to all Pharmacists. This gives us a challenge in terms of encouraging Boots pharmacists to become members.

If I could make one plea in my opening article it would be for you to encourage other pharmacists to become members of BPA. This will give us not only a stronger financial base but a much stronger negotiating position with the company.

Membership is less than the price of a cup of coffee each week, I can't think of any sum of money that will be better spent.

In the first few months of my role I want to meet and talk to as many Boots Pharmacists as possible and I will be moving around the country to do this. However don't feel that you have to wait send me your thoughts via e mail.

One question many people have asked me in my first month, is: "Do you work for Boots?"

The answer is "No!" - I am a consultant, contracted by the BPA to work independently on your behalf.

It would be great to hear from you on Jmake10@aol.com or call on 07761/284681

Some issues I have already heard about you may wish to expand on:

- Bonus 2013-14
- Handling of dispensing incidents Breaks and lunch coverage – procedures Staffing coverage.
- Performance leadership in the company.
- Responsible Pharmacist – Understanding the medicines act and its implications

See you soon!

John Makepeace

P.S. I have also attached my biography on the Contact Us page just so you can learn a bit more about me.

          BPA Exec Members 2014          

Amanda Rae	Chair
Dave Greer	Vice Chair and Chair of the Professional Standing Committee
Khuram Ahmad	Vice Chair and Chair of the Remuneration Committee
Rhona Bennett	Treasurer
Alan Taylor	Exec Member
Elaine Shardlow	Exec Member
Phillip Yelling	Exec Member

There will be more details over the next few weeks, of the business plan, co-opted members and other useful information.

In the meantime, a huge thank you to all of you who voted and supported us in the elections. We look forward to working for and with you over the coming years.

**Discount Cards for Pre Reg Colleagues**

BPA is delighted to have addressed the lack of Employee Discount Cards for our Pre Reg colleagues.

This was an error which has now been fixed and all Pre Reg will now have cards. The issue has already been reviewed to ensure there are no repeats for incoming Pre Reg colleagues.

**Disciplinary Procedures**

We are pleased to have worked with the Professional Standards Office to agree the process for ensuring the RPS Just Culture is applied to disciplinary cases involving professional matters. Full details are on the members' page.

**Feedback from our members**

We are delighted to have received this feedback from our members

" I'm really pleased to have joined the BPA a while ago, and I would recommend every Boots pharmacist to join as well, as you never know what lies ahead in such a high pressure job that we do."

"Thank you. I cannot say how much I appreciate the support I received when I was called, unexpectedly to a disciplinary meeting for a professional issue.

I have been a member of BPA for many years, and did not think

I would need to use this benefit of my membership, but when the time came, I was truly glad to have BPA by my side.

The best £72 I have spent this year”

As our CEO says, membership is less than the price of a cup of coffee each week. Join us now!

### **BPA Members**

If you find yourself in the challenging situation of an investigation or any form of disciplinary meeting, please get in touch with us immediately so we can offer you advice and support. Do not delay this; the sooner we know what is happening with you, the sooner we can help. Contact details for the BPA Exec are on the members section of the website.

### **Peter Walker Retires**

Peter, who has been our CEO since 2002, has retired. Huge thanks go to Peter from the BPA Executive current and past, and from BPA Members for the excellent work he has done over all the years he worked for BPA. As we have said, we are delighted that he will continue to work with BPA to support us with his expertise, and will send further detail on this to our members in our full communication in a few weeks time. In the meantime, we wish Peter, his wife Aileen and their family all the very best in enjoying the first few weeks of his retirement.

### **Calling all Pre Reg**

We are delighted to welcome you all as Associate Members, and even better, we offer you this free of charge. In addition, we offer you free full membership of the BPA when you join Boots as a pharmacist on qualifying.

### **Allocated Colleague Investment (ACI)**

Stores are about to receive their salary budgets for this year. ACI has replaced SAM and it is important that all pharmacists do the ACI e-learning so that they fully understand how the investment works.

By doing this it will enable pharmacists to have informed conversations with their line managers on how the salary investment can be used to support great patient care and maximise sales and items performance.

ACI e-learning can be accessed through the link in pharmacyunscripted.

### **DSP Statement - Dispensing Support Pharmacy Initiative**

BPA are pleased to have been involved in the early development of the new Dispensing Support Pharmacy (DSP). As the NHS Pharmacy Contracts have developed across all of the Home Countries, the valuable professional skills of our pharmacists have moved to deliver extended Pharmacy Services, enhancing the level of care provided for our patients. We believe that the best way to deliver this care to patients is to utilise the clinical skills of the pharmacist.

This will only happen if we free up the pharmacist time and expertise from the volume of accuracy checking, and complete this task in other ways.

The introduction of the DSP supports this vision and supports improved patient safety.

We also believe that DSP will create an opportunity to re-invest dispensing hours and skills released that will further enable our members to deliver this role and provide the best possible care to patients. BPA look forward to continued involvement in improving patient care through developing the enhanced role of pharmacists and we will feedback to Boots Senior Managers on the impact the initiative has for our members and store teams.

### **Final Reviews 2013-14**

These are due over the coming weeks. Make sure sufficient time is planned in for a discussion with your line manager. If you have any concerns or queries around the process, please get in touch with one of the BPA Exec immediately, so we can make sure you get the support you need

**Escalation for IT Issues**

We have discussed this with Boots, and are pleased to share with members details of the escalation route for IT problems.

Please see the BPA members' page for details.

John Makepeace  
CEO, BPA