

Lloyds Pharmacist News

November
2020

Why have you received this mailing to your home address?

LloydsPharmacy have identified that you are employed as a pharmacist or pre-registration pharmacist. Many Pharmacists at Lloyds want an independent voice at work through having the independent pharmacist trade union, PDA Union, recognised to negotiate on their behalf, but currently the company are trying to stop this happening.

Fortunately employees have rights to collective representation and the PDA Union have commenced a formal application to the government's Central Arbitration Committee (CAC), who can order the company to recognise the pharmacists' choice of union. As part of that process your employer is required to provide confidential lists of name and addresses to the CAC to allow communication from the union direct to your home.

The PDA have provided this mailing in blank envelopes to a third party appointed by the CAC and your name and address was then added from that confidential list. Please read the enclosed formal note from the CAC explaining this in more detail.

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Introduction to the PDA Union

The PDA was formed in 2003 and in 2008 launched the PDA Union to achieve the legal status of an independent trade union. With more than 30,000 members, we are now the largest pharmacist membership organisation and only independent trade union exclusively for pharmacists in the UK.

As an independent trade union, we have a unique legal status that enables us to speak up for our members who also have strict legal protection from any detriment when acting as part of a union. As well as helping individuals, a recognised union can negotiate pay and other parts of your contract and must be consulted before the management make certain changes to your employment, all of which gives pharmacists a strong independent voice at work.

**Also
inside:**

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The PDA can represent you wherever you work and amongst the PDA's sector wide initiatives are the Safer Pharmacies Charter and the campaign for zero tolerance of violence in pharmacies. The PDA is also the parent organisation for the National Association of Women Pharmacists. More recently we have been supporting pharmacists when dealing with the many issues around PPE, flu vaccination pressure and other consequences of the COVID-19 Pandemic.

Please read more in the rest of this publication. If you aren't yet a member of the PDA, you can join online here: www.the-pda.org/join

Challenging the company's proposed contractual changes

Many pharmacists have approached the PDA Union concerned about the company's intention to change employment contracts. In fact, that is what prompted us to make our formal application for recognition. If we had already been recognised, the company would have been required to discuss their plans with us at an early stage and PDA Union would have been able to represent pharmacists' concerns centrally. It is likely there will be other changes in the pipeline so by securing recognition now, we will be involved next time right from the start.



However, we understand that pharmacists are concerned about what is happening now. If you are a member you can contact us with your specific concerns, our team of lawyers can give you advice on how you can respond. This support is one of the many benefits of membership of the PDA Union.

Previous problems reported by pharmacists at Lloyds

If you have been employed by Lloyds for a while you will be familiar with the widespread payroll problems that arose with a change of systems and some of you will have received bonuses that the company took back after admitting it had made a mistake. Pharmacists at Lloyds reported significant problems in getting paid correctly which took an unacceptable length of time to resolve. The PDA was able to advise individual pharmacists on their rights and help with resolving the problems this caused but being recognised by Lloyds will mean that the pharmacists can act through the union much earlier and centrally if similar issues arise again. PDA members can email us on: enquiries@pda-union.org

Get Involved – how you can help

You can help pharmacists secure an independent voice at work in several ways :

- 1. JOIN** – More members, means we speak with a louder voice and means we can help more people. If you aren't already a member you can join us. If you are already a member please recruit a colleague. www.the-pda.org/join
- 2. PLEDGE** – The Central Arbitration committee listen to what employees say. Whether or not you are already a PDA member you can pledge your support for our recognition and build the case for that to be granted. www.the-pda.org/lloyds-pharmacists-pledge-your-support-for-union-recognition
- 3. FOLLOW** – You can help spread the word about this action, let colleagues know about the campaign for recognition and look out for further information about the process. Though we may send further printed flyers through the same method as this mailing, the easiest way to keep up to date is by following us on social media. Follow us on social media by clicking the social media icons at the bottom of our website home page: www.the-pda.org.



Scan to pledge



What the union can do for you

Some years ago, the PDA Union took a similar action at Boots as pharmacists there wanted an independent voice at work. However, the senior management at Boots at the time fought to prevent pharmacists getting a say there. Eventually the PDA succeeded via an application to the Central Arbitration Committee similar to the application now being considered for Lloyds.

We asked some of the pharmacists at Boots to explain the difference having a recognised trade union has made to them:



Nicola is a part-time pharmacist in the West Midlands, she said: *“As a pharmacist I knew that colleagues had views and concerns that they wanted expressed and though some raised it with their line managers, it seemed that the strength of our voice wasn’t reaching the decision makers in head office. Once PDA Union secured recognition, they asked for members to step forward to become union representatives. I was lucky enough to be selected and have now been trained as a Divisional Representative. Along with colleagues from around the country, and with experienced union officials from the central PDA team, I’m now one of the people meeting directly with senior management and directors to make sure they hear the voice of frontline pharmacists. One of our biggest successes to date was negotiating the 2019 pay settlement, which not only*

increased pay for pharmacists, but is improving the pay system. For example, I’m now part of a joint working party with company representatives on equality.”



Mithul is a pharmacist in a London store, he says: *“I am a PDA Union regional representative in Boots. The union have trained us how to represent colleagues facing disciplinaries, or taking grievances and how to be Health & Safety Representatives. We are able to support PDA members and ensure they are safe at work, the company consulted us on plans to reopen services after lockdown and so we made sure the voice of pharmacists was part of that decision making. In the joint consultative committee my colleagues and I meet regularly with company representatives to discuss Health & Safety, training and many other matters that matter to pharmacists, it’s still early days for us but we can*

already see the positive difference we are making to the working lives for pharmacists.”

The recognition at Boots has been in place since July 2019. In that short time, achievements have included:

- November 2019 pay settlement
- Commitments on paid training time
- Equal Pay working Party established
- Support for Boots pharmacists being TUPE transferred to other employers
- Increased pay for Newly Qualified Pharmacists announced January 2020
- Ongoing discussions about working practices and systems that impact on workplace pressures and wellbeing
- Securing significant benefit for pharmacists working in pharmacies that have been sold or closed

And PDA Union representatives at Boots have supported many individuals with specific workplace issues.

When we secure recognition at Lloyds, the PDA will train a network of union representatives, just as we have at Boots. The accredited training and support from the union centre, means those pharmacists who become PDA Union reps at Lloyds will be able to take the views and concerns of frontline pharmacists to decision makers.

Key PDA member benefits

1. Professional indemnity insurance

PDA members are entitled to up to £10,000,000* worth of indemnity protection in the event of medical malpractice (when someone is harmed through an error that results in bodily or mental injury, sickness, disease or death). This is designed to provide our members with:

- The cost of legal representation
- The payment of any compensation awards made against the member in respect of:
 - Committing an act of negligence, error or omission
 - Providing wrongful advice
 - Breaching confidentiality
 - Committing libel or slander

2. Professional advice

Our experienced pharmacists and legal team offer members professional advice on matters of pharmacy law, ethics and professional dilemmas. It is an exciting time for the profession and as the landscape of pharmacy practice changes, our experienced advisors are on hand to help and provide professional guidance and support.

This may be about providing support in the following situations:

- Handling the practicalities in the event of a dispensing error, including how to respond to the investigation of the error
- Providing advice about pharmacists' responsibilities related to patient confidentiality
- What to do in the event that an issue emerges related to safeguarding
- Responding to an employer's potentially unacceptable demands being placed upon a healthcare professional
- Maintaining professional autonomy and upholding legal and ethical considerations
- Providing guidance in the event of an episode which could call into question your fitness to practice.

3. Membership of the PDA Union

A trade union is an organisation which employees (or self-employed workers) join to gain greater security at work. Union membership can provide a greater influence collectively with employers, and more widely within the profession, than workers have as separate individuals.

PDA Union membership includes rights of representation in disputes with employers and certain collective bargaining rights. This means that in serious job-threatening situations, PDA Union officials are able to accompany you to disciplinary meetings.

4. Training and Development

We provide training and education to support the development of your professional competencies. Courses include those for Pre-Registration trainees, risk management training, and clinical sessions with our training partner MORPh. Our national conference features a range of UK based and international speakers with a focus on working together to involve you in shaping the pharmacy sector and your profession. Together with the GFTU we provide trade union training to help you help other PDA members in your workplace.

5. PDA donates £1 per member to Pharmacist Support

Each year, the PDA donates £1 from the membership fee of every single member to the profession's charity Pharmacist Support.

The PDA is committed to making this contribution to support the work of the charity in assisting pharmacists and their families, former pharmacists, pre-regs and pharmacy students through any challenging times they may face. The charity provides confidential advice and support with issues relating to stress, welfare, addiction and finance.

6. Pro-actively lobbying on your behalf

Defending the reputation and supporting the interests of individual pharmacists involves much more than providing a defence if something goes wrong.

A core aim of the PDA is to proactively seek to influence the professional, ethical and employment agenda to support the interests of individual pharmacists. We are actively involved in lobbying the relevant bodies both within and outside pharmacy to put forward the interests of pharmacists.

7. PDA Plus

Being a PDA member gives you unlimited access to the many PDA Plus discounts on offer when and wherever you need them. Significant savings can be made by accessing a range of deals on items such as days out, nights out, city breaks, car breakdown cover and a wide array of shopping discounts too. So, whether you are looking to purchase weekly groceries or fancy the latest bit of tech, it is worth checking out the offers available through our PDA Plus platform.

*T&Cs apply. More information can be found on the PDA Plus platform.

*The insurance included with PDA membership is arranged and administered by The Pharmacy Insurance Agency Ltd (PIA) who are authorised and regulated by the Financial Conduct Authority (Register No 307063). PDA membership is free for pharmacy students and pre-registration trainees and is priced on risk for pharmacists.

Register now at: www.the-pda.org/join