

FOC Induction

WELCOME TO ALLCARE

Welcome to Allcare Pharmacy and to this module which will provide you with an introduction to your role within the Allcare network.

You are now a member of the Allcare team – a family of over 90 community pharmacies spread across Ireland. Allcare is 100% Irish owned and provides jobs to over 500 people. Our aim is to provide the best in professional healthcare and advice to communities across the country.

You will lead your team in providing:

- A helpful and friendly service
- Clear and professional advice
- Delivery of great value
- A wide range of choice

In everything we do in Allcare Pharmacy, from the sale of medicines and advice to our customer service, we aim to reflect our **Core Values**. Our Core Values are based around CARE

Community Care - *Create the best customer environment to deliver our services in a kind, considerate and professional manner*

Advice - *Provide our patients with the best advice for their healthcare needs. This advice is evidence based and communicated clearly*

Recognise - *Always greet our patients and recognise that they will benefit from our assistance, help and expert advise*

Educate - *Continuously strive to update and improve our knowledge, delivering the very best in-patient care*



CARING FOR ALL



YOUR PHARMACY: GETTING STARTED

In advance of starting your new role, get to know your store by taking a look at the pharmacy page on the Allcare website – www.allcarepharmacy.ie

Here you will find the location, opening hours, contact details and information about the brands and services available in your store.

Meeting the team – get to know your team, what their roles are and what their usual working hours are. Your pharmacy team will be a fountain of local knowledge and be of great assistance to you as you settle into your new role. Your team will assist you in setting up your till access, showing you how to use systems and finding your way around.

SYSTEMS

MARS till Software – Your pharmacy team can assist you in using the till software. It is a touch screen system which is quite straight-forward to use. Each member of staff has their own access card – these should not be shared or left by the till. Staff members have varying levels of access, so you may find you need to authorise transactions using your assigned card for some staff members (e.g. Refunds).

Microsoft Office – A basic knowledge of Microsoft Word, Outlook and Excel is necessary to perform your duties. If you are not familiar with these programmes, ask your Territory Manager to arrange some training for you.

Time Management System - A member of the HR team will provide you with a supervisor log-in for the Employee Time Management System. You will find a step-by-step guide to using this programme on the Allcare website (*Policies -> HR -> TMS for MP and Retail Managers*). All employees should be enrolled on the fingerprint scanner (Mitre Finch Kiosk programme on your computer) and should clock in and out when starting and finishing their shift.

TRAINING

At Allcare, we recognise the importance of continuous training for the benefit of customers and our teams. The Supervising Pharmacist is responsible for ensuring that all colleagues working in their pharmacy are adequately trained to perform their duties.

Each Allcare store has a dedicated **training folder** to record training given to colleagues. Each member of staff has their own section in this folder. Everyone should have a **training plan** in place which should be kept in this folder. This is a working document and should be adapted to suit each individual. You will develop this training plan with each team member considering their strengths, weaknesses and areas of interest.

Members of the support office team provide in-store training in their specialities (i.e. Marketing, Commercial, Merchandising as well as Health Services, Medicines & Vitamins Training with our dedicated Pharmacy trainer). Staff are also invited to attend external training days run by Uniphar Retail Services which give them an opportunity to meet their colleagues from other stores and benefit from the expertise of a range of speakers.

Suppliers regularly provide in-store training in addition to external training days. All of this contributes to our team's development and should all be documented. External training should be approved in advance by your TM to ensure budgetary compliance.

Look out for opportunities to upskill your staff in-house. All staff should be competent in:

- Explaining and understanding how we undertake our Core Health Services Explaining
- WWHAM and the need for this consultation type to be adapted to all patient consultation
- Providing advice to customers on the benefits of the Allcare flu vaccination service
- Taking Body Mass Index Measurements
- Discussing and capturing patient consent for services

You will automatically be enrolled in the **Allcare e-Learning platform**, it has been developed by the Allcare Pharmacy Trainer. This interactive programme makes staff training easier and more convenient. The 'Over-the-counter Training' comprises 12 modules focused on conditions commonly encountered in the pharmacy and the treatment options available. Following completion of each module, colleagues undertake a Multiple-Choice Quiz to check their understanding of the content. They will also be presented with patient scenario-based assessments at the half-way point and again at the end of the programme. On successful completion of each module, a certificate of completion is available. These should be printed off and placed in the **Pharmacy Training Folder**. A final certificate is issued on completion of the programme. All new employees should complete their OTC modules within 6 months of starting their role. It is a prerequisite of passing the 6-month probation review that all OTC training modules have been completed.

COMMUNICATION

Your pharmacy will receive regular communications and updates from the Allcare Support Office via your store email. Contact the Retail Operations team if you cannot access these.

BULLETINS

Every Monday, Allcare stores receive a bulletin providing a range of updates including:

- Focus for the week
- Dispensary update
- Rewards Offers
- Health Services
- Front of Counter information (price changes etc)
- People (Recruitment, employee of the month etc)
- Generics & Stock Issues

TERRITORY MANAGER CONFERENCE CALLS

Your TM will host regular conference calls for their territory. You will receive an email in advance to let you know the time and log-in details. If you are busy or off, you can delegate a trusted member of staff to dial in to the call. The TM will provide general updates, information about current trading performance and advice about implementing health service days and promotions. This gives stores an opportunity to share and discuss any current issues with the TM and the other stores.

TERRITORY VISITS

Your TM will conduct monthly visits and conduct a visit audit aimed to support the stores in all department needs and identify where a store is excelling or where improvements need to be made. This audit will be scored based on performance and clear actions will be given on any part of the audit not satisfactory from a compliance point of view.

This audit forms the expectations of the store and individual performances.

COMMERCIAL

The Allcare Commercial team play an important role in deciding what brands and products we stock in our pharmacies. They will work with your pharmacy team to ensure you are stocking the right brands for your store.

Planograms are designed and regularly updated to ensure we are offering the most current and in-demand products in our stores. Implementation of these ensure there is continuity between Allcare stores and are helpful for achieving high store standards.

The team will email stores in advance when they are sending a cross-order of stock (bulk orders placed by the commercial team on your behalf). Stores can contact the commercial team if they have any queries about these orders, about the product ranges kept in store or about clearance of static stock.

MONTHLY PROMOTIONAL BULLETIN

The commercial team circulates the **Promotional Bulletin** email once a month (once every 6 weeks during the summer). This provides details on the promotions running in store for the next promotional cycle – these can be in-category and gondola end promotions. It advises how to implement the promotions and provides detail of cross-orders. Also included is a 'Deal Sheet' listing the items on special offer and dates for placing orders. Each store then receives a delivery of the point-of-sale (POS) material for the upcoming cycle. Self-print POS is available to download from the Allcare website.

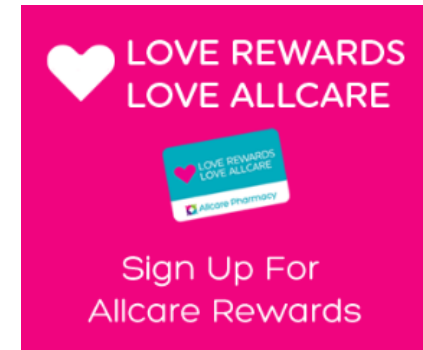
It is important that promotions are implemented on time and old promotions are removed. Promotional stock should be well presented and well stocked up. Shelf-edge labels must be updated to reflect the correct prices.

Some promotions are for **Rewards Card** holders only and this provides an opportunity to sign up new customers!

ALLCARE REWARDS

Allcare Rewards is the loyalty programme for our regular customers. Card holders receive points with each retail transaction which accumulate and can be redeemed against purchases. The Rewards card is a great way of generating repeat custom. Stores can set up loyalty clubs for local groups or businesses by contacting the marketing team. Rewards card holders who give consent will receive communications about special offers and events like 'flash sales' in their local store.

Every pharmacy should have a commercial folder with updated planograms, bulletins, promotion documents, budgets, best sellers and any planned incentives.



REPORTING

Allcare stores are provided with comprehensive performance reporting on a weekly and monthly basis.

Key Performance Indicator (KPI) reports sent out each month detail prescription items and revenue against the budgeted figures and against the actual figures for the same month last year.

Your **weekly and monthly reports** contain a lot of information so it can be helpful to focus on a few main performance markers, e.g.

- Prescription items vs Budget
- Retail Sales vs Budget
- OTC medicines vs Budget
- VMS (Vitamins, Minerals & Supplements) vs Budget

Store Budgets are set at the start of the year and each store receives budget figures for retail sales. These can be used to set targets for your team. Daily targets are communicated from your pharmacy manager and driven by the till function indicating how close you are to the daily target.

Daily Floor Plans – Stores have the Daily Floor Plans to plan their teams effectively giving time to tasks and customer services. These are available to order through the ops team, details can be found on the contact list.

Shoplifting

It is Allcare policy to deter potential shoplifters by maintaining a strong presence on the shop floor, but colleagues should never put themselves at risk when dealing with such situations. Always maintain personal space and ensure other colleagues are aware of the situation. Refer to the guidance document 'Shoplifting and Reporting of Incidents' for information on the steps to follow in the event of a shoplifting incident.

ABOUT YOU

Annual Leave

All employees must complete the holiday request form and submit this to your Managing Pharmacist or Territory Manager where appropriate. This form must be completed and submitted to Managing Pharmacist/Business Manager before making any holiday commitments to avoid disappointment.

- The following notice must be given:
 - 1-2 Days Holidays – 3 Working week notice
 - 3-4 Days Holidays – 5 Working weeks' notice
 - 6+ Days Holidays – 8 Working weeks' notice
- Once approval is given the Managing Pharmacist must maintain the Holiday request on the Time and Attendance system.
- Where there are conflicting annual leave requirements, priority will be given to the employee who requested the leave first
- Any employee who takes holidays which have not been previously approved may be subject to disciplinary action.
- Managing Pharmacists must ensure that Holiday days are taken by all employees throughout the year in compliance with legislation and company policy. Where there are deviations this may be subject to disciplinary action.

Uniform Policy

First impressions count and the way you look can greatly influence a Customers perception of our professionalism.

It is therefore essential that you appear well groomed, fresh, prepared and attentive. Appearances go beyond dress and grooming and encompass attitude, behaviour and body language. Good posture, pleasant smile and direct eye contact are equally important. All staff are required to dress appropriately and to conform to the highest standard of personal hygiene and appearance. Where a uniform is provided you are required to wear the full uniform along with your name badge always. Please consult the HR section of the back-office website to familiarise yourself with the scope.

Discount Policy

You will receive a generous 20% off discount applied to your loyalty card

Who can give a staff discount?

- ✓ Managing Pharmacists
- ✓ Front of Counter Managers
- ✓ Senior Technicians (where nominated)

No discount is to be given on purchases of prescriptions, gift cards or tokens (please refer to *Policy Staff Prescription Processing & Purchasing*), available under the HR folder in the back-office website. Discount does not apply to product already discounted/on promotion and cannot be used in conjunction with any other discount or coupon

Employee Assistance Programme

The Employee Assistance Programme is available to all Allcare Pharmacy employees to assist with every day difficulties and challenges about work life, home life and daily health and wellbeing.

The EAP service offers employees' specialist information services including finance, legal, family matters and consumer issues. Employees have direct unlimited access to qualified and experienced "Information Specialists" supported by a network of solicitors and accountants. Telephone and face to face counselling is also available.

The service is available Monday to Friday from 8am to 10pm and 9am to 5pm on bank holidays and weekends.

Contact Details: Free phone: 1800 995 955 or email eap@vhics.ie

CONCLUSION

We hope your experience in your new employment with us is a rewarding one. Should you have any queries or concerns please do not hesitate to escalate anything at all to your line manager or any HO support manager. Best of luck and thank you in advance for your hard work.