

# Working for *Boots*

## A guide for locum pharmacists

### Introduction

As a locum pharmacist, you play an important part in the experience we give to our customers and patients. This document provides helpful guidance on ways of working in a Boots UK pharmacy. The information will assist you during the time you are with us and also ensure that you know the rules that are in place to protect both you and the Company.

Please use this guide in conjunction with the locum website ([www.locumatboots.co.uk](http://www.locumatboots.co.uk)). You will have gained access to this website when accepting the locum agreement. If you have any queries regarding accessing the locum website please do not hesitate to contact us at: [locum@boots.co.uk](mailto:locum@boots.co.uk)

### What we expect

- That you **sign in and out of the visitor's log** on each occasion when you work as a locum - for health and safety reasons - so that we have a record of your attendance on-site
- That you **comply with all relevant legislation** whilst on our premises
- That you **recognise and adhere to your professional obligation to follow the General Pharmaceutical Council's (GB) / Pharmaceutical Society of Northern Ireland (NI) standards for pharmacy professionals** during your placement
- That you provide high standards of patient care and enable our patients and customers to have the best possible experience of attending our pharmacy
- That you have your own appropriate level of **current professional indemnity insurance** to cover all aspects of your professional practice
- That you familiarise yourself with our in-store processes and **adhere to Boots Standard Operating Procedures (SOPs)**
- That you **raise any questions** with a member of the team or speak to the Store Manager / Duty Manager
- That you **complete the hours as agreed** at the time of booking
- That, before you commit to work in a store/area, you **familiarise yourself with the local/national services** offered to patients
- That you **leave your contact details with the store team** on each occasion when you work as a locum. This will allow any dispensing queries to be resolved

It is important that you make yourself aware of the information within this document. If you have been a locum at the pharmacy previously it is important that you check that nothing has changed since your last visit.

### Set up conversation

When you first arrive in the pharmacy, you should have a 'set-up' conversation, especially if it is your first time visiting the store. This conversation will normally be with the Store Manager, Assistant Manager, another pharmacist or a pharmacy team member.

The conversation will be different in each pharmacy, depending on the services provided by the locum pharmacist to the pharmacy and by the pharmacy to patients. You may wish to discuss, for example:

- Break arrangements, including break times and any facilities both in store and nearby
- The different colleagues within the pharmacy team and their skills, including whether any of the team are trainees
- Details of any specific pharmacy activities that should be completed during the day e.g. CD balance checks, clinical checks for Care Services
- Which services you are trained to be able to offer, particularly any locally commissioned services

- If you haven't worked for Boots recently, any updates to Standard Operating Procedures (SOPs) or other processes you may need to be aware of
- The contents of the communication book(s) / diaries including the Boots appointment diary

## Workwear/appearance

Our customers have high expectations of the service they receive when they shop with us and this expectation extends to a high standard of personal appearance of those who work within our stores.

It is our belief that customers would expect you to wear:

- Appropriate professional, smart business attire at all times e.g. smart tailored suit of a dark colour (e.g. navy, black, grey)
- Appropriate professional footwear (e.g. navy, black or grey shoes)
- Jewellery kept to a minimum

Personal hygiene is important to us and our customers and we expect you to be mindful of this. Long hair should be tied back from the face when appropriate and tattoos which could be offensive or discriminatory should be covered up.

If you have a religious requirement that needs taking into consideration in the application of these guidelines, this should be discussed with the Pharmacist Deployment Planner (PDP) who made the booking with you.

## Claiming payment for locum services

On the day you work in store, ask the duty manager to complete the online locum claim form on your behalf. If no one is available to do this for you please ensure you complete a locum claim details sheet.

Please ensure the form is fully completed in accordance with the agreement made at the time of booking.

No additional expenses will be paid as outlined in the locum agreement.

Any queries about payment should be directed to the Pharmacist Deployment Planner (PDP) that made your booking.

## Timekeeping

You should ensure that you arrive at the pharmacy in sufficient time to be ready to start work at the agreed time.

When making your claim for payment, unavoidable lateness of a few minutes need not be taken into account (although you should reflect on how this could be prevented in the future). However, if you arrive greater than 15 minutes after the booked time, your claim should reflect this (always working in 15 minute increments).

The following example is provided to illustrate this:

### Example

You arrive an hour and five minutes late, after being held in traffic caused by a serious car crash on the motorway. The Store Manager has ensured that patients attempting to access the pharmacy understood the unavoidable nature of the incident and have been asked to return later in the day. Your claim for payment should be for *one hour* less than the initially booked time period.

## Standard Operating Procedures

You are expected to adhere to Boots SOPs at all times, and to satisfy yourself that SOPs are being followed. The Responsible Pharmacist SOPs are a particularly valuable reference with regards to the individual capabilities of each pharmacy colleague.

All Boots pharmacies have most SOPs (including core dispensing) stored in a bright yellow folder in the walk-in dispensary. Pharmacy Services SOPs are located in a white and blue 'Pharmacy Services Core Information' folder, also in the walk-in dispensary. Stores with separate Care Services dispensing operations also have an orange Care Services SOP folder, located in the Care Services dispensary. Please refer to these folders to re-familiarise yourself with any Boots SOPs as necessary.

Remember Boots SOPs can be accessed online at any time via the locum at Boots website ([www.locumatboots.co.uk](http://www.locumatboots.co.uk)). Log in to your account and navigate to via the quick links (on the left of the page) to find the SOPs.

## Data protection, privacy and information governance

Boots takes data protection and privacy very seriously and expects employees and locum pharmacists to handle patient information appropriately and securely.

You must comply with all relevant legislation and guidance on data protection, privacy and information governance including relevant NHS codes of practice.

## Working Time Directive [2003/88/EC](#)

You should ensure you are working in accordance with the Working Time Directive 2003/88/EC and therefore you should:

- have at least one continuous and uninterrupted 20 minute rest break during your working day, if you work more than 6 hours a day
- have 11 hours rest between working days, e.g. if you finish work at 8pm, you shouldn't start work again until 7am the next day
- take an uninterrupted 24 hours without any work each week

## Safeguarding children and vulnerable adults

During your professional practice, you may have concerns about certain patients' circumstances, especially if they are particularly vulnerable, owing to their age or health status. It is important to act appropriately if neglect or abuse is suspected.

If you have concerns you can discuss them in the first instance with the Pharmacy Support Helpdesk (0115 9182000 options 2,3,2) and if appropriate follow the local safeguarding guidance located in the Pharmacy Duty Folder in each store.

You may find it helpful to download the NHS Safeguarding Guide app, the Wales Safeguarding app or the Safeguarding Board NI app (available from the App Store for iOS and Google Play Store for Android). There is currently no Scotland NHS safeguarding app.

## Career Opportunities at Boots

To find out about the exciting and varied career opportunities at Boots please visit our careers website [www.boots.jobs](http://www.boots.jobs) for further details

## Mytime

Mytime is a new digital way of planning and managing working hours. In this rapidly changing world, we've invested in technology which helps to modernise and simplify how we run our stores and help improve our customer offer.

You need to use your GPhC/PSNI number to check in/out of Mytime in all stores live on the system.

### Using the Mytime system

- Immediately after you arrive and are ready to begin work, locate the Mytime terminal in the store
- Enter your GPhC/PSNI number with the prefix 60 before it, to **check in**. For example 60XXXXXX.
- Enter the same number again to **check out** of the store when you have completed the placement.

Your GPhC/PSNI number will automatically enter the Mytime system using the details you provide when you register with the [www.locumatboots.co.uk](http://www.locumatboots.co.uk) website.

## The Boots Healthcare Way – SOP OTC01



As a locum pharmacist you may be familiar with different Sales of Medicines Protocols, particularly WWHAM. The Boots Healthcare Way is our healthcare consultation model, provided here for your reference, and comprises of 5 key steps. It is designed to make it easy for Boots healthcare colleagues (not including pharmacists, although pharmacists may find this framework helpful) to confidently give great advice. This approach will help Boots healthcare

colleagues to establish the customer's needs and provide them with appropriate, safe and personalised recommendations and advice.

The majority of interactions at the healthcare counter (over 75%) are patient requests for a named product. The Boots Healthcare Way takes this into account and makes it easy for colleagues to respond to product requests.

'CARE' is an advice-based framework for over-the-counter conversations. We are looking for Boots healthcare colleagues to share/discuss the following information during every conversation for a product at the healthcare counter:

**COUNSEL:** the quantity to take/use and frequency; the maximum dose and indication where relevant

**AVOID:** to cover people taking certain medicines / with certain medical conditions

**READ:** a reminder that the customer should read the information leaflet or pack information before taking/using

**ESCALATE:** when and to whom a customer should escalate his/her symptoms if he/she doesn't feel better

CARE can be carried out in any order but all elements must be covered

If a customer has asked for advice about his/her symptoms or a condition, the Boots colleague will use the WWHAM framework and then follow up with CRE (AVOID will not be needed, as a suitable product will have been selected as part of the WWHAM-based discussion)

## Security rules

You have special responsibilities that may include being entrusted with money and merchandise. We therefore have a set of rules to safeguard you and the Company. The Company expects you to follow these rules whilst on Boots premises. Any breach of these rules may render a withdrawal of the right to work within a Boots store as a locum.

The following rules are easy to understand and comply with, providing you with confidence about what is acceptable practice whilst working within Boots. If you have any questions about these rules or do not understand any part of what they mean, you should seek clarification from the Pharmacist Deployment Planner (PDP) that made your booking.

### Right of search

- The Company retains the right to search all employees, self-employed persons (including locum pharmacists), those working for other companies and private vehicles while on Company sites. Searches may be carried out at any time.
- Searches will only be carried out by a duly authorised member of staff. Every effort will be made to cause the minimum of inconvenience. Any refusal to be searched will be treated as a serious breach of these rules.
- If Company property or cash is found during a search on any individual or vehicle and the duly authorised member of staff is not satisfied with the explanation, the matter may be handed to the Police for further investigation.

### Personal money

Personal money and cash equivalents e.g. cash, cash equivalents, credit/debit cards, loyalty e.g. Advantage Cards, discount cards and phone cards must not be carried whilst working in any area of the store. You will be provided with a secure place in which to keep your personal belongings.

### Till procedures

You may be responsible for a till whilst working. The till drawer must be closed and secure whenever the position is left unattended. All notes in excess of the working float (you will need to identify what this is) are to be placed in the Counter Cache positioned next to the till. Discount, whether staff, professional or industrial may only be given on qualifying goods to persons authorised to receive such discount.

As a locum you are not entitled to receive staff discount.

### Found money and property

All property or money found in the store or handed to you by a customer must be passed on to the Store/Duty Manager together with the person's name and address where applicable. Details must then be entered into the 'Found Money and Property' Register.

### Purchases in store

All goods must be paid for at the time of purchase. You must not set goods aside to be paid for at a later date. You must not take goods that are damaged.

### Free gifts, testers and samples

Free gifts received in the course of your duties and 'gifts with purchase' cannot be exchanged for products, cash, cash equivalent or credit. Cash and cash equivalent gifts must never be accepted in the course of your duties.

Current testers are for use in store only and should not be given away or sold under any circumstances.

Samples must only be given to encourage sales and build the business. No samples should be sold.

### Data protection

You have access to various computer systems and confidential information. It is your responsibility to manage such data correctly and not release any information to others, either within Boots or externally.

### Personal identification

You may be responsible for personal identification numbers and access cards. These personal details are given to you for your personal protection. You should not share these with others, release the details to others or use others' access details.

## Pharmacy Services

The following sections contain guidance to help you understand how to support as many patients as possible, by offering a wide range of services. It may be of particular interest if you work in more than one country in the UK, or if you are moving to a different country in the UK.

**It is important to ensure that you are competent and registered to deliver certain services before you commit to work in that country (e.g. Smartcard access and CPCS in England, Core Services and PCR in Scotland, NADEX access in Wales)**

## England

### NHS Advanced Services

In England there are six advanced services:

- Community Pharmacist Consultation Service (CPCS)
- Flu Vaccination Service (September to March only)
- New Medicine Service (NMS)
- Appliance Use Review (AUR)
- Stoma Appliance Customisation
- Medicines Use Review (MUR)

For more information on England's advanced services an excellent source of information is the Pharmaceutical Services Negotiating Committee (PSNC) website.

<https://psnc.org.uk/services-commissioning/advanced-services/>

The CPCS must be offered throughout a pharmacy's opening hours, so it is **essential that you have an NHS Smartcard with Summary Care Record access**.

It should also be noted that you should ensure your NHS Smartcard has the required locum (FFFFF) code, in order to allow full Electronic Prescription Service (EPS) functionality.

Contact your local NHS team to resolve any issues with your NHS Smartcard:

<https://digital.nhs.uk/services/registration-authorities-and-smartcards/primary-care-service-provider-contact-details>

Store teams will typically expect locum pharmacists to be able to offer NMS, MUR and Flu services as well as CPCS, so if you are unable to offer any of these services you should inform your locum agency (or Pharmacist Deployment Planner if you book directly) and also speak to the store team in advance of your visit, to ensure patients are not booked into appointments which later need to be cancelled at short notice.

### Locally Commissioned Services

In England it is common to find a wide variation between the services offered in different geographical areas. Many of the services offered are seen as extremely valuable by the patients who access them, so you will probably wish to provide as wide a range of services as possible, particularly in pharmacies located in any region where you regularly work.

Typical locally commissioned services include:

- Substance Dependency Services (supervision of methadone or buprenorphine, needle exchange)
- Sexual health services (emergency contraception, chlamydia testing)
- Minor ailments services (including treatment of minor infections via the supply of antibiotics using a Patient Group Direction (PGD))
- Smoking cessation services



Some of these services require completion of CPPE e-learning and some require you to be trained on and have signed PGDs before you may provide the service.

To find out more about the services available in a particular area, the best source of information (as well as Boots store team(s)) is the Local Pharmaceutical Committee (LPC). <https://lpc-online.org.uk/>

## Northern Ireland

### Regional Services

In Northern Ireland there are five regional pharmacy services:

- Stop Smoking
- Managing Your Medicines
- Repeat Dispensing
- Minor Ailments Service
- Medicines Use Review (MUR)
- Pharmacy First
- Living Well

Information on each service can be found at: <https://www.communitypharmacyni.co.uk/regional-services/> and: <http://www.hscbusiness.hscni.net/services/PharmBSES.htm>

## Scotland

Community pharmacy services in Scotland are significantly different to those on offer in England and Wales. If you intend to work as a locum pharmacist in Scotland it is strongly recommended that you visit the pharmacy practitioner pages of the NHS Scotland website and the NHS Education for Scotland (NES) website.

<https://nhs.uk/services/practitioner/pharmacy/>

<https://nes.scot.nhs.uk/>

In addition, the Community Pharmacy Scotland website, hosted by NHS Scotland, is a central point for all contract information. Each Health Board area has a dedicated area for local information including local PGD's and formularies. Visit: <http://www.communitypharmacy.scot.nhs.uk>

To provide pharmacy services in Scotland you will need to register for access to the Pharmacy Care Record (PCR) system. **You will need a login ID to access and update a patient's Pharmacy Care Record which you must obtain before working as a locum pharmacist in Scotland.** Contact the Health Board for the area in which you intend to work to obtain your login ID.

### Core Services

**Every community pharmacist in Scotland is required to provide these services;** it is essential that you are familiar with these services before you work as a locum pharmacist in Scotland:

- Medicines Care and Review Service (MCR)
- Pharmacy First

### Medicines Care and Review Service

For more information visit: <http://www.communitypharmacyscotland.org.uk/nhs-care-services/services/chronic-medication-service/what-is-the-chronic-medication-service/>

## Pharmacy First Service

For more information visit: <https://www.cps.scot/nhs-pharmacy-first-info-hub/>

## Advanced Services

In addition to MCR and MAS there are a variety of other services which patients may wish to access. These include:

- Gluten Free Food Service
- Public Health Service
- Emergency Hormonal Contraception (EHC)
- Smoking Cessation
- Unscheduled Care
- Dispensing and supply of stoma appliances to patients in the community

Some of these services require completion of NES e-learning e.g. Smoking Cessation and Pharmacy First, and some require you to be trained on and have signed PGDs before you may provide the service.

### Gluten Free Food Service

Guidance on providing the service is available at:

<http://www.communitypharmacyscotland.org.uk/media/1522/110383-gff-key-facts-sheet.pdf>

### Public Health Service

This service allows community pharmacists and their teams to support self-care, health promotion and healthy lifestyles. As well as participating in local and national public health campaigns, it allows community pharmacists to provide a Sexual Health Service and Smoking Cessation service. There are a number of associated PGDs that community pharmacists should familiarise themselves with.

### Emergency Hormonal Contraception (EHC)

Pharmacists must read and sign the PGD before providing this service. If, for moral reasons or in accordance with your religious beliefs, you do not wish to provide this service, it is important to signpost any patients to the nearest pharmacy where the service is available.

The PGDs are available here (note that you must sign a PGD for each Health Board you work in):

[http://www.communitypharmacy.scot.nhs.uk/documents/nhs\\_boards/highland/pgd/ehc/PCA\\_2015\\_P\\_20.pdf](http://www.communitypharmacy.scot.nhs.uk/documents/nhs_boards/highland/pgd/ehc/PCA_2015_P_20.pdf)

[http://www.communitypharmacy.scot.nhs.uk/documents/nhs\\_boards/highland/pgd/ehc/ULIPRI-STAL\\_EMERGENCY\\_HORMONAL\\_CONTRACEPTION\\_PROFORMA.doc](http://www.communitypharmacy.scot.nhs.uk/documents/nhs_boards/highland/pgd/ehc/ULIPRI-STAL_EMERGENCY_HORMONAL_CONTRACEPTION_PROFORMA.doc)

[http://www.communitypharmacy.scot.nhs.uk/documents/nhs\\_boards/highland/pgd/ehc/Emergency\\_contraception\\_algorithm\\_NHS\\_Highland.doc](http://www.communitypharmacy.scot.nhs.uk/documents/nhs_boards/highland/pgd/ehc/Emergency_contraception_algorithm_NHS_Highland.doc)

### Smoking Cessation

In order for community pharmacists to successfully provide the service, each registered patient is required to have their activity recorded on the Smoking Cessation Tool within the PCR. The minimum data set (MDS) data is collated for each patient and sent electronically through the PCR to the Health Board. This allows for assessment and monitoring of the service and pharmacy contractors receive payment for the service based on the MDS electronic submissions.



Varenicline may be supplied by an accredited pharmacist. To prescribe varenicline to patients under this service, community pharmacists must undertake the e-learning programme provided by NES then read and sign the varenicline PGD:

[http://www.communitypharmacy.scot.nhs.uk/documents/nhs\\_boards/highland/04\\_25\\_v2%20varenicline\\_PGD.pdf](http://www.communitypharmacy.scot.nhs.uk/documents/nhs_boards/highland/04_25_v2%20varenicline_PGD.pdf)

### Unscheduled Care

Community pharmacy is an important route of access for patients requiring unplanned care. Locum community pharmacists should sign up to the national PGD for Urgent Provision of Repeat Medicines and Appliances. This service allows community pharmacists to provide patients with up to one cycle of their repeat medicine, appliance and/or ACBS product when the patient's prescriber is unavailable, e.g. the surgery is closed.

Locum pharmacists should also ensure they are aware of the process for direct referral of patients to out of hours GP services and the contact telephone number. More information is available here:

[http://www.communitypharmacy.scot.nhs.uk/unscheduled\\_care.html](http://www.communitypharmacy.scot.nhs.uk/unscheduled_care.html)

### Locally Commissioned Services

There are 14 Regional Health Boards covering Scotland. In addition to the national services in Scotland, individual Health Boards may have their own services.

Please note that for some local services, you must not provide the service until you have been authorised to do so by the appropriate Pharmacy and Medicines Directorate, as advised by the appropriate Health Board.

## Wales

### Advanced Services

Pharmacies in Wales offer some of the same services as England (see above), however there are an increasing number of differences. To find out more, visit: <http://www.cpwales.org.uk/Services-and-commissioning/Advanced-Services.aspx>

Store teams in Wales will typically expect locum pharmacists to offer the Discharge Medicines Review, Flu Vaccination, Medicines Use Review, Emergency Medicines Supply and Common Ailments Service. In particular, the Common Ailments Service is expected to be offered throughout the opening hours of the pharmacy.

**In Wales, many advanced services are accessed through the Choose Pharmacy online platform, and all locum pharmacists working in Wales should ensure they have a NADEX account.**

For more information on Choose Pharmacy visit: <http://www.cpwales.org.uk/Services-and-commissioning/Choose-Pharmacy-Services/User-Guides.aspx>

Visit <https://www.wcppe.org.uk/product/choose-pharmacy/> to complete the required learning for a Choose Pharmacy account.

### Locally Commissioned Services

In Wales there may be some variation between the services offered in different geographical areas. Services in Wales are commissioned by the seven Local Health Boards. Further information on services and to obtain contact information, visit:

<https://www.wales.nhs.uk/ourservices/directory/LocalHealthBoards/865>

## Useful Contact List

Role title	Source of advice for...	Name(s)	Contact number(s)
Pharmacist Deployment Planner (PDP)	First point of contact for all queries with your locum booking		
Pharmacist Deployment Manager (PDM)	Second point of contact for queries with your locum booking		
Store Manager/General Manager	First point of contact for issues relating to the operation of the store where you are working as a locum Person to whom any dispensing incident or professional complaint occurring in store must be notified		
Area Manager (AM)	Second point of contact for issues relating to the operation of the store where you are working as a locum Any dispensing incident or professional complaint occurring in store must be notified		
Head of Stores (HoS) or Director of Stores (DoS)	Point of contact for escalation of operational issues in the store where you are working as a locum (that cannot be resolved by the Manager or the central Operations Support team)		
Pharmacy Support Manager (PSM)	First line point of contact for complex issues around legal, ethical and professional compliance. First line point of contact for advice relating to dispensing incidents		
Professional Standards & Quality Manager (PSQM)	Second line point of contact for professional, ethical and legal issues or if advice is needed concerning a serious pharmacy incident		
Pharmacy Support Helpdesk	Professional queries and concerns office to which all dispensing incidents must be reported within 24 hours Management of escalated dispensing errors and professional complaints	Support office function	0115 9182000 (option 2, option 3, option 2)