

Managing Pharmacist 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 advice*

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



CARING FOR ALL



This training module will provide an overview of the current processes in place in Allcare Pharmacies and the standards which are expected of every store and every pharmacist. But your induction will be shaped to your needs and to the needs of your store.

As well as your pharmacy team, you will also be supported in your role by our **Support Office Team**. As you settle in, you will become familiar with the various team members and the role they play in enhancing the services and offerings of the Allcare Pharmacy brand. Your main point of contact within Allcare is your **Territory Manager (TM)** who will be on hand to help you settle into your new role.

In the pharmacy, you will find the current **Allcare Contact List** which details who to contact for various queries, including a listing of external contacts and service providers.

With your colleagues from across the Allcare network, you will be invited to attend periodic events and training sessions hosted by the Allcare Support Office which provide you an opportunity to meet colleagues, share learnings, hear updates on the company's current position and future plans as well as attending the Superintendent Pharmacist's Clinical update.

Allcare Contact List - Who to Contact					
Name	Title	Email	Number	Support for	Examples of Queries
Territory Managers					
Christine Grogan	Territory Manager	christine.grogan@allcarepharmacy.co.uk	080 001 7106	Queries relating to health & safety compliance, health & safety audits or before meeting needs of agents, community events, maintenance (see in person, if not at store location)	<ul style="list-style-type: none"> I don't understand the new system, please help What's my next step? I don't know who to contact regarding my query after I've checked the contact list I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Robert Gannon	Territory Manager	robert.gannon@allcarepharmacy.co.uk	080 001 6001	Queries relating to health & safety compliance, health & safety audits or before meeting needs of agents, community events, maintenance (see in person, if not at store location)	<ul style="list-style-type: none"> I don't understand the new system What's my next step? I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Retail Operations Support					
Anna Perry	Retail Operations Support	anna.perry@allcarepharmacy.co.uk	011 488 1160 097 983 0101	Retail operations queries, case reports, can't get in touch with territory manager	<ul style="list-style-type: none"> I have a question on my order/stock or 10 items information I'm having difficulty with a particular stock item What's my next step with a customer on the phone?
Paul Strada	Retail Operations Support	paul.strada@allcarepharmacy.co.uk	011 488 1162	Retail operations queries, needs based & communication queries, performance, time pressure, no answer, escalation, general support, can't get in touch with territory manager	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Ann Tate	Retail Operations Support	ann.tate@allcarepharmacy.co.uk	080 465033	Retail operations queries, case reports, can't get in touch with territory manager	<ul style="list-style-type: none"> I have a question on my order/stock or 10 items information I'm having difficulty with a particular stock item What's my next step with a customer on the phone?
Paul J Connel	Health Promotion Manager	paul.connel@allcarepharmacy.co.uk	011 488 1170	All asset management issues. Covering the health promotion, authorisation, training needs for staff & store process	<ul style="list-style-type: none"> I have a question on my order/stock or 10 items information I'm having difficulty with a particular stock item What's my next step with a customer on the phone?
Heidi House	Health Author	heidi.house@allcarepharmacy.co.uk	087 000001	Health issues, issues with contracts, risk & compliance, health & safety issues, other products	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Commercial Team					
Paul Foster	Senior System Buyer	paul.foster@allcarepharmacy.co.uk	011 488 7000	Proprietary system supplier product authorisation, any operational customer queries, other team working	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Sha Noman	Senior Buyer	sha.noman@allcarepharmacy.co.uk	011 488 6000	Proprietary system supplier product authorisation, any operational customer queries, other team working	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Debra Jones	Buying Assistant	debra.jones@allcarepharmacy.co.uk	011 488 7100	Any general issues relating to the system, other teams, out of stock	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Clare Harvey	Specialist Pharmacy Support Co-ordinator	clare.harvey@allcarepharmacy.co.uk	011 488 6000	Any queries in implementation of packages, issues in implementation support, buying & supply management, other team working	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Caroline Kelly	Database	caroline.kelly@allcarepharmacy.co.uk	011 488 7000	All IT/IT system related product use, operational learning, IT/IT support	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Michael J Kelly	Database	michael.kelly@allcarepharmacy.co.uk	011 488 7100	All IT/IT system related product use, operational learning, IT/IT support	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Marketing Team					
Anna Davidson	Marketing & Events Executive	anna.davidson@allcarepharmacy.co.uk	011 488 7011	IT/IT system, user training and events, focused and online, all marketing programs, general business promotion	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Anna Davidson	Digital Marketing Team	anna.davidson@allcarepharmacy.co.uk		Digital marketing, IT, business promotion, web manager	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Pharmacy Team					
Paul Murphy	Health & Safety Specialist	paul.murphy@allcarepharmacy.co.uk	080 071 0100	Pharmacy safety, compliance, health & safety, HSE/OSHA support, health & safety	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
John Harkin	Pharmacy Compliance & Regulatory Operations Co-ordinator	john.harkin@allcarepharmacy.co.uk	011 488 7000	Pharmacy safety and compliance, dealing with HSE/OSHA, regulatory issues, compliance of health & safety	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
Clare Tate	Pharmacy Team	clare.tate@allcarepharmacy.co.uk	011 488 6000	Training, quality, training materials, training development, in-store support, IT/IT system related	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager
James Campbell	Health Services and Training Co-ordinator	james.campbell@allcarepharmacy.co.uk	011 488 7000	Health services, training materials, training development, in-store support, IT/IT system related	<ul style="list-style-type: none"> I need to discuss a plan for doing this performance of 10 days for my Territory Manager I need to discuss a plan for doing this performance of 10 days for my Territory Manager

ALLCARE INDUCTION

This module will provide you with important information to get you up and running but your **Territory Manager (TM)** will liaise with you to arrange training based on your specific needs and the needs of your store.

On this page you will find a **Training Needs Assessment**. Let your TM know which areas you are confident in and where you feel you need more training. We will touch upon many of these areas during this module but more intensive training on any area can be arranged by speaking with your TM.

You will be introduced to a **Peer Pharmacist** within the Allcare network who can answer any queries that arise particularly during your first few weeks of work.

You will have already received your **Allcare Employee Handbook** from Human Resources (HR) with your contract of employment. This is an important policy document for both yourself and to have to hand as you manage your team.

On the **Allcare website**, you will find a **'Staff Login'** at the bottom of the homepage. Using your store log-in, you can access a range of resources including policy documents, point-of-sale materials, commercial information, planograms and historical weekly bulletins. Take some time to look through the hub and get familiar with this useful resource.

TRAINING NEEDS ASSESSMENT		✓
MCLERONS SOFTWARE		
• MPS DISPENSING PROGRAMME		
• MPS MEDICINES VERIFICATION (FMD)		
• E-CLAIMS		
• CLAIM RECONCILIATION TOOL		
• SCRIPT SCHEDULER & PRESCRIPTION TEXTING		
• MARS POINT OF SALE (TILLS & CASH HANDLING)		
REGULATORY		
• PHARMAPOD		
• PHARMACY ASSESSMENT SYSTEM		
• PSI SELF-AUDIT		
• GDPR REQUIREMENTS		
MANAGEMENT		
• STAFF MANAGEMENT (REVIEWS, LEAVE APPROVALS ETC)		
• TIME MANAGEMENT SYSTEM (ADVANCE SYSTEMS/MITREFINCH)		
OTHER		
• HSE PCRS PHARMACY SUITE		
• AGENCY LOCUM BOOKING		
• STOCK CONTROL		
• UNIPHAR MARKETPLACE (TRADEHUB)		

YOUR ROLE

As Managing Pharmacist, you are taking on not just the role of **Supervising Pharmacist** but also the important role of **Pharmacy Manager**.

Allcare Pharmacies come in all shapes and sizes so the type of team you will be responsible for managing depends on the business of your store.

As Supervising Pharmacist, you are in “whole-time charge of the operation of the pharmacy...even when absent” (*Guidance on the Roles and Responsibilities of Superintendent and Supervising Pharmacists, Irish Pharmacy Journal, 2008*). It is important that you lead by example to both your staff and other pharmacists working in your store.

PROFESSIONAL & STORE STANDARDS

- The Allcare suite of **Standard Operating Procedures** set out in detail the processes to follow for all aspects of medicines and health services provision. These can be accessed on the **Pharmapod** platform and full training on these should be completed as soon as practicable. The Pharmacy Health Services and Training Co-ordinator can arrange this for you. These standards are to be upheld by all the team and it is a crucial role of the Managing Pharmacist to ensure your staff have read, understood and signed off on the SOPs that are relevant to them. SOPs should be applied consistently and referred to regularly in practice.
- Further standards are set out in **Allcare Policy Documents** which you will find on the Allcare website.
- **‘Store Standards Training’** is provided to all team members by our merchandising team. Our store standards reflect how we present our stores and present ourselves. It is important to maintain these standards using daily, weekly and monthly checklists such as the Allcare Operational Checklist your store will have been supplied. As MP, you will lead this focus on achieving high standards.
- On a professional level, you are expected to maintain your competency as a pharmacist as laid out in the **PSI Core Competency Framework** through your behaviour, attitude and commitment to **Continuing Professional Development (CPD)**.

MANAGEMENT

In your pharmacy, you will be responsible for the management of your team including Time and Attendance, Human Resources issues, Training and Leadership. Your Territory Manager and the Human Resources team are on hand to assist you with any difficulties that arise. As the Manager of the store, you will lead the drive to success by using your knowledge and experience to upskill and empower your colleagues.

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.

Getting to know the Pharmacy - Look around your dispensary and front of shop to familiarise yourself with the layout. Check the dispensary diary and any handover notes left from the previous pharmacist. Locate the Pharmacist Duty Log, Controlled Drug Register, Controlled Drug Safe key and the Allcare Pharmacy Operational Checklist.

Ensure that all Pharmacy-only medicines are being stored appropriately behind the OTC counter.

You will be visited by your Territory Manager in your first few days who will be able to give you information about the current store performance, talk you through the targets for the store and outline what to expect from the monthly TM visit.

Security - A member of staff will provide you with your keys and alarm code which you should learn and not write down. Locate the panic buttons in your store and make a note of emergency contact numbers which are on the Allcare Contact List (e.g. alarm company, Allcare Security Auditor).

The store **key-holding policy** will need to be updated when you take over as MP – copies of the policy can be found on the Allcare website or in the store's Health and Safety Folder. Ensure you are familiar with opening and closing procedures and that all staff are familiar with correct protocol. A copy of this updated policy should be forwarded to the Allcare Security Coordinator and kept on the premises for inspection.

Please note it is Allcare policy and a PSI requirement, that non-pharmacist staff may not enter the premises until a pharmacist is present and the pharmacist must not leave until the pharmacy is fully closed and secured. Staff must not be left alone on the pharmacy premises in the absence of a pharmacist.

COMPUTER SYSTEMS

McLernon's computers provide the dispensing and point of sale computers and software in all Allcare Pharmacies.

On the **Allcare website**, you will find the MPS dispensing guide which details the basics for dispensing. In the dispensary, you will see a list of '**Churn Codes**' which are added to patient comments to identify particular patient groups when reporting. This is particularly important for phased and oral nutrition patients. If you cannot locate the list of churn codes, contact the Retail Operations team who will send on the list.

The **Ordering** module is used to send your daily dispensary orders and to check them in on receipt from the supplier. This ensures good stock control. You can use the ordering module to check usage of a particular product (Stock Movements) and to adjust or set prices if necessary (e.g. for a new Exempt Medicinal Product).

The **Stock Count** module is used daily to aid good stock control in the dispensary. When you open this module each day, it will present you with 20 randomly selected items of dispensary stock to count. When you complete your count, it will adjust any incorrect stock levels. Similarly, the **Stock Expired** programme can be used to record any stock that is expiring, is damaged or is returned to the supplier. This will update your stock levels when you close the session. More information on these modules can be found in the '**Allcare Pharmacy Complete Guide to Stock Management**' folder which you will find in your pharmacy.

E-claims Software is used for checking and sending claims electronically to the PCRS. In your 'Uniphar Retail Services Claims Processing Manual', you will find information about how to process your claim using this software and summaries of the different schemes in operation. If you have any queries that are not addressed in the manual, contact the **Allcare Pharmacy Claims Analyst** for assistance.

The **Claim Reconciliation Tool** is used to monitor discrepancies in payments from the Primary Care Reimbursement Service (PCRS). Each month, the pharmacist or technician will download the payment information from the PCRS website and import it into the Claim Reconciliation Tool. Please ask your TM for more details



Churn Codes

MPS churn codes to be added to patients comments
Please see below churn codes to be added to patient comments on MPS. These codes help to identify particular patient groups when reporting. This is especially important when it comes to patients approved for phasing. Please ensure the code SAP is added to the patient comments after the patient has been approved for phasing. All churn codes follow the same naming structure each starts with a dollar sign and is followed by a letter(s).

Please ensure all dispensary staff are aware of these codes and the instances where they should be used. Churn codes are to be recorded in the notes on the PMR

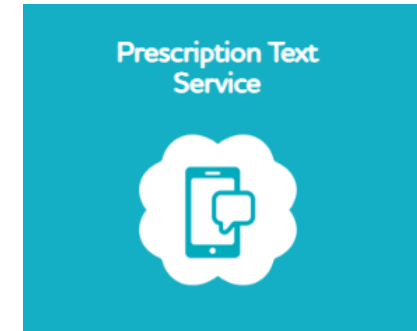
SR = RIP
SM = Moved Away
SN = Nursing Home
SH = Hospital
SP = Price
SG = Generics
SC = Customer Service Issue
SD = Doctor move
SS = New Store (competition)
SF = Finished Treatment
SAP = Approved for Phasing

Thank you

Prescription Texting & Script Scheduler

Prescription Texting is a key Allcare Health Service provided for free to our customers. This service provides several benefits to both our customers and the pharmacy team:

- Workload management
- Customer retention
- Reduced waiting times
- Reduced patient owings



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.

Uniphar Marketplace - <https://tradedhubconnect.com/uniphar/>

Dispensary orders are sent through MPS to 'Uniphar RxMarketplace'. Items that are best priced with Uniphar will be sent directly to Uniphar. Items that are cheapest from and are in stock with 'Parallel Import' suppliers are directed into 'baskets' with the relevant supplier. These baskets have minimum order values (set by individual suppliers). You can move items between baskets to reach this threshold or move the item to Uniphar to order immediately. You will find more information on the Marketplace guidance document in-store.

HSE PCRS Pharmacy Suite – Access to the Pharmacy suite is through the dispensary computer which holds the digital certificate for access. Use this portal to check patient eligibility for all HSE schemes, special approvals (including LTI items not included on core list, extra test strips, Novel Oral Anticoagulants, Nutritional products), High Tech Hub, Emergency DPS, phased applications and ordering claim receipt paper etc.

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 (Mitrefinch Kiosk programme on your computer) and should clock in and out when starting and finishing their shift.

In the TMS programme you can view the hours scheduled and worked for your team. You will be able to see contracted hours for each employee and any Annual Leave (AL) that has been scheduled already. You are required to input all employee rosters including planned Annual Leave 6 weeks in advance. HR can support you if you are having any difficulties.



REGULATORY COMPLIANCE

PHARMAPOD

Allcare Pharmacies use the '**Pharmapod**' platform to help our pharmacists to achieve good regulatory compliance. It is used to implement the following:

- Maintaining **Near Miss and Error records, Audits and Corrective actions** (A PSI requirement for all supervising pharmacists)
 - This is recorded under "Incidents" on the online platform and at the end of each month, print a '**Safety Report**' detailing your actions and learnings.
 - **Abuse or misuse** is also recorded in the Incident section.
- **Accidents are recorded under the Health and Safety module:** this allows them to be captured and **corrective actions** to be implemented.
- **Criminal Activity and Anti-Social Behaviour:** this is recorded under the "Accidents" section on Pharmapod and must be recorded for insurance purposes and to assure the safety of your team
- **Standard Operating Policies and Procedures** of Allcare Pharmacies
 - You must sign off on all SOPs for your pharmacy electronically.
- Verification that staff receive appropriate training on Allcare SOPs
 - Each staff member has their own log-in to sign off on SOPs that are relevant to their role
- Completion of the **Pharmacy Assessment System** and submission of your **Action Plan** to your superintendent pharmacist. (PSI inspectors will look for those action plans during an inspection, and it is therefore important that these are kept on the pharmacy premises.)

For technical issues, contact Pharmapod directly via email or Live Chat. For queries about log-in or registration, contact the Health Services and Training Co-ordinator or for queries around the content on the site, contact the Clinical Governance Pharmacist or the Superintendent Pharmacist.

PSI SELF-AUDIT CHECKLIST

Available on the PSI website, the self-audit checklist is similar in content to the Pharmacy Assessment System. Performing a full thorough self-inspection when taking over as Supervising Pharmacist will allow you to identify any areas that require attention. It is important that you are satisfied that the pharmacy you are responsible for is compliant with all PSI guidelines. Pay special attention to higher-risk areas such as:

- Controlled Drug safe balances, valid certification and key-holding
- High Tech prescriptions valid and being stamped/endorsed on each dispensing
- Separate retention of Exempt Medicinal Product Prescriptions and Invoices
- Environmental monitoring of all areas holding medical stock
- Recent and continuous date check recording of all stock

EQUIPMENT

Annual calibration of pharmacy equipment (scales, thermometers etc) is arranged through a third party by the Health Services and Training Coordinator in the Allcare Support Office. Calibration certificates should be retained in the pharmacy for 2 years for inspection.

OPERATIONS CHECKLIST

In your dispensary you will find the '**Allcare Pharmacy Operations Checklist**'. This is a useful tool to help you stay on top of your daily, weekly and monthly tasks.

As an Allcare Pharmacist, you are expected to use this tool every day to aid compliance with Allcare standards. Get in the habit of completing and initialling each item daily and involve your team in this process so they can assist locum/relief pharmacists in completing necessary tasks in your absence.

GDPR

Data Protection is of critical importance in the Pharmacy setting and something that we take very seriously in Allcare.

In your pharmacy, you will find a dedicated 'Data Protection' folder. Details of what is contained in the folder is on the Website.

The Allcare Data Protection Compliance Checklist should be completed annually. In your store, you are responsible for responding to Data Access requests such as CCTV requests by Gardai and for protecting the data we handle every day.

Always be vigilant of any potential data breaches in the pharmacy. Ensure prescriptions and claim forms are never left on public counters and ensure patient privacy is always respected during your interactions and conversations within the pharmacy.

HEALTH & SAFETY

In the Pharmacy, you will find the Health & Safety Folder. This contains the Company Safety Statement which must be read by all employees and the declaration of understanding signed. Ensure that you and all your staff have signed and understood this important document.

A list of documents for this folder will be listed on the back-office website.

All Health and Safety Risk Assessments and Accident Reports should be completed on the **Pharmapod** website – www.pharmapodhq.com
Remember to record all accidents (trips, falls, etc), click on the HEALTH & SAFETY tab and select ACCIDENTS from the row at the top. (Incidents on Pharmapod refer to dispensing errors). You may print of a copy of these reports for your Health & Safety folder if you wish.

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 taking into account 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 consultations
- 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

As you are undertaking this course, you will be aware of the **Allcare e-Learning platform**, which 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.

Continuing Professional Development (CPD) – As mentioned previously, you are personally responsible for your CPD. You are encouraged to take advantage of all training opportunities provided to you by Allcare and create a CPD cycle on your e-Portfolio. Health services, Vaccination and CPR training will be provided as necessary.

COMMUNICATION

Your pharmacy will receive regular communications and updates from the Allcare Support Office via your store email. Information of a more confidential nature may be sent to your 'manager' e-mail address so remember to check this daily. Contact the Retail Operations team if you cannot access either of these.

Your pharmacy will also have a 'Healthmail' account, the secure email from the HSE, which must be checked daily. See SOP 52 for details.

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 COMMUNICATIONS

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.

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

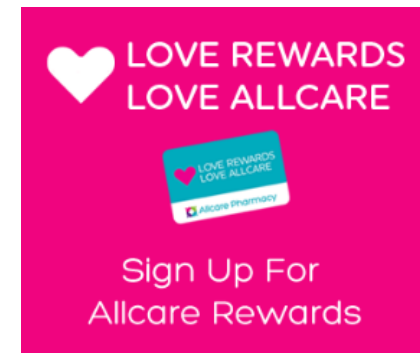
The commercial team circulates the **Promotional Bulletin** email once a month (once every 6 weeks during the summer). This provides details on the promotions running in store for the next promotional cycle – these can be in-category and gondola end promotions. It advises how to implement the promotions 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.



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

Reporting tools are also used to assist you in preparing to send your monthly claim to the PCRS. At the end of each month, you will receive a report pack by email which will help you minimise rejects on your claim. It contains some of the following reports based on the previous months dispensing:

- Prolia report
- High Tech non-dispensed report
- Diabetic strips report

- Zero cost report
- Victoza report

Check through these reports before sending your claim electronically to the PCRS.

Store Budgets are set at the start of the year and each store receives budget figures for items dispensed and retail sales. These can be used to set targets for your team.

Budget Hours are also set annually. Your TM can advise you of the budgeted staffing hours for your pharmacy. These budgets should not be exceeded without prior approval from your TM. Always take your staff members' contracted hours into consideration when compiling rosters. If your store has a Retail Manager, they may prepare the rosters but remember, the Managing Pharmacist is ultimately responsible for keeping within the payroll budget and you must therefore personally sign off all rosters.

OPERATIONS

Allcare teams have a team who help with stores with facilities, updates and general day to day running of the stores.

Locum Booking Procedure

- All Locum requests must be sent to Pharmaconex two months in advance.
- Send an email to Rachel Noone to advertise available dates at rachel@pharmaconex.com
- Pharmaconex will confirm when shift has been filled by email.
- Rosters must be kept in line with original agreement i.e. 2 Saturdays per month
- It is the Managing/Supervising Pharmacists responsibility to ensure all shifts are filled for their days off.
- If for any reason a locum shift needs to be requested less than one week in advance, TM approval is required.

Relief Pharmacist -

- If there is an Allcare relief pharmacist in your area, they must be contacted first before sending dates to Pharmaconex

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

Pharmacists and Qualified Assistants must be **dressed smartly and professionally always**. You are not required to wear a uniform however you may wear the company uniform if they would like to.

As a managing pharmacist it is your responsibility to ensure all other staff adhere to the uniform policy outlined on the website.

Employee Assistance Programme

The Employee Assistance Programme is available to all Allcare Pharmacy employees to assist with every day difficulties and challenges with regard to 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

Don't forget, you are now part of a network of experts with a wealth of knowledge and experience. As part of the Allcare family, you should never feel alone when faced with difficult decisions. Our Superintendent Pharmacist, Clinical Governance Pharmacist, Pharmacy Trainer and your peer pharmacists in Allcare Pharmacies across the country are all available to support you in your role and discuss any problems or challenges that arise.

We aim to be an employer of choice rewarding high performing staff with flexibility, maternity benefit, opportunity to earn a bonus and additional pay for taking up uncovered shifts. For more details please speak to your Territory Manager.

This concludes the Managing Pharmacist Induction online module. This is just the beginning of your Allcare journey - It's now time to meet your team, meet your customers and lead your pharmacy to growth and success.