



# March 2024 - Joint Statement from LloydsPharmacy Healthcare Services and PDA Union

On 30th January, representatives of LloydsPharmacy Healthcare Services management and employed pharmacists met for the first Pharmacist Joint Consultative Committee (PJCC) of the stand-alone business unit LP HCS Ltd.

The meetings are held quarterly and the PJCC is the forum at which the Company formally informs and consults with the PDA Union about material, non-negotiated, changes to matters impacting the bargaining unit and the PDA Representatives can bring issues affecting the members within the bargaining unit to the attention of the company.

The purpose of having these regular meetings is to ensure that employees have the best experience of working for LloydsPharmacy Healthcare Services possible and that the PDA can help to represent the views of the employees to the company. This includes providing feedback on company initiatives in advance of their implementation to ensure minimal disruption for colleagues.

LloydsPharmacy Healthcare Services and the PDA both recognise the value that this dialogue brings to ensure good employee relations, resolve conflicts and foster positive relationships between employees and LloydsPharmacy Healthcare Services

While perspectives and approaches may differ between the PDA and LloydsPharmacy Healthcare Services, we do share common desires for:

- Good working conditions for a productive and healthy workforce who are treated fairly and supported to practice safely.
- Positive and effective employee relations, enabled by the PDA's ability to provide insights confidently and confidentially.
- Smooth resolution of conflicts, to facilitate effective functioning of the business and fairness for colleagues.
- Collaborating and working in partnership to increase opportunities and realise the potential that exists within the workforce.
- Improve the opportunity for professional satisfaction and development for pharmacists.



At this start of a new phase in our relationship both parties recommit to working together to improve the business and the experience and working lives of all the colleagues who work so hard to make it a success. We both look forward to the bright future of LloydsPharmacy Healthcare Services and recognise the crucial role our members and pharmacists will have in delivering the growth the company seeks.

Some of the content of this inaugural meeting is detailed below:

Agenda items are raised by each party as appropriate. PDA Union attendees were pharmacist/union representatives: Eddie Njenga (Br 9166); supported by Paul Day and Paul Flynn from the PDA central team. LloydsPharmacy Healthcare Services management representatives were Victoria Steele (Clinical Director and PJCC Chair), Andrew Howitt (Head of People), Claire Wheatley (Professional Standards Co-Ordinator & Notetaker).

#### Business Update

An update was presented on the changes that have happened within LloydsPharmacy Healthcare Services over the last few months and its set up as a stand-alone business. Detail of the size, structure and operating model were given. This also included the funding model for the business and the number of locations and employees.

#### Communications update

There was a discussion about the internal methods of communication across the business and the usage and access to the HUB. The representatives shared some challenges around the usage of this platform, understanding of the system and access within the Pharmacies. It was agreed that this feedback would be shared with the internal Communications team within LloydsPharmacy Healthcare Services, improvements implemented, and this would be monitored ongoing. LloydsPharmacy Healthcare Services discussed how they are keen to build strong communications networks across the business and will be engaging with colleagues through multiple methods including Colleague surveys and listening events with the Senior Leadership of LloydsPharmacy Healthcare Services as well as liaising with the PDA representatives.

#### Colleague Development Update

The current situation regarding Pharmacist Development and particularly regarding the Independent Prescribing Qualification was discussed. The representatives shared how Pharmacists were feeling about this. The business discussed the ongoing challenges of Independent Prescribing and the lack of opportunities to use this skill currently within the LloydsPharmacy Healthcare Services setting. It was a shared objective that a strategy of professional development should be created, and both parties recognised that collaboration on this would be welcomed. This would then be communicated to members and colleagues across the business.



Collectively, it was recognised that this first meeting of the PJCC was positive, and we are looking forward to working constructively with each other on the issues raised and discussed, with the commitment to share updates with the bargaining unit and wider company in a timely manner.

LloydsPharmacy Healthcare Services - Victoria Steele, Clinical Director

PDA Union Reps - Paul Flynn, National Officer, PDA Union