

Listening Forum - Minutes

New Bulletin Communication:

- It was agreed that the new bulletin communication will be shortened, and the team will also look at reducing the amount of “click here” links.
- The new Sharepoint system that will be coming to stores will also address this, and was discussed in detail on its function with the representatives.

Webinars:

- The forum discussed getting recordings of webinars for the use of stores after working hours. Some of these have been outsourced and are protected.

Dispensary Plan:

- Representatives were informed by Cormac, that the action plans within the dispensary plan form are tasks which need to be completed already. This form is to be used as a tool to follow up on any missed tasks, reminder of tasks or as a guide. He also mentioned if training is needed on anything in the dispensary plan, that can be arranged.

Training on Vaccines:

- Training on these is all up on pharmapod. Interest has been submitted to the HSE but unfortunately there is no full update as of yet on this.

Lifting of Restrictions:

- The team discussed possible updates with store trade hours. It was agreed if a store wishes to open or close more hours due to the affect in sales, to let the team know and it will be reviewed.

Out of Stock Product Issues:

- Feedback on the issues with ordering new products was evaluated. The team were informed that stock levels have been secure, however due to the upcoming summer there has been a run on stock. Stock levels are checked weekly by the commercial team, and forecasted.

MP Bonus:

- It was confirmed the MP bonus will be paid in the next week or 2.

PO Allocations:

- The team clarified issues relating to missing invoices and PO's. The issue has been flagged with Mclernons & SAP. There will be a meeting to see where exactly is the gap these are falling through in the system currently. The team acknowledge the difficulty this has caused stores.
- Duplicating PO's on the system has been resolved by the team.

Generics Changeover:

- The team recognised that stores have done great with the changes. Nexium and other out of stock product issues were discussed. The commercial manager noted that Brexit has been affecting orders coming into the country, with constant delays.
- It was agreed that the team will look at untagging items that effect the pack size % scoring for stores.