



## LloydsPharmacy Update

July 2023

# PDA Union activities within LloydsPharmacy

*Keeping you informed of all the PDA Union activities within LloydsPharmacy*

In this issue:

- *PDA supporting members through LloydsPharmacy's erosion*
- *Update on Sainsbury's collective grievance*
- *A call to action*
- *PDA seeks to support Scottish LloydsPharmacy pharmacists moving to Rowlands*
- *Creation of LP HCS LTD*
- *My few months as a PDA Rep in LloydsPharmacy*
- *Goodbye and good luck (a message from Anjlee Shah)*

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

## PDA supporting members through LloydsPharmacy's erosion

*By Eddie Njenga, PDA Rep*



Since the announcements by LloydsPharmacy in October 2022 of potential pharmacy closures and changes of ownership, much of what was second largest pharmacy chain in the UK is being dismantled.

What will remain constant for pharmacists is the PDA recognition agreement with LloydsPharmacy in 2021 and the most important factor is that the PDA continues to support members, ensuring their employment rights are protected and they are treated fairly.

Aurelius (Private Equity firm that acquired Admenta UK which includes LloydsPharmacy, LloydsPharmacy Clinical Homecare and AAH wholesaler), has certainly heartily engaged in their 'strategic review of the business'. Pharmacists at LloydsPharmacy know that many speculate that the business could ultimately close/divest all 1,300 outlets. However, the company can only confirm each definite decision in turn, including the definite closure of all 237 pharmacy sites in Sainsbury's citing "changing market conditions".

Employers should also be reminded of the impact of such change programmes on the mental health and wellbeing of their employees.

Amongst all these changes, the PDA managed to secure a new effectively timed pay deal for pharmacists to receive two non-consolidated lump sum payments- one of 3.5% in April 2023 and the other 2.25% in October 2023.

The article below updates on the collective grievance related to redundancy pay for ex-Sainsbury's employees.

---

### Update on Sainsbury's collective grievance

The PDA continues to support pharmacists who put their names to a collective grievance regarding LloydsPharmacy's refusal to pay enhanced redundancy to those who TUPE transferred from Sainsbury's and are being made redundant due to the closure of all company pharmacies located in Sainsbury's.

The initial grievance was heard by John Acland, LloydsPharmacy Commercial Director, and in a six-page outcome letter, he said that he believes the enhanced redundancy policy is not a contractual document and does not give a contractual right to enhanced redundancy payments for ex-Sainsbury's colleagues. He said in his decision letter that he does not consider that any other documents give rise to a contractual right to enhanced redundancy payments. Therefore, he does not uphold the grievance.

Though we believe this decision was wrong, it was not entirely unexpected as it continues the company's stated position until that point. The PDA then supported members in submitting an appeal against this decision.

The grievance appeal was heard by Mark Coupland, the Chief Financial Officer of LloydsPharmacy Ltd. In a further six-page letter dated 26 June 2023 he said that he has decided to uphold Mr Acland's decision that the policy is not a contractual document and does not give a contractual right to enhanced redundancy payments for ex-Sainsbury's staff.

As with the original grievance process, this result is disappointing but not entirely unexpected, as it continues the company's stated position until this point. The PDA legal team will now assess the outcome and consider the next steps.

As the appeal exhausts the process available within the company, further action would need to be via the courts, such as an employment tribunal. We will provide further advice about this in due course.

Meanwhile, PDA members who are being made redundant as part of the Sainsbury's closure programme must notify the [PDA Member Support Service](#) once they are aware of the date of their last day of employment at the company.

---

## A call to action

*By Paul Flynn, PDA National Officer*

Having just joined the PDA Reps Network in LloydsPharmacy, I feel it's a very important point for me to thank all those pharmacists and members that found the courage and stood up, and raised their heads, found their voice, and have striven to hold LloydsPharmacy to the standards it would claim to live by. In the past month, we have said goodbye to Brian Henderson in Scotland, Jahn Khan, Anjlee Shah, and Dominic Thakhar in England. Brian, Jahn, and Anjlee were founding members of the LloydsPharmacy network, so the loss of their experience will be felt especially keenly.



The PDA Reps Network is no different to the rest of LloydsPharmacy and is in a significant state of flux. As it stands, the network is down to two reps out of what should be a team of nine. The remaining two reps, Eddie Njenga and Feroz Jussab, are doing all they can to ensure their colleagues have the support and are getting what answers it's possible to provide in these uncertain times.

You no doubt have some concerns yourself and a lot to be thinking about and contending with. That said, I hope that you yourself will step forward and use your voice to seek to improve the lives of your fellow pharmacists and be prepared to act on their behalf. Anyone who wishes to get involved should email me at [paul.flynn@pda-union.org](mailto:paul.flynn@pda-union.org). I hope to hear from you soon.

## PDA seeks to support Scottish LloydsPharmacy pharmacists moving to Rowlands

As has recently been reported, Rowlands has purchased 30 branches of LloydsPharmacy pharmacies in Scotland. The PDA has been contacting and speaking to these members to establish what they have been led to understand of their transfer and to also offer our support in ensuring that they are treated as they should be by both LloydsPharmacy and Rowlands throughout the process.

Some members are being told their contracts will TUPE across, however, there seems to be little, if any, consulting with the pharmacists and any other colleagues involved on their terms and conditions. Some members have expressed concerns at being told they are no longer entitled to the bonus negotiated by the PDA with LloydsPharmacy for pharmacists that is due in October.

Others have been told their contracts will continue until a point in the future where they will be offered new contracts on different conditions and terms that, if they don't accept, will mean that they will begin working their notice and will leave at the end of this.

All of these reported situations are concerning, and the benefit of trade union involvement is unquestionably useful and will, without doubt, result in swift and better resolution to these concerns for these members than would likely have been forthcoming without union scrutiny and support.

The PDA is committed to supporting members in LloydsPharmacy with whatever future faces them as developments at the employer continue at pace. We will always ensure pharmacists are treated fairly and with dignity and respect.

---

### Creation of LP HCS LTD

*By Ferox Jussab, PDA Rep in LloydsPharmacy*



As part of the LloydsPharmacy ongoing restructure, LloydsPharmacy had provisionally informed employees working in specialty contracts in England (outpatients departments, mental health contracts, and prison based) about a potential breakaway from the retail estate to form a separate legal company LP HCS LTD.

This transition was completed on 1 May 2023. This means approximately 70 sites now belong to the new legal company.

Early discussions have taken place with me, as a union health and safety representative, and the newly formed health and safety team, at ways to make health and safety more bespoke to specialty sites and the inclusion of mental health in the workplace.

Suggestions were also made to include health and safety into their 'safer care' and audit templates to elevate the importance of health and safety for the newly formed company.

Since the announcement of new company creation support staff roles have received improved hourly pay rates to those working in the retail estate to better reflect the complexity of the work conducted at speciality sites. The PDA recognition will remain, and we look forward to productive discussions to better shape their future success.

---

## My few months as a PDA Rep in LloydsPharmacy

*By Dominic Takhar, former PDA Rep in LloydsPharmacy*

I wanted to share with you a flavour of my experiences over the past few months in my role as a workplace union representative. It has been an exhilarating journey filled with learning opportunities, new challenges, and the chance to make a meaningful impact.



One of the highlights of this role has been collaborating with other union representatives and participating in PJCC meetings with our company. These meetings have allowed me to actively engage in discussions, voice the concerns of members, and contribute member views to decision-making processes that shape the working environment for us all. It has been a valuable platform which has given us the opportunity to foster collaboration, enhance transparency, and work towards improving the collective well-being of pharmacists in LloydsPharmacy. Advocating for the members' rights and fair treatment has been rewarding and empowering. Being your voice in times of difficulty has further strengthened my commitment to supporting a harmonious and inclusive workplace culture.

Although my time as a PDA Workplace Rep in LloydsPharmacy has come to an end as I am stepping away from my role in LloydsPharmacy, I still intend to remain active in representing, and striving to grow union membership of the PDA. If we come together, we pharmacists can have a much greater say in our profession's future.

I also want to emphasise the significance of having your own indemnity insurance when working as a pharmacist. Indemnity insurance is a crucial safeguard, protecting you from potential professional liabilities and legal claims arising from practice. Working in healthcare, we always strive to provide the highest standard of care, but we must also be prepared for unforeseen circumstances. Indemnity insurance acts as a safety net, providing the necessary support for any unexpected incidents. Having our own insurance coverage is essential to protect ourselves and the patients we serve. The PDA offers stellar insurance, and I highly suggest you consider this option if you require it.

Thank you for all your support.

Best regards,

**Dominic Takhar**

*Due to the rapidly changing nature of roles in LloydsPharmacy at present, Dom has sadly now had to leave the rep role within the LloydsPharmacy network as he has left LloydsPharmacy employment.*

*The PDA would like to put on record our thanks for his contribution and hope that members will step up to put themselves forward to fill the shoes of the reps who have moved on.*

---

## Goodbye and good luck (a message from Anjee Shah)

*By Anjee Shah, former PDA Rep in LloydsPharmacy*



Reflecting on my time as a PDA Rep in LloydsPharmacy, I feel that together, we've made a difference and have supported members through challenging times.

I was made redundant following the closures of the LloydsPharmacy pharmacies in the Sainsbury's stores back in April. Throughout the process, we ensured that members affected had union support and felt connected with their peers also going through this.

For example, the reps network had created and maintained a safe space via an official WhatsApp group for PDA members working in LloydsPharmacy Sainsbury's branches. I personally felt more at ease being part of this space and could better help members with their questions.

We reps have been trained to support members and are very much supported ourselves by PDA officials and each other. Throughout my journey as a PDA Rep, I've learnt so much and developed skills and behaviours to represent members well.

I found my voice while undertaking rep duties and I strongly encourage those interested to apply for the rep role. All you need is to be passionate about the welfare of your peers and improving their working life.

Although I am leaving my role as a PDA Rep in LloydsPharmacy, I am continuing to be involved and active within my union by joining the National Executive Committee as Assistant General Secretary for Equality, Diversity, and Inclusion and as a member of the Wales and West Regional Committee.

You'll be given training, support, and union facilities time to undertake your rep duties. You'll also have networking opportunities with other PDA Workplace Reps to share experiences and ideas. You'll work closely and collaborate with fellow reps to understand member feeling and what issues are most priority to members to address.

If you'd like more information on joining the PDA Reps Network in LloydsPharmacy, please email Paul Flynn at [paul.flynn@pda-union.org](mailto:paul.flynn@pda-union.org).