



Working hard for our members at
LloydsPharmacy

Welcome to the October 2022 LloydsPharmacy Update

Keeping you informed of all the union activities within LloydsPharmacy

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We encourage you to share this newsletter with your pharmacy colleagues that are not yet members of the PDA.



Aneil



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Brian



Eddie



Feroz



Jahn

Let's hear from you!

We are pharmacists just like you, all working in LloydsPharmacy.

The PDA Reps Network in LloydsPharmacy is made up of Aneil Nath, PDA Regional Representative for West Midlands, Anjee Shah, PDA National Representative for South East England, Brian Henderson, PDA National Representative for Scotland, Eddie Njenga, PDA Regional Representative for London, Feroz Jussab, PDA Representative for East Midlands, and Jahn Kahn, PDA National Representative for North West England.

We work on behalf of you, our members, and we can only do this effectively if you are able to tell us what you want or need.

Our role as PDA Workplace Reps within LloydsPharmacy is to represent our members concerns and interests. You are the driving force that will help us deliver the changes needed for a better working life at LloydsPharmacy. We need you to tell us what's important to you.

We are accessible to our members via our dedicated Loop page [here](#).

We answer member queries, help support them at disciplinary meetings, divestment cases and we attend quarterly meetings (called the PJCC) where we represent our members views and concerns directly to head office. We shape these concerns based on the feedback that we gain at our PDA member meetings. These meetings are advertised in advance and are usually held on a weekday evening.

We do appreciate that not all members are able to attend such meetings in the evening and we want your feedback about meeting times and formats. We also want to hear your thoughts on what would be the most beneficial way for our members to communicate with their reps.

Please let us know what would work best for you by completing this short survey below.

<https://www.surveymonkey.co.uk/r/XDVL5XW>

PLEASE CLICK HERE TO COMPLETE THE SURVEY

PDA Reps Network in LloydsPharmacy welcome trainee pharmacists

A very warm welcome to all trainee pharmacists who join us for what will be such a formative year. We wanted to let you know what you can expect from us, your recognised PDA Reps within LloydsPharmacy.

We will:

- Listen to the concerns most important to you
- Represent your interests in talks on pay and working conditions
- Support safe practice, working directly with Victoria Steele, our superintendent pharmacist
- Promote your health, safety, and wellbeing at work
- Support you with any employment and work-related issues
- Represent you at disciplinary and grievance meetings
- Engage with you at regular member meetings
- Communicate with you via our dedicated PDA Union Hub on Looop.

Joining the PDA is FREE for trainee pharmacists, and you get many benefits including union membership.

We've told you what we will do for you, but here are our asks of you:

- Join The PDA!
- Sign up to Looop and have a look at the PDA Union Hub workspace
- Familiarise yourself with your rep and contact them to introduce yourself
- Let us know about any issues you are experiencing (all in confidence).

If you know a trainee pharmacist who is not yet a member of the PDA, please encourage them to join today using the link below. The more colleagues we have as members of the PDA, the stronger our collective voice and the more we can shape your training year.

Join the PDA [here](#) today!

CLICK HERE TO LEARN MORE

PDA member meeting update



Ahead of this week's PJCC, the PDA Reps Network in LloydsPharmacy held member meetings to fully understand what members are currently experiencing within their pharmacies and to help shape our discussions with the employer.

Jahn Dad Khan, PDA National Rep for North West England shared, "We had good discussions on several topics which will inform the agenda of the next PJCC meeting. The meetings were split into 2 main discussion points of LS retail and staffing levels, with members also communicating other issues that mattered to them.

Alongside talking about continuing issues with LS retail such as IT and inconsistent training, members also discussed best practice and the idea of LloydsPharmacy establishing a LS retail focus group.

Members shared various challenges faced as a consequence of inadequate staffing levels, including the key issue of balancing patient safety with services provision. Concerns were also highlighted around newly qualified pharmacists working along untrained support staff or in understaffed branches, with a perception of no clear support from line managers. An interesting suggestion from one member is that senior managers should spend a day in store to fully appreciate the pressures of working in a branch.

Other issues members brought to our attention included communication, newly qualified pharmacists being offered higher rates and 'golden' handshakes.

We hope to incorporate all points raised in this week's discussions with Victoria Steele and Johnny O'Dowd."

Whilst the reps hold regular member meetings, the PDA Reps Network in LloydsPharmacy would always encourage members to contact us at the earliest opportunity and are more than happy to provide support. LloydsPharmacy pharmacists can access the PDA Union Hub on Loop for the latest information and for the contact details for PDA Reps.

PJCC and PJNC meetings

By Jahn Kahn, PDA National Representative for North West England

These two meetings are very important meetings that PDA Reps attend, and the official definitions are given on the PDA Union tab on Loop. However, I wanted to give a personal perspective on the type of issues discussed.

PJCC - Pharmacist Joint Consultative Committee

These are quarterly consultations between PDA Reps and the senior leadership team in LloydsPharmacy on issues that are important to PDA members. The aim is to work with our employer, resolving member issues and concerns. All kinds of issues have been discussed including divestments, payroll and IT issues, health and safety, TUPE, and communications i.e., anything that affects members in their day-to-day working lives.

You can read the joint statement from our last PJCC [here](#).

PJNC - Pharmacist Joint Negotiating Committee

This committee negotiates annually on pay and other terms and conditions for the pharmacist bargaining unit and following the submission of a pay claim, consists of a series of meetings involving your PDA National Reps and LloydsPharmacy senior leadership team. Terms and conditions which can be raised in this forum include basic pay, overtime, holidays, bank holiday pay, and, maternity pay, bereavements, etc.

You can read the concluding statement from our last pay negotiations [here](#).

Workplace stress affects everyone

By Aneil Nath, PDA Regional Representative for West Midlands



Aside from 'functional' conversations such as '...do you have this in stock?' or '...can we borrow some staff to work this afternoon?', can you remember the last time you checked in on a colleague working in another store or when they checked in on you?

Recent feedback from PDA members is that workplace stress is at an all-time high, and colleagues are feeling isolated and left to deal with challenges on their own. There are concerns over ever reducing support staffing levels, difficulty with recruitment, and inadequate break provisions.

Workplace stress affects everyone and some of us have a capacity to deal with more stress than others. This however does not make it right. When did we normalise stress as being just an unfortunate occupational hazard in pharmacy?

The PDA has produced a factsheet around stress which contains some useful support and resources to help identify the causes of stress, signs of stress, and tips to help address stress within the workplace.

Download the factsheet here: [It's Time to Address Stress](#).

The most important advice is to get in touch early with your local LloydsPharmacy PDA Rep. We have knowledge of all the relevant workplace policies and procedures and will listen to your concerns. We have had training to help you raise issues with management and support you through the process.

Please ensure that you check in with your colleagues and build a support network to make working within LloydsPharmacy a little less lonely. Whether you are brand new to the business or have been with LloydsPharmacy for a while, don't hesitate to reach out to your local LloydsPharmacy PDA Rep for support.

You can find all contact details for your Lloyds PDA Reps on Loop [here](#).

Are you newly qualified or provisionally registered?

By Jahn Kahn, PDA National Representative for North West England

We urge all newly qualified and provisionally registered pharmacists working in LloydsPharmacy to join the PDA. In this early phase of career, it is important that newly qualified and provisional pharmacists make use of the benefits of PDA membership such as professional advice from our legal and professional team and access to your PDA Workplace Reps in LloydsPharmacy.

Given the issues at the June assessment, there have been some changes to PDA membership categories, many of which are free or low cost. You can find the correct PDA membership for you [here](#).

The best resource to keep updated on PDA activity within LloydsPharmacy is the PDA Union tab on Loop. All new pharmacists are encouraged to set up their Loop account when they start their employment or placement.

Learn more

- [PDA relaunches provisional registration charter](#)
- [Join The PDA](#)

The role of a PDA Workplace Rep in LloydsPharmacy

By Eddie Njenga, PDA Regional Representative for London



Our role as PDA Reps is to represent you, our members, on workplace issues within LloydsPharmacy. We support you to carry out the job you love as pharmacists and care for members of the community.

The role involves liaising with LloydsPharmacy management in PJCC meetings, supporting members with matters concerning disciplinary, negotiating for better working conditions, and ensuring that your feelings are given a voice.

We have conversations with the company regarding matters most important to you, including pay, recruitment and, retention, restructure and divestments, health and safety, and LS Retail issues. Under the recognition agreement between LloydsPharmacy and the PDA Union, PJCC meetings are held quarterly and is the forum at which the company will formally inform and consult with the PDA Union.

PDA Reps are also trained to develop their behaviours and skillsets, both online and face to face, to ensure that we are best placed to serve our members. Some of the topics we have attended training courses on to date include health & safety, mental health, campaigning and, organising.

Each rep has specific time allocated each week to allow them to undertake their duties. National reps get one day a week and regional reps get one day a fortnight.

We currently have 3 vacancies within the PDA Reps Network in LloydsPharmacy and are very keen to recruit reps who have a passion for improving the working lives of their fellow pharmacists and to strengthen the collective voice of members. Please see the PDA Union Hub workspace on Loop for further information and contact us regarding these opportunities.

Learn more

- [Loop Workspace](#)
- [Become a PDA Rep](#)

Zero tolerance of violence and abuse in pharmacy

By Anjlee Shah, PDA National Representative for South East England



With increasing demands and pressures within pharmacy throughout the Covid-19 pandemic, there has been rising incidents of violent and abusive behaviours experienced by pharmacy teams. Pharmacists and pharmacy staff deserve to be treated with dignity and respect in the workplace.

As a hot topic, this was an agenda item during our latest PJCC meeting with the company, and we would like to reassure our members that LloydsPharmacy take a zero-tolerance stance to violence and abuse in pharmacy. [Posters](#) and strut cards to have on display are available to order in branch. We are currently in discussion with LloydsPharmacy on how we can have a more proactive approach to zero tolerance to protect our members.

Referring to the [PDA's Safer Pharmacy Charter](#), especially commitment 7 'Physically Safe', it states that 'pharmacies need to be safe places for patients, pharmacists and everyone'. We urge our pharmacists to ensure that they do not work alone and have another member of staff on site for their safety. For members who have unfortunately experienced incidents of abusive behaviour, contact your regional manager in the first instance to inform them of the incident, seek the support needed, and to discuss the next steps. Please ensure you document and report the incident via the pharmacy incident management system using the complaints form to generate a CSO number, keeping a clear audit trail.

It's distressing and demoralising facing any kind of abuse, and can result in feeling overwhelmed, burned out, anxious, stressed, and have an impact on confidence. Please contact your local PDA Rep at the earliest opportunity as we are happy to support. We are trained as PDA Mental Health Workplace Reps and always endeavour to look after our members' health and well-being.

Learn more

- [Safer Pharmacies Charter](#)
- [Violence in Pharmacy](#)
- [PDA's campaign to #ENDviolenceinpharmacy features on the BBC](#)
- [PDA highlights ongoing concerns about increasing levels of violence and abuse in community pharmacy](#)
- [PDA welcome GPhC statement on zero tolerance of violence.](#)